

(A) 20 government services most frequently delivered through electronic means in 2016**(1) Informational searches**

Frequency of service delivery using electronic means		Government services	Percentage of electronic means
10 million or above	1	HKO - MyObservatory for smartphones (iOS/Android/Windows Mobile)	100%
	2	HKO - Weather Wizard Gadget	100%
	3	HKO - Provision of weather information encoded in eXtensible Markup Language (XML)	100%
	4	LD - Employment Service Division - Job vacancy search by job-seekers	100%
	5	HKO - Provision of weather information through the Aviation Weather Information System	100%
	6	CR - Search on registered company documents	100%
	7	ISD - news.gov.hk	100%
	8	LANDSD - GeoInfo Map	100%
	9	ISD - Government News and Media Information System	100%
	10	CSB - Information on government vacancies	100%
	11	HKO - Dial-a-Weather System	100%
	12	DH - Family Health Service Website (online health education resources)	100%
1 million to below 10 million	13	LCSD - e-Magazine	100%
	14	HKO - Provision of weather information through "Weather Information Server"	100%
	15	RVD - Property Information Online - Public Inspection of Valuation List & Government Rent Roll (free services)	100%
	16	C&SD - Searching of Hong Kong Harmonized System Commodity Codes by Traders	100%
	17	LR - Search of Land Registers	92%
	18	EU - Youth Portal	100%
	19	LANDSD - MyMapHK Mobile Map App (iOS/Android)	100%
	20	IRD - Business registration number enquiry	100%

(2) Electronic transactions

Frequency of service delivery using electronic means		Government services	Percentage of electronic means
10 million or above	1	HKPO - Mail tracking	100%
	2	C&ED - Road Cargo System	100%
	3	C&ED - Trade Declaration System	100%
	4	LCSD - Book reservation and renewal	69%
	5	TRY - Collections for Government bills	52%
	6	HKPO - EC-Ship	100%
1 million to below 10 million	7	LCSD - Content booking and content access for Multimedia Information System of HKPL	100%
	8	IRD - Change of personal particulars, profile and password and view tax position and message	63%
	9	LCSD - Leisure Link System	49%
	10	HD – Contractors’ works progress under Total Maintenance Scheme	100%
100 000 to below 1 million	11	C&SD - Provision of free download versions of publications and statistical tables	100%
	12	OGCIO - Personalised platform of GovHK - MyGovHK	100%
	13	WFSFAA(SFO) - Electronic Repayment Notification & Demand Note	63%
	14	LCSD - URB TIX	19%
	15	C&ED - Electronic System for Cargo Manifest	100%
	16	IRD - Filing of Tax Return - Individuals	21%
	17	IMMD - Pre-arrival registration for Taiwan residents	100%
	18	IMMD - Appointment booking for applying Hong Kong Smart Identity Card	100%
	19	IMMD - Appointment booking for applying travel documents (except newborn babies)	100%
	20	HD - Internet e-Services for the public, public rental housing tenants and applicants	100%

(B) 20 government services least frequently delivered through electronic means in 2016**(1) Informational searches**

Frequency of service delivery using electronic means		Government services	Percentage of electronic means
Below 10 000	1	OGCIO - General public enquiries in relation to Electronic Transactions Ordinance (Cap. 553)	100%
	2	EPD - Carbon Footprint Repository for Listed Companies in Hong Kong	100%
	3	CEDB(CCIB) - Film Services Office - General enquiries (local and overseas)	< 10%
	4	CEDB(CCIB) - Location filming enquiries (local and overseas)	< 10%
	5	LD - Supplementary Labour Division - General enquiry service on Supplementary Labour Scheme	< 10%
	6	CEDB(CCIB) - Film Development Council - General enquiries	31%
	7	AFCD - Public enquiries for Aquaculture Division	30%
	8	OFCA - Enquiry on List of Transshipment Notification of Radiocommunications Transmitting Apparatus	100%
	9	DH - Harm Reduction Hotline	100%
	10	DH - Family Health Service Website (online enquiry)	100%
	11	TID - SUCCESS enquiry service on SME support services and facilities, and licensing requirements	< 10%
	12	SB - Public enquiry	< 10%
	13	GLD - Issue of Tender Notice	100%
	14	ARCHSD - Architour	100%
	15	DH - Elderly Health Service - DIY Health Educational Kit	100%
	16	OGCIO - OGCIO's e-Newsletter	100%
	17	TID - Tariff Enquiry Form	27%
	18	HKO - Provision of climatological information	64%
	19	DH - Elderly Health Service - Website (email enquiry)	100%
	20	OGCIO - Public enquiry	40%

(2) Electronic transactions

Frequency of service delivery using electronic means		Government services	Percentage of electronic means
Below 10 000	1	OFCA - Application for Import Permit	< 10%
	2	OFCA - Application for Export Permit	< 10%
	3	EDB - Application for registration of a school	< 10%
	4	OFCA - Application for General / Restricted Operator's Certificate	< 10%
	5	AFCD - Application for Sustainable Fisheries Development Fund	20%
	6	LANDSD - Electronic submissions (re-entry) under S.8(1)(a) Government Rights (Re-entry and Vesting Remedies) Ordinance (Cap. 126)	50%
	7	SB - Submission of appeal application (to the Appeal Board on Public Meetings and Processions)	50%
	8	CAD - DCA 555 - Application for Renewal of Organisation Designation Approval (ODA)	100%
	9	OGCIO - Submission of application form for inclusion of new characters in the Hong Kong Supplementary Character Set	100%
	10	FSD - Application for Licence for Vehicle used for the Conveyance of Category 2 (other than LP Gas) and/or Category 5 Dangerous Goods	< 10%
	11	FSD - Application for Change of Particulars by Fire Services Department Fire Service Installation Contractor	< 10%
	12	C&SD - Application for Certified Copy of Import/Export Declaration/Cargo Manifest	< 10%
	13	FHB - Electronic Health Record Sharing System - Data Access Request	< 10%
	14	GPA - Application for Access to Information	11%
	15	LANDSD - Electronic submissions under S.6(1) Foreshore and Sea-bed (Reclamations) Ordinance (Cap. 127)	25%
	16	AFCD - Application form for loan of digital video players	29%

Frequency of service delivery using electronic means		Government services	Percentage of electronic means
	17	OFCA - Application for Experimental Station Licence	50%
	18	CAD - Application for Exemption from the Flight Restriction prescribed under Air Navigation (Flight Prohibition) Order	100%
	19	CAD - DCA 552 - Application for Renewal of Design Organisation Approval (DOA)	100%
	20	OGCIO - Access to Information	100%

Glossary

AFCD	Agriculture, Fisheries and Conservation Department
ARCHSD	Architectural Services Department
CAD	Civil Aviation Department
CEDB(CCIB)	Commerce and Economic Development Bureau (Communications and Creative Industries Branch)
C&ED	Customs and Excise Department
C&SD	Census and Statistics Department
CR	Companies Registry
CSB	Civil Service Bureau
DH	Department of Health
EDB	Education Bureau
EPD	Environmental Protection Department
EU	Efficiency Unit
FHB	Food and Health Bureau
FSD	Hong Kong Fire Services Department
GLD	Government Logistics Department
GPA	Government Property Agency
HD	Housing Department
HKO	Hong Kong Observatory
HKPO	Hongkong Post
IMMD	Immigration Department
IRD	Inland Revenue Department
ISD	Information Services Department
LANDSD	Lands Department
LCSD	Leisure and Cultural Services Department
LD	Labour Department
LR	Land Registry
OFCA	Office of the Communications Authority
OGCIO	Office of the Government Chief Information Officer
RVD	Rating and Valuation Department
SB	Security Bureau
TID	Trade and Industry Department
TRY	The Treasury
WFSFAA(SFO)	Working Family and Student Financial Assistance Agency (Student Finance Office)