

Annex 1

The respective numbers of payments made through different means (including (i) autopay, (ii) automatic teller machine, (iii) electronic bill presentment and payment service, (iv) e-cheque, (v) internet payment, (vi) phone banking, (vii) PPS, (viii) by post, (ix) convenience store, and (x) in person) for bills issued by various government departments in each of the past three years, and their respective percentages in the total number of payments made

Year	Government departments	Name of bills	The number of payments for bills made through different means and their respective percentages in the total number of payments made									
			(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)	(ix)	(x)

Annex 2

The channels currently accepted for submitting applications for various allowances or subsidy schemes under the purview of the Labour and Welfare Bureau, the Education Bureau and the Community Care Fund

Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	The channels accepted for submitting applications					
		In person	By post	By fax	By phone	Online application	Mobile device