

Hong Kong Government Services Best Practices and Development in AI

17 September 2025



Digital Policy Office

The Government of the Hong Kong Special Administrative Region
of the People's Republic of China

National Strategy - “AI+” Initiative

- To promote the extensive and in-depth integration of AI across various fields
- To accelerate the cultivation of new quality productive forces

Opportunities for Hong Kong

- To expect HK\$290 billion for businesses in Hong Kong in 2030

Global Hub for AI Development

- To leverage Hong Kong’s advantages under “One Country, Two Systems” to boost AI innovation and cultivate a vibrant AI ecosystem



Hong Kong's AI Policies



1

To enhance the I&T ecosystem and promote “new industrialisation” in Hong Kong

3

To promote digital economy development and develop Hong Kong into a smart city

2

To enlarge the I&T talent pool and create strong impetus for growth

4

To proactively integrate into the overall development of the country and consolidate our role as a bridge connecting the Mainland and the world



Hong Kong's Advantages on AI Development

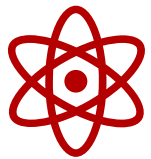


R&D Ability

- Three local universities ranked among the **top 20** worldwide in the fields of AI and data science
- Shenzhen-Hong Kong-Guangzhou cluster ranked **number one globally** in the 2025 Global Innovation Index ranking of the world's top 100 innovation clusters

- World's **premier international financial center**
- Unmatched **opportunities** for AI startups and businesses

Access to Capital



Data Advantages

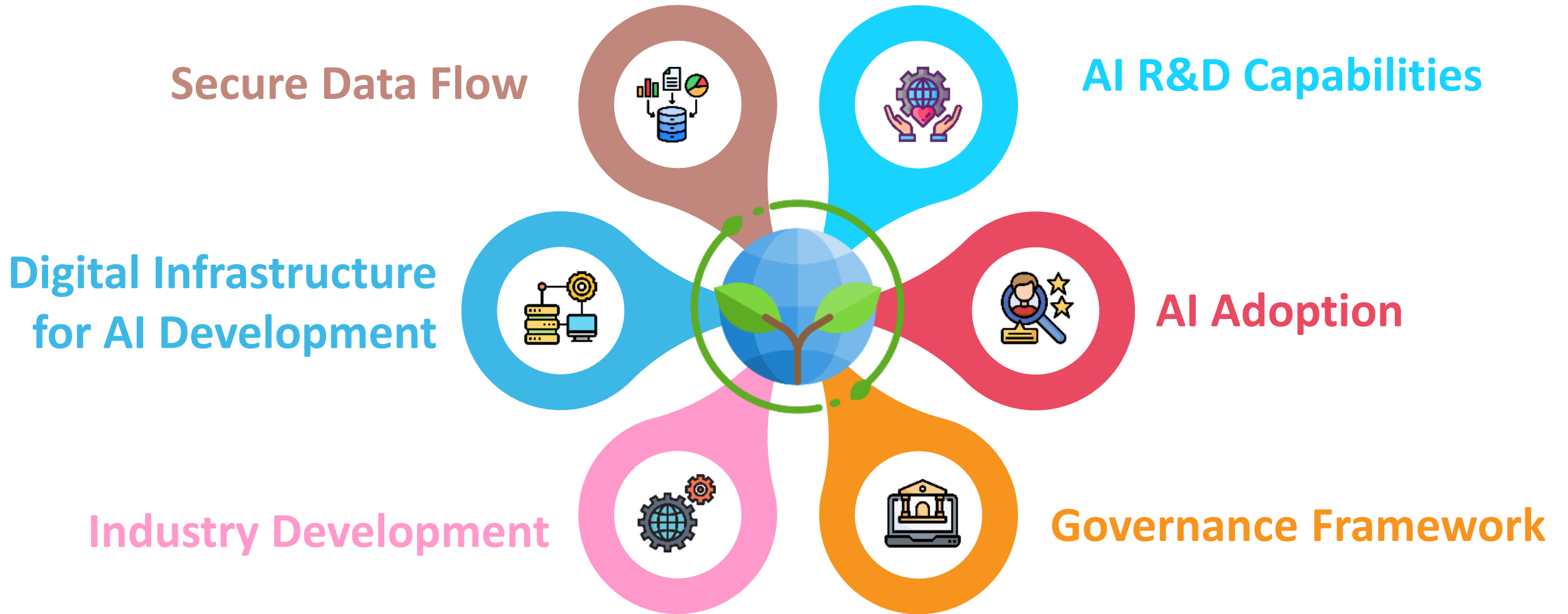
- **Free flow of information and data**
- A vital convergence point for global and regional data to fuel AI applications

- Leveraging cosmopolitan culture, high quality of life, low tax regime, and world-class education system to attract and nurture AI talent

Talent



Building a Global Hub for AI Development



Digital Infrastructure for AI Development

Cyberport's AI Supercomputing Centre



\$3 billion AI Subsidy Scheme



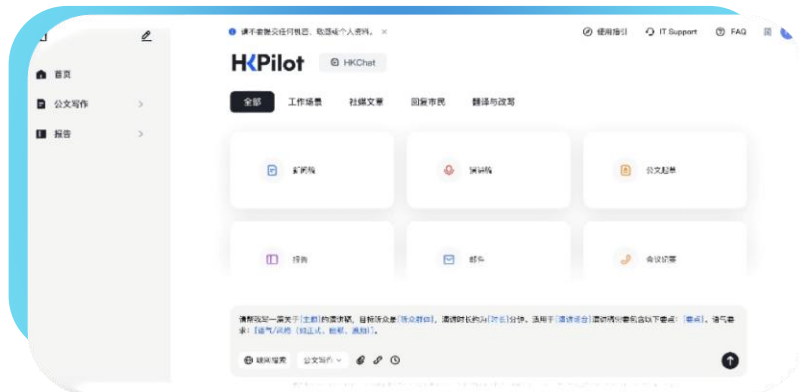
Research & Development



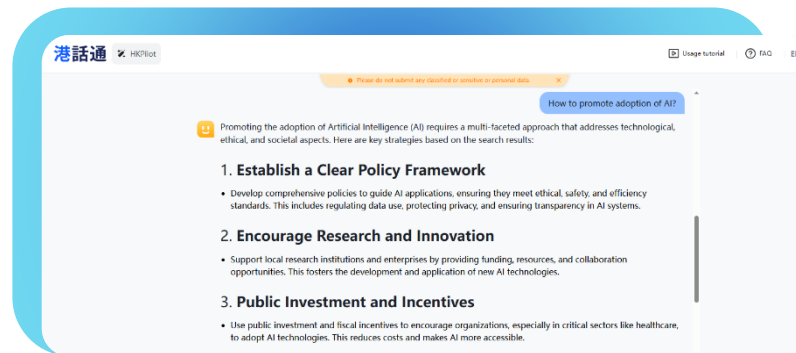
香港生成式人工智能研發中心
Hong Kong Research
Generative & Development
AI Center

Hong Kong Generative AI Research and Development Center (HKGAI)

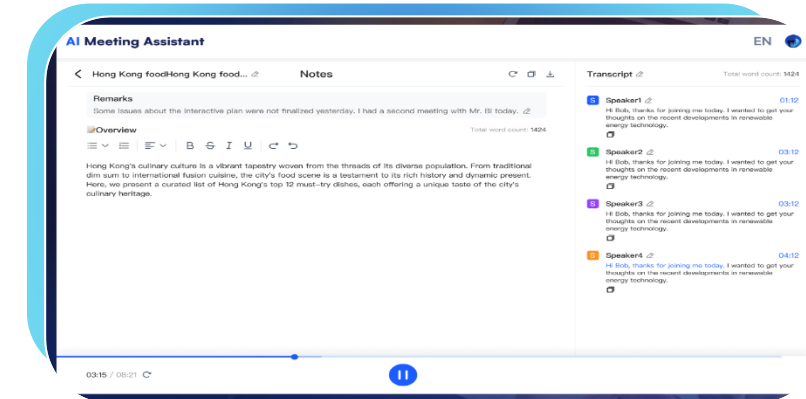
Launched its locally developed
“HKGAI V1” LLM in February 2025



港文通
HKPilot



港話通
HKChat



港會通
HKMeeting

Target: 2026

Set aside **HK\$1 billion** for the establishment



Target to be established in 2026



Hong Kong Artificial Intelligence
Research and Development Institute

Facilitate upstream R&D, midstream and downstream transformation of R&D outcomes and expand application scenarios



AI + Civil Services



Robot Dog



Unmanned Aircraft System



Multifunctional Indoor Construction Robot

Intelligent Robot for Testing & Commissioning and Site Inspection

Wall-Climbing Robot




AI-powered Aqua-bot




Pipeline Inspection Robot



Crawler-type Survey Robot



River Ranger



Tumbler Inspection Ball Robot



Chatbot Kiosk for Police Foundation Training



Virtual Customs Ambassador – XiaoHui



AI Environmental Investigation





1823

數字政策辦公室
Digital Policy Office



AI + Civil Services

Smart Customer Service



Civil Service Bureau's Chatbot handles general job-related enquiries for AO/EO applicants

DPO's "Bonny" helps searching forms, "Tammy" answers FAQs of 1823 hotline



"Genie" answers FAQs of dog licence services



"Single Window-bot" assists in answering FAQs related to "Trade Single Window"

Descriptive Analytics



Public Transport Monitoring Data Platform



Geographic Dashboard on the Buildings Department Geographic Information System



Hong Kong Coastal Sea-level Monitoring and Prediction System

Video Analytics



Smart Traffic Management System



Video Analytics to Enhance Security Surveillance at Public Cargo Working Areas

Predictive Analytics



AI-enabled Rostering System



Data Analytics Platform for Internal Stock Management and Ordering System

Natural Language Processing



Meeting Recording Handling System



Online Illegal Medicine Sale Activities Monitoring System

Optical Character Recognition



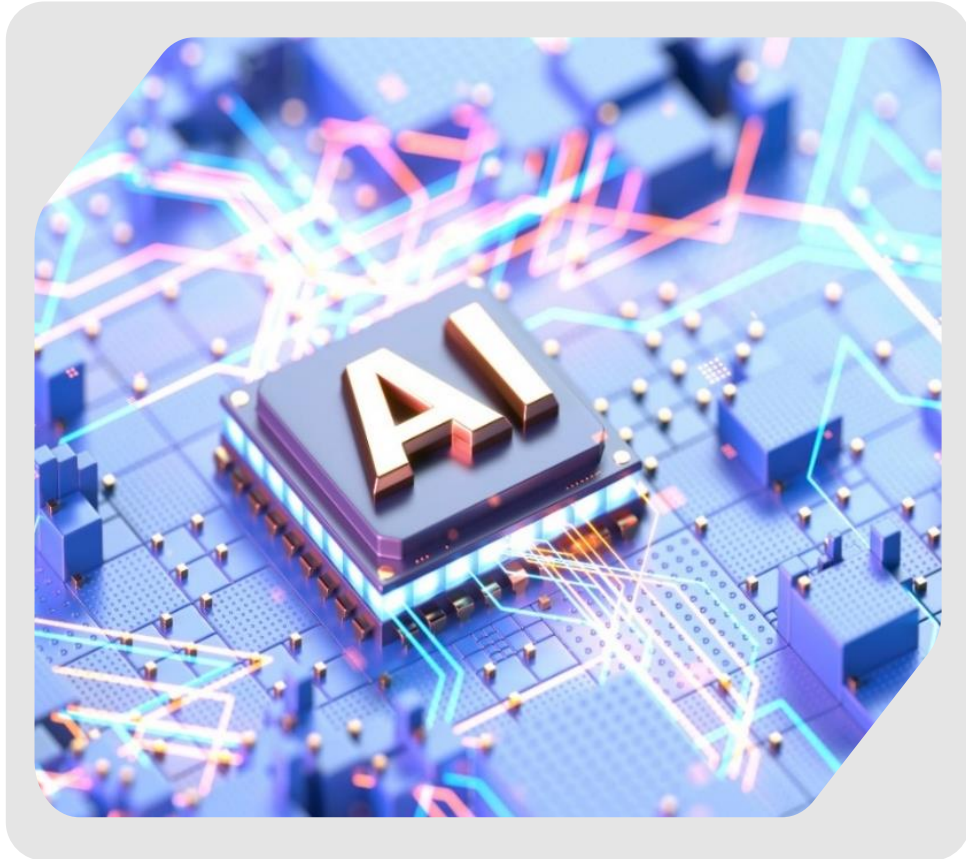
Self-service International Driving Permit Application Kiosk

Data Science



Analysis of Unstructured Data in Trade Statistics

Further Promoting AI Adoption in the Government



Launch of “AI + Civil Services” Campaign

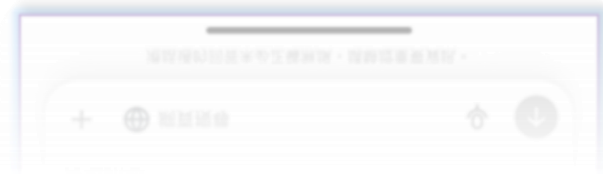
- Introduce the **AI+ Tool and Solution Catalogue** to help government departments efficiently explore and adopt suitable AI technologies
- Organise a series of **thematic technology forums, seminars and matching workshops** on AI tools and solutions
- Promote the full adoption of generative AI document processing tools within the Government

Promoting AI Adoption in the Community

港話通
HKChat



香港生成式人工智能研發中心
Hong Kong Research
& Development
Generative AI Center



Incorporate Hong Kong's local knowledge

Exhibit native-level mastery of biliteracy and trilingualism

Understand Hong Kong's legislative framework

Reflect Hong Kong's unique multicultural identity

AI Governance

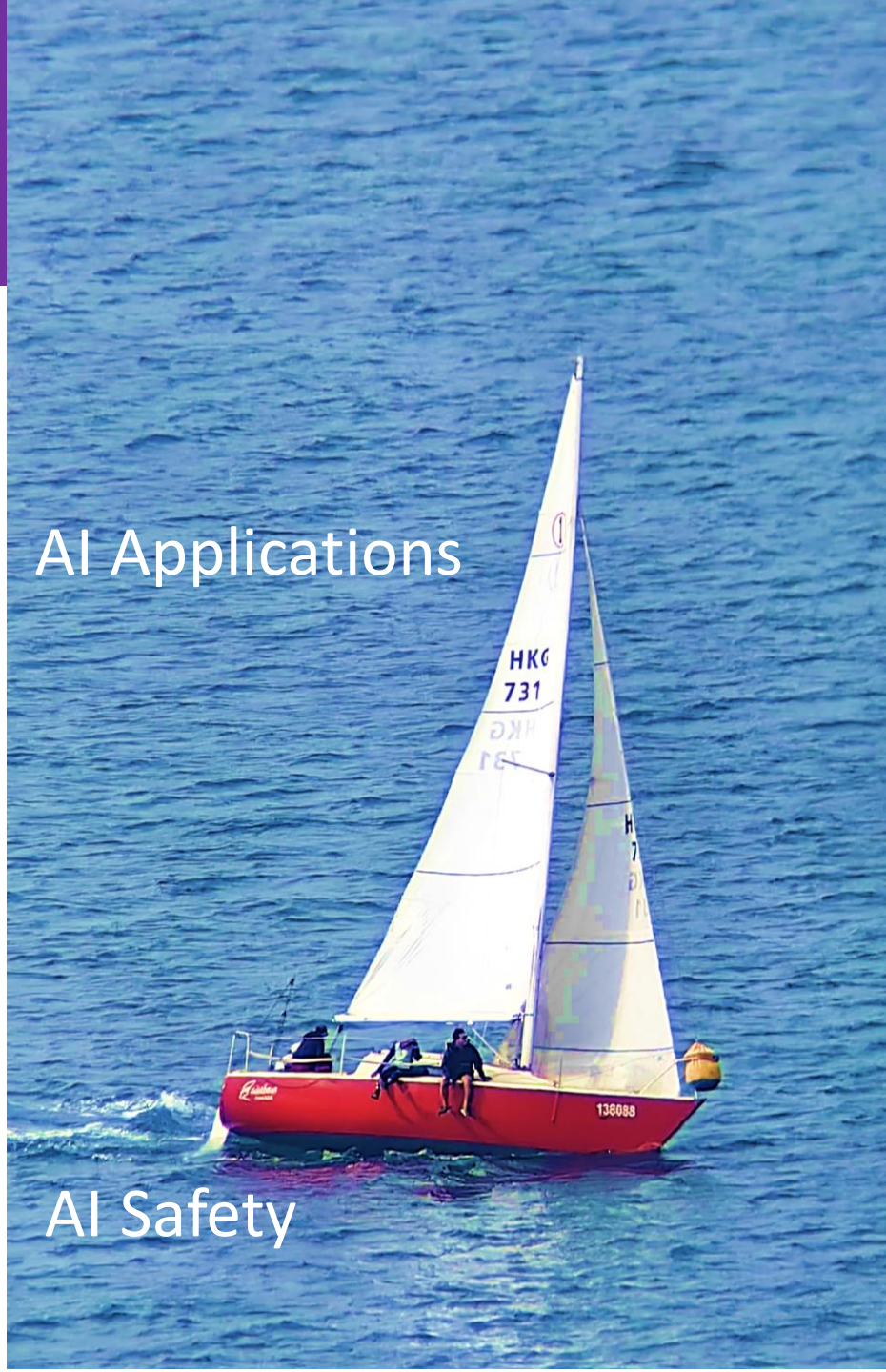
Encourage innovative applications of AI technology

Mitigate risks associated with AI development and deployment

Promote the widespread adoption and advancement of AI in Hong Kong

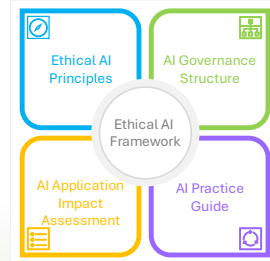
AI Applications

AI Safety



Regulation and Guidelines

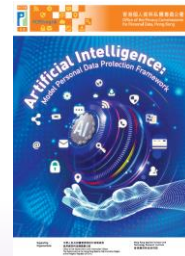
Ethical Artificial Intelligence Framework (by DPO)



Guidance on the Ethical Development and Use of Artificial Intelligence (by PCPD)

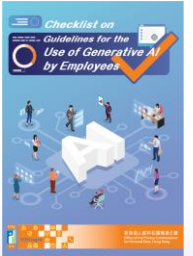


AI: Model Personal Data Protection Framework (by PCPD)



NEW

Checklist on Guidelines for the Use of Generative AI by Employees (by PCPD)



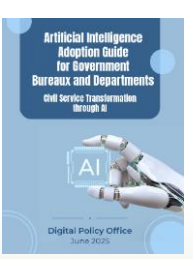
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Hong Kong Generative Artificial Intelligence Technical and Application Guideline (by DPO)



NEW

AI Adoption Guide for Government Bureaux and Departments (by DPO)





Thank you