

Customs News

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Message from Commissioner Timothy Tong

Talents and Professionalism

Distinguished Customs officers in past centuries like Commissioner Adam Smith and Douanier Rousseau, gifted with extreme talents, acquired a global stature during their lifetime and went down in history to be revered by all. Modern days Hong Kong Customs officers expect no fame. We are ordinary civil servants, not different to any proud member of the Disciplined Services of the HKSARG. Yet we aim also to provide the best services possible by a modern Customs jurisdiction, fully meeting the requirements of the times, and firmly guided by our departmental motto: Commitment and Excellence.

I have learnt the above since joining the Department in late September 2003. Nine months and some 280 internal meetings later - meetings in which a vast number of you took part - I have also come to know you and your work. What you have made out of the job assigned to you, and in particular your can-do spirit in enforcing the law while facilitating business, have left me a powerful impression.



The ever-strengthening ties between Hong Kong and the Mainland means an ever-increasing passenger and cargo flow at our control points. The impact of the huge economic opportunities available from the pan-Pearl River Delta on our service requirements has yet to be fully assessed. Every day of the year and every moment of the day, our ability to meet the challenges is put to test.

New Challenges Ahead

As new control points open, we have to gear up further for more challenges. New projects include, among others: the Sky Plaza at the Hong Kong International Airport; the New Tuen Mun Cross-boundary Ferry Terminal; the Shenzhen Western Corridor linking Shekou and Ngau Hom Shek; the Sheung Shui to Lok Ma Chau Spur Line; and the expanded Sha Tau Kok Control Point. All are to come on stream in the next few years. The Shenzhen Western Corridor alone would take an extra 520 disciplined staff to man.

We are also contributing to the Government's study on Goods and Services Tax (GST). A dedicated Working Group has been set up under the auspices of the Financial Services and the Treasury Bureau to conduct a detailed study on the subject and Hong Kong Customs is a core member. Within the Department, a Special Duties Team has been operational since December 2003 to research and help formulate proposals. Customs will have an important role to play if GST is to go ahead.

IPR infringements continue to be a priority concern and call for our resource commitment on various fronts, including robust enforcement actions, partnership with other local stake-holders under the IPR Protection Alliance formed early this year, and close liaison with other Governmental agencies as well as Mainland/overseas Customs authorities. A main task is to ensure that Mainland tourists under the Individual Travel Scheme will not fall prey to unscrupulous people selling counterfeit goods.

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Mr Douanier Rousseau's 1888 masterpiece "Views of Saint Louis Island from Saint-Nicolas Port, Evening".

Through launching an initiative code-named "Project Crocodile", we have created a united front amongst the 29 Customs administrations of the Asia Pacific Region to combat cross-boundary cigarette smuggling. This will enable effective intelligence exchange and co-ordination of enforcement actions on a regional basis. Our robust actions against illicit sales of cigarettes and, for that matter, illicit fuels, necessarily involve important manpower implications.

The implementation of CEPA has added a new charter to the portfolio of the Trade Controls Branch. Many applications for CEPA Certificate of Hong Kong Origin have been verified by our officers; and more are to come following the (expected) inclusion of hundreds of new product items under the zero-tariff scheme by Year 2006. We are also keeping a close watch on the probable new control arrangements after the expiry of the WTO Agreement on Textiles and Clothing (ATC) at the end of 2004. Meanwhile, a review of the Trade Controls Officer Grade (TCOG) structure was completed in March 2003, taking into account the post deletions under the Voluntary Retirement Scheme, implementation of CEPA, and the lapse of ATC. The review report has been submitted to our Policy Bureaux and CSB for consideration.

Most Valuable Asset

The professional competence of our colleagues coupled with their unwavering dedication to duty is the most valuable asset of the Department. We have very good officers and deploy our officers wisely to do more with less. However, in order to meet the many requirements of our new tasks, we must bring in new blood. Hence we are planning shortly to seek exemption from the freeze of external recruitment of disciplined staff to reinforce our manpower needs. In addition, we will continue to strive for the conduct of more promotion exercises for our deserved staff. Both of these are high on the agenda of the Customs Directorate.

I know few Customs officers will ever acquire the profound insight of Adam Smith (1723-1790) who ushered in a new global economic order made possible only by free trade. Few Customs officers will ever have the artistic talents of Douanier Rousseau whose paintings were widely acclaimed including by Picasso. But I also know many of our colleagues are working hard and, collectively, we can help spur Hong Kong's economic growth. Many of our colleagues are working well. Like the two patrolling Customs officers in Rousseau's 1888 masterpiece "View of Saint Louis Island taken from Saint-Nicolas Port, Evening", they are faithfully performing their duty as Customs officers, casting a long shadow behind them.

(Timothy Tong)
Commissioner

Anti-illicit cigarette initiative gets full support

Commissioner Timothy Tong led a five-member delegation, comprising Assistant Commissioner Chow Kwong; Superintendent Lui Kin-hung; and Assistant Superintendents Leung Tak-yin and Suen Kwok-cheung, attended the 10th World Customs Organization (WCO) Asia Pacific Heads of Customs Administration Conference in New Zealand between March 29 and April 2.

To start with the Conference, Commissioner Tong accepted the invitation to represent all the delegates to face the traditional Maori Challenge - took up a totem from the floor while facing three menacing and intimidating warriors, signifying the delegates came to New Zealand with peaceful and cordial intention.

During the Conference, Commissioner Tong told the other delegates that cigarette smuggling is rampant in the region and that it is important to enhance co-operation to combat the crime. Commissioner Tong proposed that the anti-cigarette smuggling contact points should hold a meeting to map out enforcement actions to clamp down on transnational smuggling syndicates, to explore how best to utilise and share intelligence to identify targets for joint investigations, and to discuss the means to help prosecute offenders outside Members' jurisdictions. The proposal was well received and Hong Kong Customs was tasked to co-ordinate the meeting.



Commissioner Timothy Tong (front row third from left) and Assistant Commissioner Chow Kwong (second row fourth from left) with other participants of the WCO Asia Pacific Conference.

Hong Kong Customs also made a presentation on the facilities of the Customs and Excise Training School and received unanimous support from members to have it accredited as one of the WCO Training Centres of the region.

WCO and APEC Division
Customs Liaison Bureau

APEC SCCP Meeting held in Chile

Assistant Commissioner Chow Kwong and Senior Inspector Vincie Mark attended the first 2004 APEC Sub-Committee on Customs Procedures (SCCP) Meeting in Santiago, Chile. The meeting was held between February 25 and 27 with the participation of 42 delegates from 21 member economies.

During the meeting, member economies had thorough discussions over various issues, such as the five priorities set by the Committee on Trade and Investment, the revised Kyoto Convention Path Finder Initiative, the implementation of Common Data Elements, the SCCP Peer Review Process, the methodologies to reduce transaction cost under Trade Facilitation and the Transparency Standards on Customs Procedures.

Being the lead shepherd of the Collective Action Plan on Customs-

Business Partnership, Hong Kong Customs reported to the SCCP Meeting that a handbook containing 11 successful cases of Customs-Business Partnership Programmes, which were implemented by Australia; Canada; Hong Kong; Japan and Thailand, was compiled. The handbook had been distributed to member economies for reference and would be attached as an annex to the Compendium of the Best Practices on Customs-Business Partnership.

As a further deliverable, Hong Kong Customs will update and revise the Compendium to include all the new and enhanced partnership programmes for distribution to member economies at the next SCCP meeting.

APEC Unit
Customs Liaison Bureau

William Chow visits IPR organisations in Japan



Assistant Commissioner William Chow briefing Head of the Intellectual Property Strategy Promotion Secretariat of Japan, Mr Hisamitsu Arai, on the Hong Kong Customs enforcement actions and strategy against piracy.

A joint Customs and the Intellectual Property Department delegation visited the intellectual property policy bureaux of the Japanese Government and the pre-dominant copyright and trade associations of Japan during February 16 to 19, 2004.

The four-member delegation, jointly led by Director of Intellectual Property Mr Stephen Selby and Assistant Commissioner William Chow, met with Head of the Intellectual Property Strategy Promotion Secretariat of Japan, Mr Hisamitsu Arai, to address the concerns of the Japan's copyright industry. Presentations were made on the framework of Hong Kong's IPR protection system and in particular, the enforcement perspective of the system where Hong Kong Customs takes sustained raiding actions against copyright piracy and trademark counterfeiting in Hong Kong.

During the four-day visit, the delegation had called upon eight Government and private sector organisations. Besides visiting the Intellectual Property Strategy Promotion Secretariat and the Commerce and Information Policy Bureau of Japan Government, the delegation also held talks with the executives of the Association of Copyright for Computer Software, the Digital Contents Association of Japan, the Computer Entertainment Suppliers' Association, the Kaidanren (Japan Business Federation), the Chamber of Commerce and Industry, and Sony Computer Entertainment Inc.

Superintendent Ben Ho
Intellectual Property Investigation Bureau

23rd Session of WCO Enforcement Committee

Senior Superintendent Ip Che-wo and I represented the Department to attend the 23rd Session of the World Customs Organization (WCO) Enforcement Committee in the WCO Headquarters in Brussels from February 17 to 20, 2004. Other participants included 127 representatives from 72 WCO member administrations and five representatives from RILOs. Ten representatives from international organisations also participated as observers.

The Enforcement Committee was held annually. This year's theme was "from policy to effective implementation". It focused mainly on the implementation of various enforcement measures to ensure the safety of the borders and the trade supply chain, and to protect revenue and the society.

Representatives from different Customs administrations made presentations on their anti-smuggling strategies and operations, and new devices and strategies in enhancing Customs intelligence network. During this four-day meeting, we grasped the opportunity to share our experience in enforcement work with our overseas counterparts. We also had the pleasure to be invited to have lunch with the Customs Counsellor of the Chinese Embassy of Belgium.

Senior Inspector Chan Tat-wah
Customs Liaison Bureau

HK Customs attends drug enforcement

On the invitation of the US Drug Enforcement Administration (DEA), the Hong Kong Customs participated in the 22nd International Drug Enforcement Conference (IDEC) in Lima, Peru from March 16 to 18, 2004.

IDEC was established in 1983 in an effort to bring together high-level drug law enforcement officials in South, Central and North America, as well as the nations of the Caribbean.

The 22nd IDEC was co-hosted by the National Police of Peru and the DEA. The theme of the Conference was Combating International Drug Trafficking and Money Laundering. During the Conference, presentations and discussions were made on substantive measures for identifying, targeting and attacking the command and control aspects of international drug trafficking organisations and money launderers. In the Regional Working Group Meeting, the Hong Kong Customs also made a presentation to share its successful experience in launching an international co-operation plan with the US and Mexican authorities to prevent the

diversion of medicinal pseudoephedrine tablet, which was known to be a source of pseudoephedrine for the manufacture of "ice".



On the international front, it is the Department's established policy to actively participate and co-operate with overseas law enforcement agencies in the fight against regional and international drug trafficking. IDEC has provided a significant and meaningful channel for us to build up our co-operation network with the international anti-drug community.

Richard Yu
Customs Drug Investigation Bureau

Anti-Money Laundering Seminar

To strengthen the knowledge and skills of officers in the field of financial investigation and to provide a forum for exchange of enforcement experiences, the Financial Investigation Group of the Customs Drug Investigation Bureau (CDIB) co-hosted an Anti-money Laundering and Financial Investigation Seminar with the UK Fiscal and Drugs Liaison Office at the Senior Officers' Mess on March 3, 2004.

Speaking at the Seminar, Head of CDIB Richard Yu said that financial investigation in tracing, restraining and confiscating the crime proceeds of criminals had proven to be an effective and powerful enforcement strategy in tackling organised criminal activities.

Mr John Burrow of HM Customs and Excise provided seminar participants with a comprehensive overview on the Missing Trader Intra-Community VAT Fraud in the UK and outlined its subsequent transnational money laundering activities.



(From right) Mr John Burrow of HM Customs, Head of CDIB Richard Yu and Head of Financial Investigation Group Ho Wai-man attending the Seminar on Anti-Money Laundering and Financial Investigation.

About 120 officers from the CDIB and other Formations attended the Seminar. Participants highly praised the Seminar for being able to foster experience sharing and improvement of investigation techniques.

Financial Investigation Group

An Min visits Lok Ma Chau

The Vice-Minister of Commerce, Mr An Min, was invited by the Financial Secretary, Mr Henry Tang, to pay a visit to Lok Ma Chau Control Point on February 27, 2004 to know more about the Hong Kong Customs' role in the implementation of the Closer Economic Partnership Arrangement (CEPA).



Accompanied by Financial Secretary Mr Henry Tang and Commissioner Timothy Tong, Vice-Minister of Commerce Mr An Min (centre) toured the Lok Ma Chau Control Point.

Accompanied by Mr Tang, Mr An toured the Lok Ma Chau Control Point. He was greeted on arrival by Commissioner Timothy Tong.

The Commissioner explained to Mr An how the Hong Kong Customs operated a comprehensive control system with the Trade and Industry Department to ensure the smooth and effective implementation of CEPA. This included Customs enforcement measures in deterring any abuses of the zero tariff concession such as certification, factory registration and inspection, consignment check, costing check and blitz check.

Mr An said he was pleased that the HKSAR Government was making every effort to ensure the integrity of CEPA, whilst facilitating its use by trade industry through speedy processing of eligible applications for zero tariffs.

Mr Tang reassured Mr An that Hong Kong Customs would continue to work closely with the Mainland Customs to deter any abuses and facilitate Customs clearance of all goods eligible for zero tariff.

During the visit, the Commissioner also briefed Mr An on the Department's streamlined clearance procedures and anti-smuggling endeavors at control points.

Control Points Command

Vice Minister of Customs visits HK Customs

The Vice Minister of General Administration of Customs (GAC), Mr Sheng Guangzu, led a six-member delegation to visit Hong Kong Customs between March 31 and April 4. During the visit, they met with the Hong Kong Customs delegation headed by Acting Commissioner Lawrence Wong. The two Customs administrations discussed topics of mutual concern. The Hong Kong Customs also arranged the GAC delegation to visit the Lok Ma Chau Control Point.

The meeting was held under a harmonious and co-operative atmosphere. Discussion topics included the implementation of CEPA, mutual co-operation in suppressing smuggling activities, and strategic planning on the land cross-boundary development.

After the meeting, the Mainland Customs was invited to visit

the Lok Ma Chau Control Point. The delegation was briefed on the works and facilities of the control point and also had an experience sharing with our officers.

Customs Liaison Bureau



The Mainland and Hong Kong Customs delegations discussing topics of mutual concern at the meeting.

Shenzhen Customs visits HK

A Shenzhen Customs delegation led by Director General Mr Zou Zhiwu visited Hong Kong and met with Commissioner Timothy Tong on April 14, 2004.

Commissioner Tong accompanied Director General Zou to board a fixed-wing airplane for an aerial reconnaissance of the smuggling black spots at the boundary and sea. Director General Zou also boarded a Customs sector launch and was briefed on the navigation and surveillance equipment and the strategies in combating smuggling activities at high seas.

Commissioner Tong and Director General Zou also held a meeting to explore how both administrations could further strengthen their co-operation in suppressing cross-boundary smuggling activities. Both sides resolved that Hong Kong and Shenzhen Customs would continue to strengthen their exchange of intelligence and conduct more joint operations to clamp down on smuggling activities.

"We have agreed to have our investigators meeting regularly to exchange intelligence, and to update each other on progress in our respective investigations," Commissioner Tong said.

In a cocktail reception to welcome the Shenzhen Customs delegation, Commissioner Tong emphasised the importance of maintaining close relationship with our counterparts. He said that both Customs administrations would join hands to combat smuggling activities and study new measures to enhance the efficiency of Customs clearance.

Customs Liaison Bureau



Commissioner Timothy Tong and the Director General of Shenzhen Customs, Mr Zou Zhiwu, boarded a fixed-wing aircraft for an aerial reconnaissance of the smuggling black spots.

Commissioner witnesses IPR Protection Alliance established



Commissioner Timothy Tong and Assistant Commissioner William Chow officiating at a ceremony to mark the establishment of the IPR Protection Alliance.

Commissioner Timothy Tong officiated at a ceremony to mark the establishment of the Intellectual Property Rights (IPR) Protection Alliance on March 22, 2004. The Alliance is an initiative by the Customs under the "Hong Kong - The Real Experience" Campaign which aimed at further promoting Hong Kong's image as a shopping paradise for genuine goods.

One of the highlights of the Campaign was a seminar jointly organised by the Customs and the Intellectual Property Department (IPD) for the retail business sector and the tourist industry. The event was also supported by the Consumer Council, the Hong Kong Tourism Board and the Travel Industry Council.

The seminar aimed to promote the benefits of selling genuine goods and discuss ways to distinguish counterfeit goods. It also marked the establishment of the Customs' IPR Protection Alliance and the re-launch of IPD's No Fakes Pledge Scheme. The Secretary for Commerce, Industry and Technology, Mr John Tsang, was invited to officiate and deliver a speech at the opening ceremony

of the seminar.

During the seminar, to signify the establishment of the IPR Protection Alliance, the Commissioner presented a crest to each of its inaugural members. The Alliance aims to enhance Customs-industry co-operation by creating a broad-based communication platform to facilitate information exchange and promote synergy of collaborative efforts amongst the IPR owners to fight against piracy and counterfeiting activities. The Alliance also seeks to enhance the compliance level of the No Fakes Pledge Scheme through a monitoring network set up by the IPR owners to check the retail market and report cases of infringement to Customs.

So far, more than 20 IPR organisations have enrolled as members of the Alliance, covering most of the popular brand names in the market.

Intellectual Property Investigation Bureau



The Secretary for Commerce, Industry and Technology, Mr John Tsang, speaking at the opening ceremony of the "Hong Kong - The Real Experience" Seminar.

US Deputy Consul General presents certificates to CDIB

The US Deputy Consul General, Mr Ken Jarrett, presented Certificates of Appreciation to Superintendent Thomas Wu, and Assistant Superintendents Lam Ying-mou and Tam Lam Suk-yin on March 3, 2004 to commend their outstanding contributions rendered of the US Drug Enforcement Administration (DEA)/Hong Kong Country Office in respect of the prevention of chemical diversions while they were serving in the Controlled Chemicals Group (CCG). During the presentation ceremony, Mr Jarrett also highly praised the professionalism, excellent leadership and devotion to duty displayed by the officers.

Assistant Commissioner William Chow, Senior Superintendent Richard Yu and Superintendent Cheng Sik-chau also attended the ceremony to share the honour.

The DEA has all along maintained close partnership with the Customs Drug Investigation Bureau. In fighting

against the illicit diversion of precursor chemicals in global perspective, the CCG had mounted a series of joint operations with the DEA/Hong Kong Country Office which resulted in significant seizures and arrests.

Controlled Chemicals Group
Customs Drug Investigation Bureau

Superintendent Thomas Wu (first from left) and Assistant Superintendent Tam Lam Suk-yin (fourth from left) with US Deputy Consul General Mr Ken Jarrett (third from left), Assistant Commissioner William Chow, Senior Superintendent Richard Yu, Superintendent Cheng Sik-chau and officials of the DEA/Hong Kong Country Office.



Work of Motor Vehicles Valuation Group

The Motor Vehicle First Registration Tax is a fiscal measure and an instrument for the Government to implement its transport policy. Tax on motor vehicles is levied in accordance with the Motor Vehicles (First Registration Tax) Ordinance administered by the Transport Department since 1961. The original system was operated by a self-declaration mechanism based on the Cost, Insurance and Freight (CIF) value of a vehicle. In 1986, the question of under declaration of CIF values had aroused concern of the Government. After series of discussion and review, it was decided that the Ordinance should be amended and the Customs was commissioned with the task of assessing motor vehicles imported for use in Hong Kong.

Pursuant to the amended Motor Vehicles (First Registration Tax) Ordinance, members of the Customs were authorised by the Commissioner for Transport to enforce the Ordinance. On November 1, 1993, the Motor Vehicles Valuation Group (MVVG) was established and put under the Office of Dutiable Commodities Administration. The Group, headed by a Superintendent, with an establishment of 14 staff members, comprises the Research Unit and the Inspection Unit. The Group upholds the principle of impartiality and its members are indeed proud of having established, and ever been adhered to, a fair and accountable assessment system for assessing motor vehicles' provisional taxable value.

The Research Unit plays the roles of the day-to-day administration of the MVVG, the manning of the service counters for the registration of motor importers/distributors, handling of submissions of Import Return and Published Retail Price (PRP) List application as well as application for assessment of motor vehicles imported for personal use. It provides logistic support for the MVVG and assists the Group Head in the planning, compilation of five-year forecast, internal in-house training and implementation of new policy.

The Inspection Unit is responsible for processing applications of PRP lists and issuance of Provisional Taxable Value (PTV) notifications. The task inevitably involves value assessment on motor vehicles which is based on the vehicle particulars of the PRP submitted by registered importers and distributors. In assessing the actual market value, references will be made to the database captured in the First



An officer of MVVG conducting vehicle inspection at trader's premise.

Registration Tax (FRT) system on identical make, model code, model year and manufacturing year of the motor vehicle concerned. In addition, landed value of the motor vehicle and research in Internet of comparable models will also be used as reference in determining the PTV. Based on the assessed PTV, the Transport Department will determine the first registration tax of the vehicles for traders to settle before vehicle registration.

The Inspection Unit also conducts vehicle inspections at traders' premises to verify the declared particulars on the PRP lists against the actual conditions of the motor vehicles. On any site inspection, particular attention is paid to the detection of any intentional modification or installation of additional accessories which are not declared in the PRP. Any intentional alternation of PRP for a higher price without prior approval will be regarded as an offence. Investigation will be initiated on any suspected offence and discrepancy. Should there be enough evidence to institute legal action, prosecution action will be taken against the offenders.

Motor Vehicles Valuation Group

What is ROMAN?

The Department is fully committed to facilitating trade by streamlining Customs clearance procedures and requirements. In this regard the Department had introduced the Electronic Data Interchange System for Road Manifest (ROMAN) which aims to improve Customs clearance and strengthen Customs' capability in processing the voluminous cargoes at Land Boundary Control Points (LBCPs).

With the implementation of ROMAN, shippers will be required to electronically submit a set of essential cargo information to Customs prior to the arrival of the truck at the LBCP. Given the pre-submitted information in hand, our officers are able to conduct risk profiling and determine in advance whether the truck is selected for inspection. Under the arrangement, most trucks not pre-selected for inspection may pass through LBCP without stopping at the kiosks. This will significantly speed up cargo flow and reduce queuing time at LBCP.

As regards unladen trucks, there is no advance cargo information to report. The trucker will only need to declare at the LBCP that his truck is empty. We envisage that there will be a declaration device installed at the kiosks, for example, by means of a push-button mechanism or designated lanes. Truckers who make use of these facilities will be considered as making a declaration that his truck is empty.

To implement ROMAN, we consider making it a legislative requirement for shippers to provide cargo information to Customs in advance. An inter-departmental working group comprising the Commerce, Industry and Technology Bureau, the Customs, the Trade and Industry Department, the Census and Statistics Department and the Information Technology Services Department is formed to study the relevant law provisions for amendments. Based on a tentative schedule, ROMAN will be launched in the second quarter of 2007.

Office of Information Technology

Customs enquiry hotline operators

serving with professionalism & enthusiasm

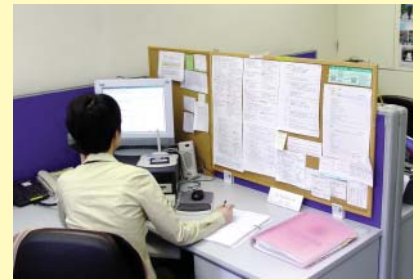
What telephone number is needed when a member of public wishes to enquire something about the Customs? Right! It is 2815 7711 - a 24-hour telephone enquiry hotline manned by the Intelligence Bureau.

The hotline is operated under an Interactive Voice Recording System. A caller can choose to listen to the pre-recorded information, to obtain by fax brief facts on import and export declaration, application of licences and permits, consumer protection and controlled chemicals, or obtain answer from our operator. The hotline receives over 1 600 calls a month. Most of the calls are on Customs-related matters. In fact, handling such calls is more than a challenge.

Answering public enquiries not falling within the jurisdiction of Customs requires tact to convince and refer them to other Government Departments/Organisations. Hotline operator Damon Leung said, "Sometimes, the public may not be aware of the roles and functions of each Government Department. Therefore, we have to spend much efforts in explaining to the callers." The success lies on the unflappable deftness and enthusiasm.

Good service quality gains popularity. Our hotline has built up a positive image. However, we are not complacent. Our colleagues serving the hotline strive to improve its service. Our

operators sustain to upkeep and update themselves to provide the public with more handy information. To this end, we must thank those major Formations for having contributed a lot of updated and concrete information to



An officer manning the Customs enquiry hotline. Hotline operator Pat Lo added that, "It is obvious that frequent update of information is essential to the hotline. Apart from the information provided by the major Formations, we have to search for information from other sources such as Internet, newspapers and magazines."

The setup of this hotline aims to bridge the gap between the Department and the public, especially when the latter needs help. Grasping this golden opportunity, the Department can build up its positive public image. To make this a success, all members of the Department could contribute by updating hotline operators with news and information.

Administration and Support Unit
Intelligence Bureau

APC organises Customer Service Award Competition

Since 1999, the Civil Service Bureau (CSB) has launched the Customer Service Award Scheme to recognise the achievement of civil servants in customer service and to further promote a customer-oriented culture in the civil service. Following CSB's customer service initiatives, the Airport Command (APC) has organised the Distinguished Customer Service Award for Baggage Examination Counter Officers for the fifth consecutive year.

During the fifth competition held between November 17 and 30, 2003, arrival passengers were invited to complete questionnaires to assess the performance of our officers. The result was once again encouraging as all interviewees were satisfied with our service. About 51% of them rated our officers' manner and service as "excellent" while the rest gave a rating of "very good" or "good".



Head of Airport Command Ferdinand Leung presenting the Champion trophy to Senior Customs Officer Lam Ka-wing.

The winners of the awards :

Champion

Senior Customs Officer Lam Ka-wing

First Runner-up

Senior Customs Officer Wong Ying-kit

Second Runner-up

Senior Customs Officer Yiu Yuk-ha

Awards of Excellence

Senior Customs Officer Chan Kin-wah

Senior Customs Officer Tang Yiu-kee

Senior Customs Officer Leung Wing-sang

Senior Customs Officer Ho Kam-sin

Senior Customs Officer Ho Mee-lin

Team Award

Air Passenger Division One

Assistant Superintendent Sheung Kam-biu
Airport Command