

# 接觸社群

## REACHING OUT



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本署積極研究其他可  
改善客戶服務的新方法。

We never cease in our efforts  
to find new ways of  
improving our services.



■ 客戶滿意的程度反映我們的服務水平。

The degree of customer's satisfaction is an indication of our service level.

### 回應支持

本署的工作一直獲得公眾的高度評價及鼎力支持，但我們從未鬆懈，仍然積極研究其他可改善客戶服務的新方法。

其中一種方法是，我們已建立一套電腦系統，可把以往由人手處理的文件轉換成電子形式，屬「客戶服務及發單系統」的一部分。

整套系統會分階段完成，最終在全面投入使用後，將會處理抄錶、發單、數據倉及數據開採等運作流程。

上述新猷對我們達到為客戶提供方便快捷、一站式服務的目標，將大有幫助。

### 「客戶服務及發單系統」的推出及開始運作

全新的「客戶服務及發單系統」已於二零零四年十二月開始啟用，並於二零零五年一月全面投入運作；與此同時，我們亦推出新式水費單並向公眾發放。我們在新聞媒體、電視和電台、本署網頁上刊登和發佈了有關廣告及其他公告，務求透過一系列公共關係活動，讓公眾了解新水費單有甚麼改動的地方。

### 客戶聯絡

透過「客戶聯絡小組」，我們可以更直接地與客戶溝通與交流。

「客戶聯絡小組」成立至今已有12年，共有大約30名成員，包括住宅客戶、工商業客戶及政府部門代表，由副署長擔任主席。

在年內召開的第38屆小組會議上，本署知會成員的事項包括在昂坪循環再用經處理後廢水的試驗計劃，並建議在當地污水處理廠採用污水三級處理方法。





## Responding to Support

Even as we continue to receive the highest public recognition and support for our work, we never cease in our efforts to find new ways of improving our services.

One of these has been the development of a computer system for use in converting into electronic form documents previously processed manually, as a part of the Customer Care and Billing System (CCBS).

The entire system is being developed in stages and will eventually handle, among a range of other things, meter reading, billing and data warehousing and mining.

As a total concept, it will greatly enhance our aim of providing quick on-line, one-stop-shop service to customers.

## Roll-out and Commencement of CCBS

Along with the roll-out of the new CCBS, which commenced in December 2004 and reached full

swing in January 2005, a newly designed water bill was introduced and put to use. In order to make the public more familiar with the changes under the new water billing method, a good deal of public relations work was undertaken in the form of advertisements and other announcements in the news media, on television and radio, as well as on the WSD web site.

## Customer Liaison

A more direct way of interacting with customers has been through our Customer Liaison Group.

In operation for the past twelve years, it is made up of some 30 members drawn from domestic and trade

customers, as well as various government departments, with the Deputy Director on the chair.

Among the matters made known to members at its thirty-eighth meeting, held during the year, were the pilot scheme for treated effluent reuse in Ngong Ping, where tertiary sewage treatment process was incorporated in the proposed sewage treatment plant there.

## Telephone Enquiries

The Customer Telephone Enquiry Centre, operating round-the-clock, continued to serve our customers on fault complaints, changes of address, service termination and account enquiries etc.



「客戶服務及發單系統」網站的首頁。  
The front page of CCBS.



「客戶聯絡小組」會議。  
Customer Liaison Group Meeting.

### 電話查詢

客戶電話諮詢中心全日二十四小時運作，繼續為客戶處理有關供水故障投訴、更改供水地址、終止服務及水費查詢等事宜。

### 服務表現目標

自一九九三年實行「服務表現承諾計劃」以來，我們一直透過印發宣傳冊、傳單及在本署網站上刊登資料的方式，向外界公佈這計劃取得的成就。每年，公佈資料所示的服務表現目標會於審閱後公佈，以反映本署達成目標的能力，並及時回應公眾需要的轉變。

### 宣傳活動

水是人們每日生活的必需品，然而，很少人意識到水在日常生活中的重要性。

為了鼓勵珍惜食水，讓人們知道世界上自然純淨的水資源正在急劇減少，本署舉辦了以「珍惜點滴，積聚未來」為主題的全新宣傳活動，藉此提倡節約用水的重要，呼籲市民對這種日漸稀少的寶貴資源應該加以珍惜，同時

讓公眾更深入認識食水處理及供應的各方面事宜。另一方面，本署亦向公眾宣傳他們可在多方面保護環境，在保護未來水資源上可擔當的重要角色。

除了在電視、電台廣播、錄像上宣傳是次活動外，本署還利用互聯網及公共交通工具等多種方式進行宣傳，例如在電車、巴士及地鐵刊登廣告及張貼海報，務求讓更多市民了解是次活動。

此外，我們也張貼海報、刊登戶外廣告，並舉辦巡迴展覽、學校探訪，又安排在屋邨舉辦講座、舉行研討會。除此之外，我們亦安排濾水廠參觀活動及舉行濾水廠開放日，任何年齡人士均可參與。

### 康樂設施

在可行情況下，本署致力為公眾提供各種水上服務設施，包括發出釣魚牌照，容許他們於九月至三月的正常釣魚季節在水塘垂釣。

本署亦正考慮把不再用作供應飲用水的薄扶林水塘發展為康樂勝地，其中包括一所餐廳、各類水上活動設施等。

### 申訴專員嘉許獎

二零零四年，本署一名高級文員獲頒申訴專員嘉許獎，以表揚其九年來負責五個客戶諮詢中心的工作表現。



申訴專員嘉許獎的頒獎典禮。  
Ombudsman Award  
Presentation Ceremony.



牛潭尾濾水廠開放日。  
Open Day for Ngau Tam Mei  
Water Treatment Works.

## Performance Goals

Since the start of the Performance Pledge Scheme in 1993, its achievements have been made known through publication of a booklet and leaflets as well as on the WSD web site. The performance targets shown in the publications are reviewed every year and then published so as to reflect the ability of the department to achieve the goals but also the timely response to the changes in public expectations.

## Publicity Efforts

Water is taken as a matter of course in the daily routine of people, and little thought, if any, is given to its importance in their daily lives.

In order to encourage an awareness of the value of water, in a world in which this vital resource is rapidly diminishing in its natural stage of purity, the WSD has launched a new publicity campaign called "Save

Water for the Future, Every Drop Counts" to make known the importance of water conservation of this increasingly scarce vital resource and all aspects of water production and supply. People are told of the role they can play in protecting the environment and protecting our water resource for the future, through a variety of ways.

Various means are adopted so as to give the widest publicity to the campaign, including television and radio broadcasts, videos, use of the internet and through advertising and poster displays on the public transport system, such as trams, buses and the MTR.

There are also poster displays, outdoor advertisements, roving exhibitions, visits to schools, talks at housing estates, seminars, tours of water treatment works and open days for young and old.

## Amenities

Where feasible, amenities are provided for the public in water services facilities, and these include licences for fishing in impounding reservoirs during the normal season from September to March.

Thought is still being given also to developing Pok Fu Lam Reservoir, which is no longer used for the supply of potable water, into a recreational attraction that will include a restaurant and facilities for water sports.

## Ombudsman Award

In recognition of his service over nine years in running five Customer Enquiry Centres, a senior clerical officer was given an Ombudsman Award for 2004.