

## **Press Release**

**2018-11-14**

### **DSI shares experience in implementing multi-service counters with public departments**

The Identification Services Bureau (DSI) launched multi-service counters in October this year as to comply with the Macao SAR Government's policy of providing convenience to citizens in their daily life. Under the coordination of the Office of the Secretary for Administration and Justice, DSI has held a sharing session to introduce the implementation of relevant measures on 13th and 14th November 2018. In two consecutive days, a total of 35 public departments have participated the event.

In the meeting, Director of DSI, Ao Ieong U, introduced the planning and implementation process of its multi-service counters, for example staff training, procedure standardization, system configuration and so on, relevant information system and equipment were also demonstrated.

Director explained that DSI served over 1 million people a year. Facing limited human resources, it had to find a more effective service model to cope with the increasing application volume. DSI found that the multi-service counter was an ideal solution. After allocation of resources, citizens can now lodge application for various identification documents in one counter at the same time, reaching fully capacity utilization of all service counters, and thus enhancing overall efficiency.

Head of Department of Organizational Performance and Operation of the Public Administration and Civil Service Bureau (SAFP), Mr. Wong Weng Chong, added that the standardization of working procedures plays a crucial role in implementing multi-service counters model. These standardized information and data are important foundation for staff training and construction of information system. Therefore, SAFP will assist public departments to set up standardized working procedures for all external services in the preliminary phase, so as to build up foundation for multi-service counter model.

In the event, representatives of various public departments made intensive exchanges in relation to the planning and operation of the measure. The sharing

session provided participants with practical information to prepare for initiating multi-service counters in their departments.



Director Ao Ieong U shared the experience in implementing multi-service counters



35 public departments paid an on-site visit at DSI