

## **Press Release**

**2017-12-21**

### **Three Division Heads of Identification Services Bureau swore in**

The Identification Services Bureau (DSI) held the inauguration ceremony for three heads of division on 21 December 2017. Under the witness of heads of department and division, Ms. Van Kit Lam, Ms. Chan Ka I and Ms. Wong Sok Heng took an oath administered by Director Ms. Ao Ieong U to respectively assume the position of Head of Division of Identity Card, Head of Division of Legal Affairs and Public Relations and Head of Division of Service Management,. Three Division Heads have rich knowledge and working experience in their respective professional area, and possess professional ability and competence to take up the relevant position.

Administrative Regulation No. 29/2017 《Organization and Operation of the Identification Services Bureau》 became effective on 14 December 2017 for the extension of the functions of DSI. The organizational structure expanded from 3 departments and 4 divisions to 4 departments and 8 divisions. By restructuring the functions and organizational structure, DSI expect that it will continuously improve the internal working procedures and elevate service quality. Besides, it will continue to try its best to serve Macao residents with the working principle of “people-oriented” and “serving with heart”

DSI has been striving to make workflow better and introduce various electronic services. In the previous three years, DSI served over one million citizens every year. From the beginning of this year until present, DSI has recorded 48 cases of complaint, which is the smallest number in DSI’s record. It proves that, by promoting various self-services and simplifying measures, it will not only save man power, but also enhance overall service quality and obtain recognition from citizens.

Under the new organizational structure, DSI will conduct horizontal mobilization for the management personnel in the following phase in order to cultivate their integrated management capability. At the same time, DSI will proactively respond to the need of the development of society by further improving administrative procedures and simplifying workflow, so as to continue to provide more diversified and convenient services to Macao residents. Also, it will create favorable conditions

for promoting electronic administration and alleviate the work pressure of the staff of DSI.



Division Heads Ms. Wong Sok Heng (1<sup>st</sup> on the left), Ms. Chan Ka I (2<sup>nd</sup> on the left) and Ms. Van Kit Lam (3<sup>rd</sup> on the left) took an oath administered by Director Ms. Ao Ieong U to assume their posts