

Project Synopsis of Team Awards

Collaborating for the Commissioning of Lung Yeuk Tau Interchange



Civil Engineering and Development Department, Highways Department, Transport Department, Electrical and Mechanical Services Department, Fire Services Department and Water Supplies Department

The Fanling Bypass Eastern Section serves as a vital gateway to the Northern Metropolis, connecting the Fanling North New Development Area directly to the Fanling Highway. At its heart lies the Lung Yeuk Tau Interchange at the Sha Tau Kok Road, a "three-layer structure" comprising an underpass, an at-grade roundabout, and a footbridge.

Demonstrating a masterclass in interdepartmental synergy, the CEDD, HyD, TD, EMSD, FSD, and WSD collaborated seamlessly to navigate a narrow, congested space riddled with complex underground utilities to complete the infrastructure within a highly compressed three-year timeframe, successfully fulfilling the strategy of "infrastructure-led" development ahead of the population intake at the Fung Wong Leng Estate.

Furthermore, the team embraced proactive, innovative collaboration to build the world's first ultra-high strength S960 steel footbridge. Through their unwavering responsibility and dedication to public service, the team demonstrated their excellence through interdepartmental collaboration.

Project Way Out



Hong Kong Police Force, Social Welfare Department, Housing Department, Transport Department, Office of the Communications Authority and Home Affairs Department

In 2025, the Complaints Against Police Office (CAPO), under the Service Quality Wing of the Hong Kong Police Force, officially inaugurated Project “Way Out”. This strategic initiative proactively drives inter-departmental collaboration to foster mutual trust and enhance constructive communication between complainants and public officers, thereby creating viable resolutions to deep-seated issues.

With cross-departmental synergy serving as its core foundation, the project is strictly dedicated to identifying the underlying root causes of repetitive grievances. Through meticulous coordination and decisive collective action among various government departments, the initiative has achieved exemplary results across multiple domains, including municipal traffic planning, housing-related grievances, and complex neighborhood disputes.

Across the successful cases managed under Project “Way Out”, both the subsequent police report numbers and formal complaints lodged against police officers experienced substantial reduction. These outcomes successfully realize the project’s people-centric objective of resolving public hardships. By effectively breaking the cycle of recurrent complaints and significantly optimizing administrative public service efficiency, the initiative continues to deliver sustainable and long-term benefits to the wider community.

Non-Public Housing Facilities at Diamond Hill Comprehensive Development Area – Transport and Infrastructure Works



Housing Department, Highways Department, Transport Department and Hong Kong Police Force

The Diamond Hill Transport and Infrastructure Works, undertaken along the busiest arterial roads in Kowloon East, is a highly challenging project. Adhering to the principle of prioritising public interest and road safety, the Housing Department, the Highways Department, the Transport Department, and the Hong Kong Police Force worked in close collaboration to take forward the project. They efficiently carried out more than ten large-scale lifting operations along Choi Hung Road and Lung Cheung Road for the demolition of a temporary footbridge aged over half a century and the construction of new footbridges.

Through precise construction planning, rigorous frontline traffic control and effective supervision, the team overcame immense challenge in the phased widening of Choi Hung Road and the construction of a pedestrian subway connecting the MTR Diamond Hill Station. The team demonstrated a high degree of tacit understanding and synergy. On the premise of keeping major thoroughfares unobstructed, the team successfully achieved the project objectives, enhancing community accessibility and providing more comprehensive and convenient ancillary transport facilities for the district.

**Removing Barriers, Empowering with Technology, Connecting Three Places:
Join Hands to Establish the "Air-Land Fresh Lane"**



**Customs and Excise Department, Food and Environmental Hygiene Department
and Airport Authority Hong Kong**

The initiative collaboratively coordinated by the Customs and Excise Department, the Food and Environmental Hygiene Department and the Airport Authority Hong Kong, together with the Chinese Mainland Customs and the Zhuhai Municipal Bureau of Commerce, and was fully launched on 26 September 2025, removing barriers one by one. The scheme aims to utilise the strengths of Hong Kong International Airport and the Hong Kong-Zhuhai-Macao Bridge to facilitate overseas fresh products imported into the Chinese Mainland while empowering high-quality fresh products from the Mainland to “Go Global” by adopting a new regulatory model to streamline customs clearance for fresh products. This leverages Hong Kong's role as a "super-connector" and a "super value-adder" to promote economic and trade developments in the Guangdong-Hong Kong-Macao Greater Bay Area.

**“Guangzhou-Hong Kong Motor Vehicle Export Facilitation Scheme” and
“Shenzhen-Hong Kong Motor Vehicle Export Facilitation Scheme”**



Customs and Excise Department and Transport Department

The Customs and Excise Department (C&ED) and the Transport Department (TD) collaborated with new mindset to launch these two facilitation schemes for the motor vehicle industry. Through the support of the Guangzhou Customs District and the Shenzhen Customs District, procedures of customs clearance, registration and licensing of electric private cars (ePCs) exported from the Chinese Mainland to Hong Kong were enhanced.

Under the schemes, motor vehicle importers could submit advance information to the C&ED for pre-arrival notification and apply to the TD for First Registration Tax concession eligibility prior to arrival of these ePCs in Hong Kong. Once approved, the ePCs would be shipped to Hong Kong and motor vehicle importers could apply to the TD for vehicle registration and licensing immediately, significantly reducing the time for scrutiny and storage costs after the vehicles were imported into Hong Kong. The schemes, which brought great positive impact to motor vehicle importers, were well received by the industry.

Smart Passenger Security Screening System at Hong Kong International Airport



Airport Authority Hong Kong

The Smart Passenger Security Screening System at Hong Kong International Airport (HKIA) is an innovative initiative designed to enhance aviation security while improving the passenger experience and operational efficiency. By leveraging advanced technologies such as the latest 3D and 360-degree CT-based X-ray screening technology, an automated tray return system, in-built tray sterilization, and automated alerts for passengers regarding uncollected items in trays, the system enables faster, more efficient, and more accurate security screening processes.

The solution reduces passenger waiting times, minimizes manual intervention, and strengthens threat detection capabilities through intelligent image analysis and automated decision support. Passengers can proceed through security checkpoints more seamlessly, resulting in increased throughput. At the same time, security personnel are equipped with enhanced tools to identify prohibited items and respond more effectively to potential security risks.

The project supports HKIA's vision of becoming a world-class smart airport by integrating digital technologies into critical airport operations. Through improved efficiency, enhanced security effectiveness, and greater passenger convenience, the Smart Passenger Security Screening System contributes to a safer, smoother, and more resilient airport environment for travelers, airlines, and airport stakeholders.

Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung (Contract No.: NL/2020/05)



Civil Engineering and Development Department

The Site Formation and Infrastructure Works at Ma Wan Chung Project (Contract No. NL/2020/05) includes site formation, promenade improvement works, construction of open space, carpark, coastal pedestrian access, as well as road widening and road improvement works. The project commenced in mid-May 2021 and substantially completed in 2026.

The project's works area is in close proximity to Tung Chung residential areas and Tung Chung Village. Upholding the philosophy of "people-oriented and urban-rural integration," the team has maintained close communication with various stakeholders to build mutual trust. While promoting urban development, the team has respected the traditional rural culture and responded flexibly to the concerns of various stakeholders. The team has also transformed the project into a platform for community education and cohesion.

Video Visit e-Booking Service**Correctional Services Department**

In December 2025, the Correctional Services Department fully implemented the Video Visit e-Booking Service, providing visitors with an additional way of paying visits to persons in custody (PICs). Declared visitors of PICs can make bookings for video visits to them through the General Visit e-Services Platform for the next seven days at one of the Multi-purpose Family and Rehabilitation Service Centres in Mong Kok, Shau Kei Wan, Sheung Shui, Tuen Mun and Sha Tin, or at the Lai Chi Kok Video Visit Centre. Also, visitors can use the Approved Hand-in Articles e-Ordering Service to purchase approved hand-in articles for PICs, enjoying the convenience and efficiency of e-services. Positive responses have been received since the service launched as the service offers visitors a more convenient and people-oriented visiting experience.

1823 Dedicated Tree Team



Digital Policy Office

The government's tree management work is taken up by multiple departments. The 1823 Dedicated Tree Team actively acts as a bridge between citizens and departments, ensuring that tree-related cases submitted by citizens are referred to the most appropriate department for action. The team handles a large number of cases with a one-stop service and diligently follows up on each case. The team adheres to the principles of "people-oriented" and "action first, accountability later." The Team proactively maintains close communication with all departments and, through efficient collaboration, ensures that tree hazards are addressed promptly through efficient collaboration to comprehensively protect public safety.

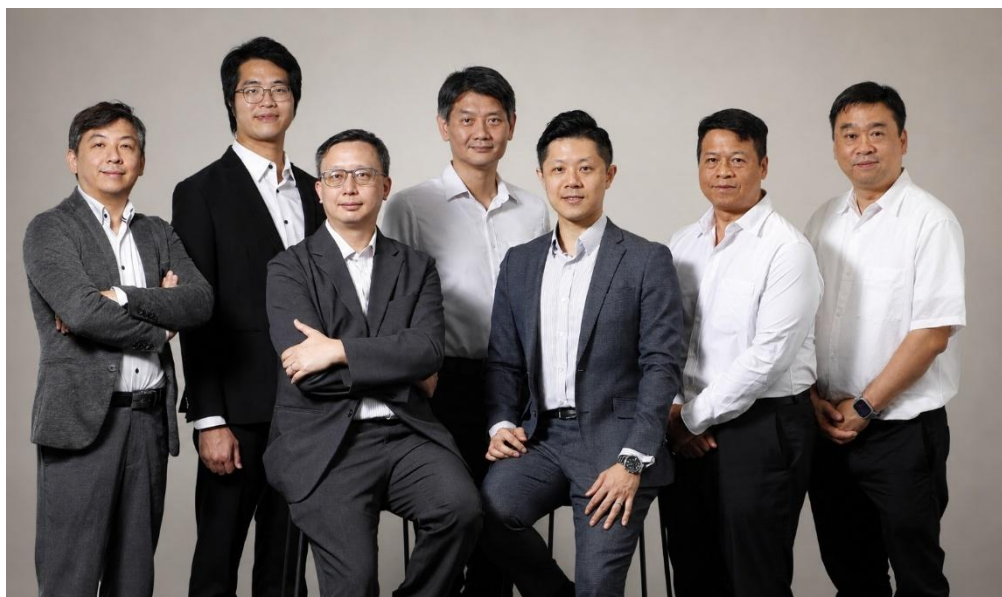
Integrated Flood Management Strategy - From Strategy to Street-level Actions**Drainage Services Department**

Hong Kong has experienced increasingly frequent extreme weather in recent years, resulting in a sharp increase in service calls received by the Drainage Services Department's (DSD's) Emergency Control Centre. To meet these challenges, DSD has implemented the Integrated Flood Management Strategy, founded on the principles of Adaptation, Resilience and Management.

Three core teams work as one in close partnership. The Planning Team formulates the overall strategy and drives the adoption of innovative technologies. The District Teams are responsible for frontline emergency response and operational management, enabling affected communities to recover as quickly as possible. The Project Teams expedite improvement works and provide vital support for emergency operations.

Through seamless collaboration and effective alignment between strategy and action, the three teams integrate long-term planning, real-time emergency response and project delivery. Their collective effort translates the Strategy into practical street-level outcomes, demonstrating professionalism and innovation while embodying DSD's people-centred commitment to public service.

Stepping Beyond Duty | Collaborating Multi Stakeholder | Supporting The Community



Electrical and Mechanical Services Department

I-Feng Mansion experienced a major power outage after its private saltwater pipe burst, causing a short circuit fault at the main switchboard and affecting more than 2 000 residents.

Although restoration of electricity supply to private buildings was normally the responsibility of the owners and property management companies, the team upheld a “people-oriented” spirit, going above and beyond its original duties to support the recovery. It also worked closely with other government departments to provide residents with assistance and clear information, demonstrating the “One Government” spirit.

Through the team’s proactive intervention, power resumption of two residential blocks and communal facilities was completed within a few hours that night. Electricity supply to the remaining two blocks was fully resumed within a day and a half. The team then monitored the system around the clock for five consecutive days to ensure a safe and stable electricity supply. The incident fully demonstrated the team’s professionalism, commitment, empathy and inter-departmental collaboration.

Enhancing Public Toilet Services with the Use of New Technologies and Optimised Inspection System



Food and Environmental Hygiene Department

The FEHD spearheaded a holistic upgrading project to transform about 800 public toilets across the territory. Guided by four performance indicators, “Floor Always Dry”, “Free from Stains”, “No Foul Smell”, and “In Good Repair”, the initiative integrates technology, management reform, staff development, and public education.

Key innovations include advanced air purification, ozone nanobubble flushing, IoT smart PT systems, eco-smart toilets, fall detection sensors, ATP luminometers, and the Minor Works Order Record System mobile app for real-time repair reporting. Administratively, FEHD introduced a dedicated contract approach, professionalised over 1,600 toilet attendants, and extending the Optimised Public Toilet Inspection System, which uses a data-driven Public Toilet Index for risk-based inspection management.

This comprehensive project significantly enhances hygiene, safety, and operational efficiency, setting a forward-looking benchmark for smart city facility management.

Animal Watchers Programme



Hong Kong Police Force

Established by the Hong Kong Police in 2021, the Animal Watchers Programme (AWP) is a pioneering community initiative designed to combat animal cruelty through public education, strategic partnerships, and proactive enforcement. The AWP Project Team successfully bridges grassroots engagement with multi-agency collaboration by coordinating the Central Advisory Board, managing a vast volunteer network, and solicit support from different sectors of society. Key achievements include organizing large-scale flagship events, establishing "Animal Care Corners" across 39 schools, appointing over 400 Student Ambassadors, and driving extensive media outreach that reached over 23 million online users. Through responsible governance, inclusive stakeholder engagement, and innovative community outreach, the Project Team has transformed AWP into a vibrant, sustainable movement that promotes animal welfare and strengthens public trust.

Department of Psychiatry, Pamela Youde Nethersole Eastern Hospital



Hospital Authority

The Psychiatric Team of Pamela Youde Nethersole Eastern Hospital (PYNEH) provides comprehensive mental health services for residents across Hong Kong Island and the outlying islands. Renowned for its patient-centric approach and exceptional complaint management, the team actively addresses patient needs while championing close internal and cross-disciplinary collaboration to optimize service delivery.

Prior to the public healthcare fee reform, the team proactively reached out to patients to explain the new arrangements, effectively alleviating their concerns and facilitating a seamless policy transition.

Excelling in interdepartmental crisis management, the team provides steadfast support to other departments across the cluster and successfully de-escalated high-risk conflicts to safeguard both healthcare professionals and patients.

Through robust collaboration and a proactive approach to conflict prevention, the team continuously enhances its services to foster enduring patient relationships and deliver holistic psychiatric care to the community.

Child Protection: Knotting 25 Pieces of Safety Rope



Social Welfare Department

To support the implementation of the Mandatory Reporting of Child Abuse Ordinance, the professional social work team of the Social Welfare Department has amalgamated “valuable local experiences”, “practice wisdom”, “expertise in child protection work” and “information technology” in the project, effectively knotting the “Safety Ropes” held by 25 categories of professionals, across the social welfare, education and healthcare sectors, to cast a wide and effective “protection web” for our children.

The team has taken forward a range of support measures, including establishing a highly popular online learning platform, formulating a user-friendly Guide for Mandated Reporters, and organising training/briefings for the professionals. Going the extra mile, the team has also developed an electronic version of the Decision Tree and Supplementary Analytical Framework, a proficient and user-friendly tool to assist the specified professionals in mastering child protection principles and identifying cases to be reported under their statutory obligations. All these measures have received critical acclaim from the sectors. The team spares no effort in promoting cross-departmental and cross-sectoral collaboration, striving together to achieve the shared goal of child protection.