

Project Synopsis of Team Awards

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Unprecedented Oversized Bridge Segments Delivery under “One-government” Approach for Fanling Bypass Eastern Section

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Civil Engineering and Development Department, Transport Department and Hong Kong Police Force

The Fanling Bypass Eastern Section project successfully navigated a major logistical challenge through exemplary inter-departmental collaboration. Being the world's first, the Civil Engineering and Development Department ("CEDD") adopted ultra-high strength S960 steel for footbridge construction. However, these segments were wider than the width of some public roads, posing challenges for delivery.

Under the "One-government" approach, CEDD led collaboration with the Transport Department in facilitating the 3D Swept Path Analysis, developed by the University of Hong Kong, to analyse the delivery route. Additionally, CEDD collaborated with the Hong Kong Police Force in planning details and arranging escort for deliveries overnight.

Leveraging the benefits of technology-driven collaboration, CEDD delivered the project with streamlined planning and approval processes, mitigated project risks, maintained construction works at full swing, and established a model of efficient collaboration among Government departments.

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Enhancement of Water Quality in Victoria Harbour

”**Environmental Protection Department, Drainage Services Department and Buildings Department**

The Environmental Protection Department (“EPD”), in collaboration with Drainage Services Department (“DSD”) and Buildings Department (“BD”), has joined forces to adopt innovative strategies and technologies to resolve long-standing challenges of sewerage misconnection in Sham Shui Po, significantly improving near-shore water quality and odour, and working together to create a waterfront space that meets public expectations.

EPD spearheaded a cross-departmental collaboration, partnering with the DSD and BD to form a dedicated task force, leveraging innovative technologies and strategies to successfully resolve sewage misconnection issue in Sham Shui Po. 90% of the pollution loading was swiftly intercepted, which significantly improved near-shore water quality and odour.

The task force deployed smart technologies to complete over a thousand manhole inspections within two years, precisely identifying pollution sources. Through close collaboration, the team promptly developed remediation plans, prioritizing trenchless technologies to minimize public disruption along with mediation and technical support to resolve disputes in relation to the remediation works.

This project fully demonstrates the efficient interdepartmental collaboration and precise governance capabilities, highlighting the Government's commitment to addressing long-standing environmental issues.

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Beyond the Lift: Engineering Solutions with Heart for Those Most in Need

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Urban Renewal Authority and Electrical and Mechanical Services Department

Po Sing Mansion in To Kwa Wan participated in the Lift Modernisation Subsidy Scheme to replace its only lift. Among the residents were Mr. and Mrs. Yu, whose 13-year-old son has a severe cerebral condition and relies on a wheelchair. Concerned that the lift suspension would prevent their son from attending school, the family faced significant disruption to their daily life.

In light of their hardship, the Urban Renewal Authority (“URA”) arranged temporary accommodation for the family in Mong Kok. To help them maintain their daily routines, and following advice from the therapist, URA also commissioned custom-built furniture and rehabilitation fittings for the accommodation, enabling a smooth and accessible transition during the works.

Meanwhile, engineers from the Electrical and Mechanical Services Department (“EMSD”) overcame spatial constraints of lift machine room and complex sequencing challenges by deploying a range of effective technical solutions. As a result, the originally planned 90-day lift suspension was successfully compressed to 60 days, allowing the Yu family to return home as soon as possible.

This project exemplifies the synergy of compassionate public service and engineering excellence, highlighting the seamless collaboration between URA and EMSD and their steadfast ‘people-first’ approach.



Civil Engineering and Development Department

The Hung Shui Kiu/Ha Tsuen New Development Area project is situated in the west of the Northern Metropolis, which is positioned as the High-end Professional Services and Logistics Hub. The project is being implemented in phases, namely First, Second and Remaining Phases. The development area of the First and Second Phases of the project is about 280 hectares, providing about 38,000 additional housing units for a new population of about 103,000 upon full development and about 110,000 employment opportunities. Construction works for the First and Second Phases commenced in July 2020 and June 2024 respectively. The works of the First Phase is substantially completed while the Second Phase works will be substantially completed in phases between 2030 and 2032.

The project is in close vicinity to a number of villages. Successful implementation of the project entails committed collaboration and coordination creatively cultivated with a vast number of stakeholders as well as maintaining harmonious relationship with the villagers. The project team emphasizes and gives due consideration to the district historic and rural features of the area concerned, and seeks to create a metropolitan environment remarked with "Urban-Rural Integration" throughout the project implementation.



Protecting the Consumer Rights by Customs and Excise Department



Customs and Excise Department

The Customs and Excise Department adopts a multi-pronged approach in enforcing the Trade Descriptions Ordinance through stringent enforcement, compliance promotion and public education to protect consumer rights and combat false trade descriptions and unfair trade practices. On enforcement, Customs officers assess and investigate public complaints, aiming to prosecute unscrupulous traders to seek justice for affected consumers. On compliance promotion and public education, we actively utilise social media platforms and community outreach programmes to raise public awareness. Finally, a dedicated internal mechanism has been established to ensure accountability and continuous service improvement. The above comprehensive strategy not only safeguards consumer rights but also upholds Hong Kong's reputation as a fair and reliable marketplace.

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Cemeteries and Crematoria Section/Platform for Cemeteries and Crematoria Services and After-Death Arrangements Thematic Website

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Food and Environmental Hygiene Department

The Cemeteries and Crematoria Section under the Food and Environmental Hygiene Department (“FEHD”) upholds the people-oriented principle and endeavours to serve the public with caring services. In recent years, it has actively adopted the use of digital technologies and successively launched the “After-death Arrangements” Thematic Website and the “Platform for Cemeteries and Crematoria Services” to render more thoughtful support to those coping with bereavement. The website clearly presents useful information and relevant application procedures for after-death arrangements through a summary flowchart, while the platform consolidates all applications for cemeteries and crematoria services into a single interface, making it easier and more convenient for the public to handle the after-death arrangements for their departed loved ones.

The FEHD will continue to provide thoughtful and considerate services for the deceased to rest in dignity and the bereaved to find solace.

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Facilitation Measures for “Day x Night Vibes @ 18 Districts” Campaign

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Hong Kong Fire Services Department

To support the “Day x Night Vibes @ 18 Districts” campaign, the Fire Services Department (“FSD”) has proactively introduced innovative facilitation measures by establishing a dedicated case officer system to gain an in-depth understanding of the actual needs of businesses and provide targeted support. The Department has also implemented round-the-clock services; flexibly arranged risk assessments and inspection checks during weekends, public holidays, and non-office hours; and issued fire safety certificates electronically in real time. These measures have reduced the processing time from 34 working days to five working days, significantly shortening the application timeframe and enabling applicants to plan their businesses more effectively. The innovative measures by FSD not only ensure that citizens and tourists can enjoy the event in a safe environment but also accelerate the economic recovery of the community.



Hospital Authority

In pursuit of the vision of “Healthy People, Happy Staff, Trusted by the Community”, Hospital Authority (“HA”) is committed to respond to public concerns in a timely, effective and professional manner and foster a positive complaints culture for continuous service improvement.

HA has put in place a public feedback and complaints system where its Patient Relations and Engagement (“PR&E”) Teams at Head Office and seven hospital clusters serve as communication links among patients, families and healthcare teams, facilitating early assistance and dispute resolution.

In safeguarding a robust complaint system, PR&E Teams approach complaints with transparency and fairness, involving the management, internal and external stakeholders to review case investigation and outcome. Timely sharing and service improvements from cases are supported.

Despite increasing case complexity, PR&E Teams have significantly improved the response time in public complaints with enhanced handling and monitoring mechanism and active engagement of clinical teams in addressing patients/families concerns.

Striving to promote a collaborative patient partnership, PR&E Teams foster “We Care We Appreciate” culture through initiatives to proactively listen to patients’ voices, build the trust with patients/families and empower the staff in patient-centric communication and resolving disputes through mediation. The committed efforts of PR&E Teams not only resolve individual concerns but also drive systemic improvements across the public healthcare system.



Immigration Department

The Immigration Department launched the Personal Documentation Submission Kiosks (“PDSKs”) and Personal Documentation Collection Kiosks (“PDCKs”) in the new Tseung Kwan O headquarters in 2024, providing convenient, appointment-free self-application service and self-collection service for personal documentations during and beyond office hours to members of the public. Eligible Hong Kong Identity Card applicants can complete the application procedures, including electronic form filling and signing, photo taking, fingerprints taking and application submission, at the kiosks in a self-service manner. For those who are also eligible for Hong Kong Special Administrative Region passports can apply and collect both documents in one-go through PDSKs and PDCKs. The launch of PDSKs and PDCKs has been widely welcomed by the public as it streamlines the workflow of application and collection of travel documents as well as appointment-free.

“ Improvement Works for Disabled Facilities in the Female Changing Rooms at Kowloon Park Swimming Pool ”



Leisure and Cultural Services Department

A wheelchair user complained about insufficient space in the accessible showers at Kowloon Park Swimming Pool (“KPSP”). However, after the said shower cubicles had been expanded, the management team of KPSP received different comments alleging that the relevant works had reduced the number of shower cubicles available for use, resulting in longer waiting time and inconvenience.

The management team thus took heed of the comments of various parties and rolled out improvements measures that could address different needs. Apart from providing additional accessible showers, the team also made flexible use of movable shower curtains to provide wheelchair users and their carers with the space they required. Additional staff were also deployed during peak hours to coordinate and optimise the use of shower facilities and shorten the waiting time, so as to ensure that the demands of both the disabled and other members of the public were met.