

Efficiency Office

Open Data Plan for 2022 to 2024

A. Departmental datasets to be released in 2022

#	Type of Data/ Name of Dataset	Target Release Date (in mm/yyyy)	Frequency of Update	Remarks
1	City Management / Data on outbound contacts with the public made by 1823 of the Efficiency Office	01/2022	Monthly	1823 of the Efficiency Office provides a round-the-clock one-stop service to answer enquiries for participating departments and to receive complaints about any area of Government services. Data on the number of outbound calls and written contacts with the public will be provided (JSON).

B. Departmental datasets to be released in 2023 and 2024

#	Type of Data/ Name of Dataset	Target Release Date (in mm/yyyy)	Frequency of Update	Remarks
	N/A			

C. Datasets planned to be opened up by other organisations

#	Type of Data/ Name of Dataset	Target Release Date (in mm/yyyy)	Frequency of Update	Remarks
	N/A			

D. Progress: Datasets already uploaded to PSI Portal by Department and other organisations

#	Type of Data/ Name of Dataset	Release Date (in mm/yyyy)	Frequency of Update	Remarks
1	Employment and Labour / Youth.gov.hk Gov Job video channel	03/2015	As and when a new video is ready for release	The Gov Job video channel of Youth.gov.hk introduces different government posts with useful interview tips through short videos. This allows youths applying for different government posts to understand more about the posts (XML).
2	IT / Youth.gov.hk usage statistics	04/2019	Quarterly	Number of visits to Youth.gov.hk, number of page views of Youth.gov.hk (XML).
3	City Management / Data on business volume and performance of 1823 of the Efficiency Office	05/2019	Monthly	1823 of the Efficiency Office provides a round-the-clock one-stop service to answer enquiries for participating departments and to receive complaints about any area of Government services. Data related to the business volume and performance of the operation will be provided e.g. voice and written contacts received by 1823 through various channels, abandoned calls, calls answered within 12 seconds, average call handling time and visitors to the FAQs issued by 1823, enquiry cases, complaint/service request cases, suggestions and compliments received by 1823 through various channels,

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				first time resolution of enquiry cases, cases involving more than one department, and cases assigned to action departments within 3 hours (JSON).
4	Social Welfare / Information on projects funded under the Social Innovation and Entrepreneurship Development Fund (SIE Fund)	01/2020	Monthly	The SIE Fund currently provides funding support to research and capacity building projects as well as social ventures. Data on individual funded projects including project nature, stage (e.g. prototype, start-up, scale-up), project duration, amount of funding support, types of beneficiaries expected to be served, etc., will be provided (CSV).
5	City Management / Data of customer satisfaction on 1823 of the Efficiency Office	06/2020	Monthly	1823 of the Efficiency Office provides a round-the-clock one-stop service to answer enquiries for participating departments and to receive complaints about any area of Government services. Data on customer satisfaction survey score related to the service of 1823 will be provided (JSON).
6	Commerce and Industry / Completed business facilitation measures under the “Be the Smart Regulator” Programme	04/2021	Annually	The “Be the Smart Regulator” Programme aims to reduce the compliance costs to business and enhance the licensing process through regulatory review and improving the efficiency, transparency and business-friendliness of Hong Kong’s business licensing services. Data on completed business facilitation measures, including the responsible bureaux/departments, a description of the measures, expected benefits and affected trades will be provided (CSV).

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7	City Management / Completed streamlining measures under the “Streamlining of Government Services” Programme	04/2021	Annually	The “Streamlining of Government Services” Programme aims to improve government services involving applications and approvals through streamlining the business processes and widening the adoption of technology with a view to improving their convenience, efficiency and transparency. Data on completed streamlining measures, including the responsible bureaux/departments, a description of the measures and expected benefits will be provided (CSV).

Efficiency Office
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