

**Annual Utilisation Rate of Electronic Public Services Provided by
Bureaux / Departments in the Past Three Years
(in descending order)**

2013

Utilisation rate of electronic public services		Bureaux / Departments
10 million or above	1.	Hong Kong Observatory
	2.	Post Office
	3.	Labour Department
	4.	Lands Department
	5.	Department of Health
	6.	Customs and Excise Department
	7.	Leisure and Cultural Services Department
	8.	Companies Registry
	9.	Treasury
1 million to less than 10 million	10.	Inland Revenue Department
	11.	Civil Service Bureau
	12.	Census and Statistics Department
	13.	Land Registry
	14.	Housing Department
	15.	Immigration Department
	16.	Rating and Valuation Department

Utilisation rate of electronic public services		Bureaux / Departments
	17.	Trade and Industry Department
	18.	Information Services Department
100 000 to less than 1 million	19.	Working Family and Student Financial Assistance Agency (formerly known as Student Financial Assistance Agency)
	20.	Planning Department
	21.	Water Supplies Department
	22.	Transport Department
	23.	Legal Aid Department
	24.	Marine Department
	25.	Government Logistics Department
	26.	Official Receiver's Office
	27.	Highways Department
	28.	Office of the Communications Authority
	29.	Commerce and Economic Development Bureau
	30.	University Grants Committee Secretariat
	31.	Intellectual Property Department
10 000 to less than 100 000	32.	Architectural Services Department
	33.	Office of the Government Chief Information Officer

Utilisation rate of electronic public services		Bureaux / Departments
	34.	Electrical and Mechanical Services Department
	35.	Hong Kong Police Force
	36.	Civil Aviation Department
	37.	Office of the Commissioner of Insurance
	38.	Radio Television Hong Kong
	39.	Transport and Housing Bureau
	40.	Environmental Protection Department
Below 10 000	41.	Correctional Services Department
	42.	Fire Services Department
	43.	Invest Hong Kong
	44.	Agriculture, Fisheries and Conservation Department
	45.	Home Affairs Department
	46.	Civil Engineering and Development Department
	47.	Registration and Electoral Office
	48.	Social Welfare Department
	49.	Innovation and Technology Commission
	50.	Drainage Services Department
	51.	Buildings Department
	52.	Food and Environmental

Utilisation rate of electronic public services		Bureaux / Departments
		Hygiene Department
	53.	Government Property Agency
	54.	Security Bureau
	55.	Auxiliary Medical Service
	56.	Development Bureau
	57.	Administration Wing
	58.	Education Bureau
	59.	Food and Health Bureau

2014

Utilisation rate of electronic public services		Bureaux / Departments
10 million or above	1.	Hong Kong Observatory
	2.	Post Office
	3.	Labour Department
	4.	Lands Department
	5.	Customs and Excise Department
	6.	Leisure and Cultural Services Department
	7.	Companies Registry
	8.	Treasury
1 million to less than 10 million	9.	Civil Service Bureau
	10.	Inland Revenue Department
	11.	Department of Health
	12.	Census and Statistics Department
	13.	Land Registry
	14.	Efficiency Unit
	15.	Housing Department
	16.	Immigration Department
	17.	Rating and Valuation Department
	18.	Trade and Industry Department
	19.	Information Services Department

Utilisation rate of electronic public services		Bureaux / Departments
	20.	Working Family and Student Financial Assistance Agency (formerly known as Student Financial Assistance Agency)
100 000 to less than 1 million	21.	Water Supplies Department
	22.	Planning Department
	23.	Office of the Government Chief Information Officer
	24.	Transport Department
	25.	Marine Department
	26.	Legal Aid Department
	27.	Government Logistics Department
	28.	Official Receiver's Office
	29.	Highways Department
	30.	Office of the Communications Authority
	31.	Commerce and Economic Development Bureau
	32.	Intellectual Property Department
10 000 to less than 100 000	33.	Environmental Protection Department
	34.	University Grants Committee Secretariat
	35.	Food and Environmental Hygiene Department
	36.	Architectural Services Department

Utilisation rate of electronic public services		Bureaux / Departments
	37.	Office of the Commissioner of Insurance
	38.	Registration and Electoral Office
	39.	Hong Kong Police Force
	40.	Home Affairs Department
	41.	Electrical and Mechanical Services Department
	42.	Civil Aviation Department
	43.	Correctional Services Department
	44.	Fire Services Department
	45.	Agriculture, Fisheries and Conservation Department
	46.	Radio Television Hong Kong
	47.	Transport and Housing Bureau
Below 10 000	48.	Civil Engineering and Development Department
	49.	Social Welfare Department
	50.	Innovation and Technology Commission
	51.	Food and Health Bureau
	52.	Security Bureau
	53.	Buildings Department
	54.	Government Property Agency
	55.	Auxiliary Medical Service

Utilisation rate of electronic public services		Bureaux / Departments
	56.	Development Bureau
	57.	Administration Wing
	58.	Education Bureau

2015

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10 million or above	1.	Hong Kong Observatory
	2.	Post Office
	3.	Labour Department
	4.	Lands Department
	5.	Customs and Excise Department
	6.	Leisure and Cultural Services Department
	7.	Companies Registry
	8.	Treasury
1 million to less than 10 million	9.	Department of Health
	10.	Inland Revenue Department
	11.	Civil Service Bureau
	12.	Census and Statistics Department
	13.	Land Registry
	14.	Efficiency Unit
	15.	Immigration Department
	16.	Housing Department
	17.	Information Services Department
	18.	Rating and Valuation Department

Utilisation rate of electronic public services		Bureaux / Departments
	19.	Working Family and Student Financial Assistance Agency
	20.	Trade and Industry Department
100 000 to less than 1 million	21.	Registration and Electoral Office
	22.	Office of the Government Chief Information Officer
	23.	Planning Department
	24.	Water Supplies Department
	25.	Transport Department
	26.	Legal Aid Department
	27.	Government Logistics Department
	28.	Marine Department
	29.	Commerce and Economic Development Bureau
	30.	Buildings Department
	31.	Official Receiver's Office
	32.	Environmental Protection Department
	33.	Highways Department
	34.	Food and Environmental Hygiene Department
	35.	Intellectual Property Department

Utilisation rate of electronic public services		Bureaux / Departments
10 000 to less than 100 000	36.	University Grants Committee Secretariat
	37.	Office of the Communications Authority
	38.	Architectural Services Department
	39.	Hong Kong Police Force
	40.	Home Affairs Department
	41.	Electrical and Mechanical Services Department
	42.	Civil Aviation Department
	43.	Fire Services Department
	44.	Correctional Services Department
	45.	Radio Television Hong Kong
	46.	Transport and Housing Bureau
	47.	Office of the Commissioner of Insurance
Below 10 000	48.	Agriculture, Fisheries and Conservation Department
	49.	Civil Engineering and Development Department
	50.	Education Bureau
	51.	Social Welfare Department
	52.	Food and Health Bureau
	53.	Invest Hong Kong

Utilisation rate of electronic public services		Bureaux / Departments
	54.	Innovation and Technology Commission
	55.	Government Property Agency
	56.	Security Bureau
	57.	Auxiliary Medical Service
	58.	Drainage Services Department
	59.	Administration Wing

**The Number of Payments for Major Bills Issued by Government Departments
through Different Means in the Past Three Years**

2013

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Department of Health	Fixed Penalty (Smoking Offences)	-	1 533 (18%)	860 (10%)	34 (<1%)	5 936 (71%)
	Chinese Medicine Council of Hong Kong :Registration Application Fee / Practising Certificate Application Fee / Examination Application Fee / Written Examination Fee / Clinical Examination Fee	-	-	177 (7%)	1 842 (72%)	527 (21%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Environmental Protection Department	Chemical / Clinical Waste Demand Notes	-	-	213 (4%)	1 708 (32%)	3455 (64%)
	Waste Disposal / Transfer Deposit Demand Notes	-	-	147 (6%)	214 (8%)	2 222 (86%)
	Waste Disposal / Transfer Demand Notes	-	-	3 812 (13%)	2 632 (9%)	22 768 (78%)
	Motor Vehicle Idling (Fixed Penalty)	-	11 (14%)	13 (16%)	0	57 (70%)
Food and Environmental Hygiene Department	Market Stall Rent	-	5 280 (6%)	14 099 (16%)	264 (<1%)	70 247 (78%)
	Fixed Penalty (Public Cleanliness Offences)	-	4 442 (14%)	4 105 (13%)	451 (1%)	22 985 (72%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Hong Kong Police Force	Fixed Penalty (Traffic Tickets)	(Note 2)				
Inland Revenue Department	Tax Bills and others	-	245 947 (6%)	1 641 009 (40%)	274 465 (7%)	1 966 940 (47%)
Lands Department	Government Rent Demand Notes	(Note 2)				
	Premium Demand Notes	(Note 2)				
Legal Aid Department	Contribution / Damages & Maintenance / Litigation Costs	-	0	2 669 (15%)	9 087 (49%)	6 614 (36%)
Office of the Communications Authority	Licence Fee	191 (1%)	-	2 426 (14%)	10 861 (62%)	4 007 (23%)
Rating and Valuation Department	Demand for Rates and/or Government Rent	1 029 581 (14%)	372 517 (5%)	2 645 602 (37%)	219 912 (3%)	2 916 270 (41%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Water Supplies Department	Water Bills	844 852 (12%)	440 420 (6%)	2 294 930 (32%)	101 958 (1%)	3 591 612 (49%)
Working Family and Student Financial Assistance Agency	Tertiary Student Finance Scheme - Publicly-funded Programmes (TSFS) Repayment Demand Notes	1 004 (<1%)	32 471 (27%)	67 763 (56%)	11 664 (10%)	8 716 (7%)
	Non-means-tested Loan Repayment Demand Notes	-	129 087 (25%)	269 641 (53%)	80 884 (16%)	33 362 (6%)
	Financial Assistance Scheme for Post-secondary Students Repayment Demand Notes	-	19 717 (27%)	34 710 (48%)	13 380 (18%)	5 342 (7%)

2014

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Department of Health	Fixed Penalty (Smoking Offences)	-	1 497 (19%)	856 (11%)	27 (<1%)	5 486 (70%)
	Chinese Medicine Council of Hong Kong :Registration Application Fee / Practising Certificate Application Fee / Examination Application Fee / Written Examination Fee / Clinical Examination Fee	-	-	196 (5%)	3 266 (82%)	525 (13%)
Environmental Protection Department	Chemical / Clinical Waste Demand Notes	-	-	210 (4%)	1 670 (30%)	3 658 (66%)
	Waste Disposal / Transfer Deposit Demand Notes	-	-	173 (7%)	201 (8%)	2 203 (85%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Environmental Protection Department	Waste Disposal / Transfer Demand Notes	-	-	4 009 (13%)	2 595 (8%)	24 305 (79%)
	Motor Vehicle Idling (Fixed Penalty)	-	7 (15%)	8 (17%)	0	32 (68%)
Food and Environmental Hygiene Department	Market Stall Rent	-	5 175 (5%)	14 756 (15%)	211 (<1%)	76 031 (79%)
	Fixed Penalty (Public Cleanliness Offences)	-	4 457 (14%)	3 991 (13%)	431 (1%)	22 030 (72%)
Hong Kong Police Force	Fixed Penalty (Traffic Tickets)	(Note 2)				
Inland Revenue Department	Tax Bills and others	-	257 556 (6%)	1 857 732 (41%)	298 408 (7%)	2 104 463 (46%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Lands Department	Government Rent Demand Notes	(Note 2)				
	Premium Demand Notes	(Note 2)				
Legal Aid Department	Contribution / Damages & Maintenance / Litigation Costs	-	0	2 565 (14%)	9 090 (49%)	6 804 (37%)
Office of the Communications Authority	Licence Fee	191 (1%)	-	2 565 (15%)	10 526 (62%)	3 832 (22%)
Rating and Valuation Department	Demand for Rates and/or Government Rent	1 128 925 (14%)	376 948 (5%)	2 861 903 (37%)	230 552 (3%)	3 250 016 (41%)
Water Supplies Department	Water Bills	864 487 (11%)	422 837 (6%)	2 379 803 (32%)	98 044 (1%)	3 769 265 (50%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including internet payment, phone banking and PPS)	(iv) By post	(v) Counter collections (including convenience store and in person)
Working Family and Student Financial Assistance Agency	Tertiary Student Finance Scheme - Publicly-funded Programmes (TSFS) Repayment Demand Notes	1 738 (1%)	32 913 (24%)	78 451 (58%)	9 807 (7%)	12 839 (10%)
	Non-means-tested Loan Repayment Demand Notes	-	138 366 (25%)	304 967 (54%)	72 110 (13%)	48 176 (8%)
	Financial Assistance Scheme for Post-secondary Students Repayment Demand Notes	-	23 997 (26%)	45 424 (49%)	12 475 (13%)	10 864 (12%)

2015

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including Electronic Bill Presentment and Payment service, e-Cheque, internet payment, phone banking and PPS) (Note 3)	(iv) By post	(v) Counter collections (including convenience store and in person)
Department of Health	Fixed Penalty (Smoking Offences)	-	1 490 (19%)	765 (10%)	36 (<1%)	5 467 (70%)
	Chinese Medicine Council of Hong Kong :Registration Application Fee / Practising Certificate Application Fee / Examination Application Fee / Written Examination Fee / Clinical Examination Fee	-	-	221 (5%)	3 740 (79%)	792 (16%)
Environmental Protection Department	Chemical / Clinical Waste Demand Notes	-	-	215 (4%)	1 624 (28%)	3 863 (68%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including Electronic Bill Presentment and Payment service, e-Cheque, internet payment, phone banking and PPS) (Note 3)	(iv) By post	(v) Counter collections (including convenience store and in person)
Environmental Protection Department	Waste Disposal / Transfer Deposit Demand Notes	-	-	194 (7%)	267 (9%)	2 489 (84%)
	Waste Disposal / Transfer Demand Notes	-	-	3 884 (12%)	2 584 (8%)	25 138 (80%)
	Plastic Shopping Bags (Fixed Penalty)	-	13 (10%)	17 (13%)	7 (6%)	89 (71%)
	Motor Vehicle Idling (Fixed Penalty)	-	11 (20%)	4 (8%)	0	38 (72%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including Electronic Bill Presentment and Payment service, e-Cheque, internet payment, phone banking and PPS) (Note 3)	(iv) By post	(v) Counter collections (including convenience store and in person)
Food and Environmental Hygiene Department	Market Stall Rent	-	4 876 (5%)	14 923 (15%)	158 (<1%)	78 271 (80%)
	Fixed Penalty (Public Cleanliness Offences)	-	4 852 (15%)	4 042 (12%)	456 (1%)	23 863 (72%)
Hong Kong Police Force	Fixed Penalty (Traffic Tickets)	(Note 2)				
Inland Revenue Department	Tax Bills and others	-	267 860 (6%)	2 124 590 (43%)	245 239 (5%)	2 249 955 (46%)
Lands Department	Government Rent Demand Notes	(Note 2)				
	Premium Demand Notes	(Note 2)				

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including Electronic Bill Presentment and Payment service, e-Cheque, internet payment, phone banking and PPS) (Note 3)	(iv) By post	(v) Counter collections (including convenience store and in person)
Legal Aid Department	Contribution / Damages & Maintenance / Litigation Costs	-	259 (1%)	2 255 (13%)	9 157 (52%)	6 008 (34%)
Office of the Communications Authority	Licence Fee	188 (1%)	-	2 431 (14%)	10 839 (61%)	4 173 (24%)
Rating and Valuation Department	Demand for Rates and/or Government Rent	1 164 494 (14%)	379 757 (4%)	2 998 663 (37%)	222 334 (3%)	3 410 480 (42%)
Water Supplies Department	Water Bills	867 921 (12%)	395 186 (5%)	2 362 650 (32%)	89 388 (1%)	3 730 519 (50%)

Government Departments	Name of major bills	Number of payments for major bills made through different means and their respective percentages in the total number of payments made (Note 1)				
		(i) Autopay	(ii) Automatic teller machine	(iii) Other electronic means (including Electronic Bill Presentment and Payment service, e-Cheque, internet payment, phone banking and PPS) (Note 3)	(iv) By post	(v) Counter collections (including convenience store and in person)
Working Family and Student Financial Assistance Agency	Tertiary Student Finance Scheme - Publicly-funded Programmes (TSFS) Repayment Demand Notes	3 801 (2%)	38 029 (23%)	101 002 (60%)	8 387 (5%)	16 002 (10%)
	Non-means-tested Loan Repayment Demand Notes	-	163 888 (25%)	363 660 (56%)	64 914 (10%)	60 490 (9%)
	Financial Assistance Scheme for Post-secondary Students Repayment Demand Notes	-	29 740 (26%)	58 940 (52%)	10 526 (10%)	13 878 (12%)

Note 1 : If the bill does not provide the captioned means of payment, the box will be marked as “-”.

Note 2 : The systems of the relevant departments do not record the payment methods. Therefore, the relevant statistics could not be provided.

Note 3 : The Electronic Bill Presentment and Payment service and e-Cheque were rolled out in September and December 2015 respectively.

Channels Currently Accepted for Submitting Applications for Allowances or Subsidy Schemes under the Purview of Labour and Welfare Bureau, Education Bureau and Community Care Fund

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Labour and Welfare Bureau	Adult Education Subvention Scheme	✓	✓				
	Community Investment and Inclusion Fund	✓	✓				
	Funding Scheme for Women's Development	✓	✓				
	Queen Elizabeth Foundation for the Mentally Handicapped	✓	✓				
	The Continuing Education Fund	✓	✓				
	Low-income Working Family Allowance	✓	✓				
	Employment Programme for the Middle-aged	✓	✓	✓			

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Labour and Welfare Bureau	Work Trial Scheme	✓	✓	✓		✓	
	Work Orientation and Placement Scheme	✓	✓	✓			
	Youth Employment and Training Programme	✓	✓	✓		✓	
	Work Incentive Transport Subsidy Scheme	✓	✓				
	Comprehensive Social Security Assistance (CSSA) Scheme	✓	✓	✓	✓		
	Old Age Allowance	✓	✓	✓	✓		
	Old Age Living Allowance	✓	✓	✓	✓		
	Disability Allowance	✓	✓	✓	✓		
	Criminal and Law Enforcement Injuries Compensation Scheme	✓	✓	✓	✓		

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Labour and Welfare Bureau	Traffic Accident Victims Assistance	✓	✓	✓	✓		
	Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services	✓	✓				
	Central Fund for Personal Computers	✓	✓				
	The Jockey Club IT Scheme for People with Visual Impairment	✓	✓				
	Trust Fund for Severe Acute Respiratory Syndrome (SARS)	✓	✓				
	District Support Scheme for Children and Youth Development – Direct Cash Assistance	✓					

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Education Bureau	Home-School Co-operation Grants		✓			✓	
	Mainland University Study Subsidy Scheme	✓	✓				
	Hong Kong Scholarship for Excellence Scheme					✓	
	Professional Enhancement Grant Scheme for Chinese Teachers (Teaching Chinese as a Second Language)	✓	✓				
	Professional Development Incentive Grant Scheme for Language Teachers	✓	✓				
	Quality Education Fund					✓	

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Education Bureau	Tertiary Student Finance Scheme – Publicly-funded Programmes (TSFS)					✓	
	Financial Assistance Scheme for Post-secondary Students	(Note 1)					
	Diploma Yi Jin (Tuition Fee Reimbursement)	(Note 1)					
	Financial Assistance Scheme for Designated Evening Adult Education Courses (Tuition Fee Reimbursement)	(Note 1)					
	Pre-primary Education Voucher Scheme	✓	✓				
	Kindergarten and Child Care Centre Fee Remission Scheme	✓	✓				
	School Textbook Assistance Scheme	✓	✓				

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Education Bureau	Student Travel Subsidy Scheme	✓	✓			✓ (Note 2)	
	Subsidy Scheme for Internet Access Charges	✓	✓				
	Non-means-tested Loan Scheme for Full-time Tertiary Students					✓	
	Non-means-tested Loan Scheme for Post-secondary Students	(Note 1)					
	Extended Non-means-tested Loan Scheme	✓					

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Community Care Fund (Note3)	Subsidy for patients of Hospital Authority for specified self-financed cancer drugs which have not yet been brought into the Samaritan Fund safety net but have been rapidly accumulating medical scientific evidence and with relatively higher efficacy	✓ (Note 4)					
	Subsidy for the severely disabled persons aged below 60 who are non-CSSA recipients, requiring constant attendance and living in the community	✓	✓				

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Community Care Fund	Subsidy for CSSA recipients living in rented private housing and paying a rent exceeding the maximum rent allowance under the CSSA Scheme	(Note 5)					
	Relocation allowance for eligible residents of sub-divided units in industrial buildings who have to move out as a result of the Buildings Department 's enforcement action	✓	✓	✓			
	After-school care pilot scheme	✓	✓	✓			
	Elderly dental assistance programme	✓ (Note 6)					

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Community Care Fund	Subsidy for owners' corporations of old buildings	✓	✓				
	One-off living subsidy for low-income households not living in public housing and not receiving CSSA	✓ (Note 7)	✓				
	Incentive scheme to further encourage CSSA recipients of the Integrated Employment Assistance Programme for Self-reliance to secure employment	(Note 8)					
	Pilot scheme on living allowance for carers of the elderly persons from low income families	✓	✓				

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Community Care Fund	Providing hostel subsidy for needy undergraduate students	(Note 9)					
	Increasing the academic expenses grant under the Financial Assistance Scheme for Post-secondary Students	(Note 9)					
	Provision of a one-off special subsidy for students on full grant under the School Textbook Assistance Scheme before the launch of the Low-income Working Family Allowance Scheme	(Note 10)					
	Provision of funding for ordinary schools to arrange special educational needs co-ordinators	(Note 11)					

		Channels accepted for submitting applications					
Bureaux/ Community Care Fund	Name of allowances/ subsidy schemes	In person	By post	By fax	By phone	Online applica- tion	Mobile device
Community Care Fund	Enhancing the academic expenses grant for students with SEN and financial needs pursuing post-secondary programmes	✓	✓	✓			

Note 1 : Applications are submitted through institutions.

Note 2 : Online applications are applicable to Tertiary Student Finance Scheme - Publicly-funded Programmes (TSFS) only.

Note 3 : Programmes under the Community Care Fund (CCF) are pilot in nature. To maximise the amount of funds available for providing swift and direct assistance to needy persons, consideration will be given to implementing programmes through the existing service network where possible and appropriate to minimise administrative costs. Therefore, extra provision usually will not be allocated under CCF programmes for establishing electronic application service.

Note 4 : Patients/applicants should put up applications via the Medical Social Services Units of the respective hospitals.

Note 5 : The CSSA recipients concerned are not required to submit applications. The SWD will identify eligible CSSA households according to their previously reported rental information.

Note 6 : Elders shall undergo initial screening on the need for receiving dentures and submit applications through service units participating in the programme.

Note 7 : New application households shall submit applications to service units which assist in implementing the programme.

Note 8 : The SWD randomly selected around 2 050 able-bodied CSSA recipients of the Integrated Employment Assistance Programme for Self-reliance to participate in the Incentive Scheme when the programme was launched.

Note 9 : It is not necessary to apply for the assistance separately. The assistance will be disbursed automatically to the eligible applicants under the assistance schemes concerned.

Note 10 : It is not necessary to apply for the one-off subsidy separately. The subsidy will be disbursed together with the textbook assistance to the eligible applicants.

Note 11 : This pilot scheme is for schools invited by the EDB and not open to the general public for application.

Public Services that Currently Do Not Accept Online Applications¹

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
Agriculture, Fisheries and Conservation Department	Marine Parks and Marine Reserve Information Board Hiring Form
	Application for Fisheries Loans
	Application for Emergency Relief Fund
	Application for Licence to Import/Introduce from the Sea (Protection of Endangered Species of Animals and Plants Ordinance, Cap. 586)
	Application for Licence to Possess (Protection of Endangered Species of Animals and Plants Ordinance, Cap. 586)
	Application for Licence to Export/Re-export (Protection of Endangered Species of Animals and Plants Ordinance, Cap. 586)
	Application for a CITES Re-export Certificate (Agriculture, Fisheries and Conservation Department)
	Marine Park Public Seminar Application
	Application form for loan of digital video players
	Submission form for Veterinary Laboratory test
Census and Statistics Department	Application for Acquisition of Statistics via Facsimile Transmission
Civil Engineering and Development Department	Application for permit/licence for use, conveyance, manufacture and storage of explosives
	Application for Mine Blasting Certificate
Commerce and Economic Development Bureau	Application for membership of the Panel of Adjudicators of the Obscene Articles Tribunal
Companies Registry	Application for a Money Lender's Licence
Customs and Excise Department	Application for Change of Licence Particulars, Dutiable Commodities Ordinance
	Arrival Declaration

¹ Including applications by email or mobile devices, etc.

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
Customs and Excise Department	Declaration - Document (s) Produced for Assessment of Duties (For Liquor Only)
	Authorisation to Import Controlled Chemicals
	Authorisation to Export Controlled Chemicals
	Application for Refund of Duty on Fuel used by Pleasure Vessel Over 60 Tons Net
	Permit to Remove Controlled Chemicals in Transshipment
	Application for approval of the Commissioner of C&E for premises and containers in which substances specified in Schedule1 or 2 of the Ordinance are stored or kept
	Application for Licence for Manufacture of Optical Discs/Stampers
	Application for Release Authorisation
	Application for Import Licence for Optical Disc Mastering and Replication Equipment
	Application for Export Licence for Optical Disc Mastering and Replication Equipment
	Application for Ships' Stores
	Confirmation of Receipt of Ship's Stores
	Application for Refund of Duty
	Application for Licence, Control of Chemicals Ordinance, Cap.145
	Application for Licence, Dutiable Commodities Ordinance
	Application form for "Carriage Licence for Prescribed Articles"
	Notification of Devanning / Vanning of Dutiable Goods
	Appointment for Customs Attendance
	Application for Operation in Bond
	Form 6 - Notification of Changes in Particulars
	Form 7 - Notification of Cessation of Operating Money Service

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
Customs and Excise Department	Supplementary Information Sheet for Licensed Money Service Operators
	Application for Certificate of Licensee from the Register of Money Service Operator Licensees
	Application for a certified copy or uncertified copy of the Register or of an entry in or extract from the Register
Department of Health	Child Assessment Service
	Application for First Registration / Re-Registration of Private Hospitals, Nursing Homes and Maternity Homes
	Application for Changes in Services of Private Hospitals, Nursing Homes and Maternity Homes
	Application for First Registration / Re-Registration of Clinics
	Application for Re-Registration of Clinics Exempted from Section 7 of the Medical Clinics Ordinance
	Application for Exemption of Regulated products
	Drug - Licensing (licence for manufacturer & licence to manufacture dangerous drugs)
Education Bureau	Mainland University Study Subsidy Scheme
Environmental Protection Department	Enquiry and Application for the Recycling Fund
	Application for Environment and Conservation Fund
	Application for Pilot Green Transport Fund
	Application for licences, permits, registrations, exemptions, notifications and certifications under the Air Pollution Control Ordinance and its subsidiary Regulations (except the notification under the Air Pollution Control (Construction Dust) Regulation)
	Application for study briefs, report approval and appeal related matters under the Environmental Impact Assessment Ordinance (except the applications for and surrender of Environmental Permits)
	Application for permits and approval under the Dumping at Sea Ordinance

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
Environmental Protection Department	Application for licences, permits, authorisations and notifications under the Waste Disposal Ordinance (except the Chemical Waste Disposal Licences and Chemical Waste Producer Registration)
	Account related matters for refuse transfer service and disposal of construction waste
	Appeals under Water Pollution Control Ordinance
	Application for permits under the Hazardous Chemicals Control Ordinance
Fire Services Department	Certificate of Fire Service Installation and Equipment (FS251) Purchase Form
Food and Health Bureau	Notice of appeals to Appeal Board on Closure Orders (Immediate Health Hazard)
Home Affairs Bureau	Application for Legal Advice Scheme for Unrepresented Litigants on Civil Procedures (formerly known as "Pilot Scheme to Provide Legal Advice for Litigants in Person")
Home Affairs Department	Applications for Estate Beneficiaries Support Services
Hong Kong Police Force	Certificate of No Criminal Conviction
	Sexual Conviction Record Check
	Criminal Conviction Data Access
	Application for Junior Police Call Membership
	Application for Senior Police Call Membership
	Arms Licence
	Massage Establishment Licence
	Playing Musical Instrument Permit in Public Street or Road
	Pawnbroker Licence
	Temporary Liquor Licence
	Notification of Public Procession/Meeting
	Lion / Dragon / Unicorn Dance Permit
	Security Personnel Permit
	Society Registration
Housing Department	Application for Public Rental Housing

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
	Application for purchase of flats under Home Ownership Scheme
	Application under the Interim Scheme of Extending the Home Ownership Scheme Secondary Market to White Form
Immigration Department	Application for Transfer of Endorsement at Extension Section
	Application for Extension from Visitors at Extension Section
	Re-issue of Notification Slip and Landing Slip at Extension Section
	Application for visas under the purview of Employment and Visit Visas Section
	Personal Data (Privacy) Ordinance - Data Access Request
	Application relating to Nationality Matters
	Application for Extension of Stay (for various types such as Mainland Official, Training and Quality Migrant Admission Scheme)
	Application for all types of Entry Visa
	Other post-entry applications except extension of stay (e.g. transfer of endorsement, change of status, sideline employment and internship etc.)
	Certificate of Entitlement (Mainland residents)
	Certificate of Entitlement (Overseas residents)
	Application for Entry for Study in Hong Kong
	Application for Entry for Residence as Dependents in Hong Kong
	Application for visit visas under the purview of Other Visas and Permits Section (excluding Pre-arrival Registration for Taiwan Residents)
	Capital Investment Entrant Scheme
	Application for a Statement of Travel Records

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
	Other post-entry applications except extension of stay under the purview of Quality Migrant and Mainland Residents Section
	Application for Entry Visa under the purview of QMMR Section
Innovation and Technology Commission	Research and Development Cash Rebate Scheme
	Application for Patent Application Grant
Labour and Welfare Bureau	Application for the Adult Education Subvention Scheme
	Application for “Registration Card for People with Disabilities”
Labour Department	Handling of claims filed at Minor Employment Claims Adjudication Board
	Handling of labour disputes and employment claims
	Registration of trade unions
Land Registry	Lodgement of instruments for registration
	e-Alert Service
	Application for Owner’s Properties Information Check
Office for Film, Newspaper and Article Administration	Applications under the Registration of Local Newspapers Ordinance
Office of the Commissioner of Insurance	Application for Authorisation to carry on Long Term Business
	Application for Authorisation to carry on Reinsurance Business
	Form IA-IB1 Statement of Personal Information in relation to an Insurance Broker
	Form IA-IB3 Application for Authorisation of Insurance Broker
	Form IA-IB5 Application for Registration of Chief Executives of Insurance Brokers
	Form IA-IB6 Application for Registration of Technical Representatives of Insurance Brokers

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
	Application for Authorisation to carry on General Business
	Application for Authorisation to carry on General Business as a Captive Insurer
Office of the Communications Authority	Application for Various Licences under the Broadcasting Ordinance
	Application for Renewal of Various Licences under the Broadcasting Ordinance
Office of the Communications Authority	Application for a Licence to Establish and Maintain in Hong Kong a Broadcasting Service under Part IIIA of the Telecommunications Ordinance
Post Office	e-Cert services for e-Cert (Organisational/ Encipherment/ Server)
Security Bureau (Security and Guarding Services Industry Authority)	Application in relation to security company licence and security personnel permit
Trade and Industry Department	Application for Certificate of Origin Form A
	Application for Statutory Declaration for Export of Antiques
	SME Export Marketing Fund - Application Submission
	Import Licence (Ozone Depleting Substances)
	Export Licence (Ozone Depleting Substances)
	Import and Export Licence Form (for Transhipment of Ozone Depleting Substances)
	Application for registration as a Rough Diamond Trader and Registration for Rough Diamonds Transhipment Exemption
	Application for Renewal of Registration as a Rough Diamond Trader
	Registration under the Ozone Layer Protection Ordinance
	Application for New Registration (Transhipment Cargo Exemption Scheme)

Bureaux / Departments	Public Services that do not Accept Online Applications at the Present Stage
Trade and Industry Department	Application for Renewal of Registration (Transshipment Cargo Exemption Scheme)
	Hong Kong Service Supplier Certification Scheme
	Local Subcontracting Arrangement (LSA) Registration
	Outward Processing Arrangement (OPA) Registration
	Textiles Trader Registration
	Powdered Formula Licensing Service
	Registration as Local Importers of Mainland Cereals and Grain Flour
	Registration as Hong Kong Registered Wine Exporters
	Import/Export Licence for Rice
	Approval as a Rice storage place
	Registration as a Stockholder of Rice
Transport and Housing Bureau	Application for opening /terminating online user accounts with the Sales of First-hand Residential Properties Electronic Platform by vendors
	Notice of appeal in writing under section 31 of the Estate Agents Ordinance (Cap. 511)
Working Family and Student Financial Assistance Agency	Application for Pre-primary Education Voucher Scheme Application
	Application for Financial Assistance Scheme for Post-secondary Students (Note 1)
	Application for tuition fee reimbursement under Diploma Yi Jin (Note 1)
	Application for tuition fee reimbursement under Financial Assistance Scheme for Designated Evening Adult Education Courses (Note 1)
	Household application for student financial assistance schemes (pre-primary, primary and secondary students)
	Application for Non-means-tested Loan Scheme for Post-secondary Students
	Application for Extended Non-means-tested Loan Scheme
	Application for the Continuing Education Fund

Note 1 : Applications are submitted through institutions.