

# 追求 卓越服務

Focusing on Service

水務署內各個人員旨在與客戶和業務伙伴保持密切及明確的關係。  
The WSD team, across all sectors of the organisation, aim to maintain close and forthright relationships with customers and business partners alike.



# 追求卓越服務

## Focusing on Service



通過改善客戶服務和建立署內各部員工的團隊精神，我們的良好信譽得以持續建立。我們特別著力縮短回應客戶查詢的時間，並深化員工的培訓工作。

### 客戶服務

過去一年，我們利用一系列媒體和通訊工具，加強了與客戶的溝通，並縮短了回應客戶查詢的時間。

### 簡易申請和查詢程序

我們縮短食肆申請供水的時間。又修訂了樓宇水喉裝置手冊，方便市民建造、安裝、改動或移除喉管裝置時，向本署遞交申請審批。該手冊電子檔的更新版已上載到部門網頁。

We continue to build our credentials by improving customer service and developing a strong team work ethos across all disciplines within the Department. We have focused in particular on improving response times to customer enquiries and implementing in-depth training programmes for our staff.

### Customer Service

Over the past year we have enhanced our communication with customers and our response times to enquiries through the use of a range of media and communication tools.

### Easier Application and Enquiry Processes

We have shortened the processing time for applications for water supply connections to food business premises and to facilitate applications seeking approvals for the construction, installation, alteration or removal of plumbing installations, we have revised the handbook on Plumbing Installation for Buildings. An updated soft copy of the handbook is available on the WSD website.



部門刊物「點滴」已出版25年。  
Staff newsletter "Droplet" has been published for 25 years.

本署的客戶電話諮詢中心全年提供24小時的諮詢熱線服務。客戶可透過音頻電話，選擇與本署的客戶服務代表聯絡、聽取錄音資訊，或通過傳真索取各種申請表格、水費單副本、某些水務資料等。在辦公時間內，客戶亦可直接以電話或電郵方式聯繫我們的客戶服務代表。客戶也可利用熱線自行向我們報讀水錶度數。此外，我們會繼續不懈進行客戶服務調查，從中汲取建議以優化服務質素。

### 傳播關鍵信息

過去一年，我們持續不斷向客戶推廣全面水資源管理策略，包括用水效益標籤計劃的宣傳。我們特別為社會不同界別如學校、大廈業主、地產發展商、樓宇管理公司安排各式各樣的簡介會、巡迴講座和派發宣傳小冊子。宣傳節約用水的活動證實奏效，用戶日漸重視使用節水器具和養成珍惜用水的習慣。

本署印備客戶簡訊和年報，與社會各界保持溝通。針對客戶的需要和關注，本署網頁進行了功能提升。為響應「世界善用食水日」，我們刊登報章特刊，強調香港採取區域視野進行水資源管理的重要性。

Our Customer Telephone Enquiry Centre provides a 24-hour hotline service throughout the year. Through the use of touch-tone telephones, customers can choose to speak with a customer services officer, listen to prerecorded messages and information or obtain application forms, duplicate water bills and information on certain topics by fax. Customer services officers are available for direct contact by both telephone and e-mail during office hours. Water meter readings can also be logged in through a hotline. We continue to carry out customer service surveys and refine our practices where necessary.

### Communicating Critical Messages

We continue to promote our Total Water Management Strategy, including the Water Efficiency Labelling Scheme (WELS), to customers throughout the year. Many of our presentations, road shows and pamphlets were arranged for particular sectors of the community - schools, building owners, property developers and estate management companies. Our publicity campaigns to promote conservation are proving particularly robust. Awareness among customers over the importance of using water efficient products and adopting careful water use habits continues to grow.

Communication tools include customer newsletters and our Annual Report. The content of our upgraded website aims at properly addressing customer needs and concerns. A newspaper supplement published on the World Water Day focused on the importance of managing water resources from a regional perspective.



透過網頁向市民發放水務署的最新消息。  
WSD updated news provided in our website.



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在用水效益的發展方面，我們以探尋知識和了解新技術的潛質作重點，為香港的供水訂下長遠而穩定的計劃。

一年一度的水務講座讓我們有機會介紹公共屋村所採取的節約用水的措施，更藉著這平台與客戶就著本署的服務和運作進行了坦誠的意見交流。

### 客戶聯絡小組

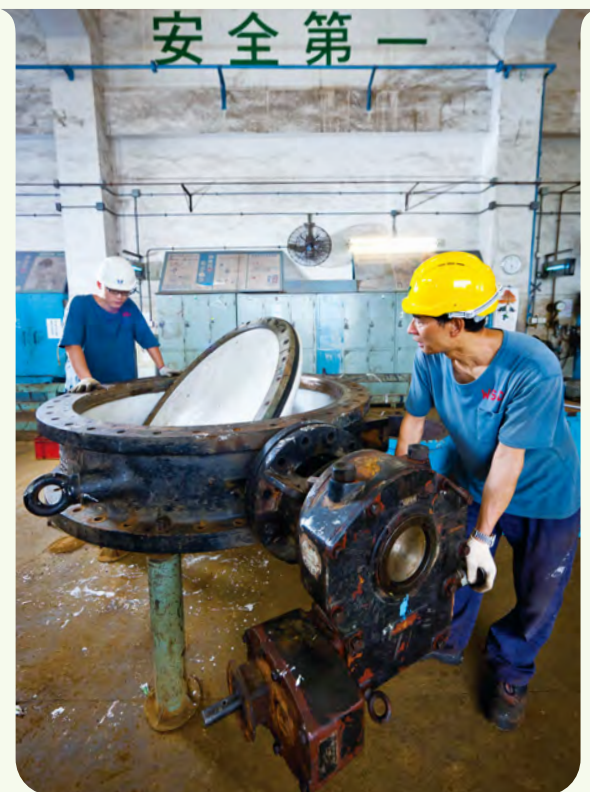
我們的客戶聯絡小組每年會面三次。來自社會各界的小組成員與本署一同就供水服務的多個層面交換意見。年內，小組成員參觀了各區濾水廠，並參加關於水錶準確度、維修樓宇供水系統和本署採取的用水需求管理措施等專題講解。

Our water efficiency initiatives have placed a renewed emphasis on fostering knowledge and understanding of the potential of new technology to plan for the long term security of Hong Kong's water supplies.

Through the annual Water Supplies Seminar, we promulgated conservation and water savings in housing estates and provided a forum for a frank exchange of views with customers on services and operations.

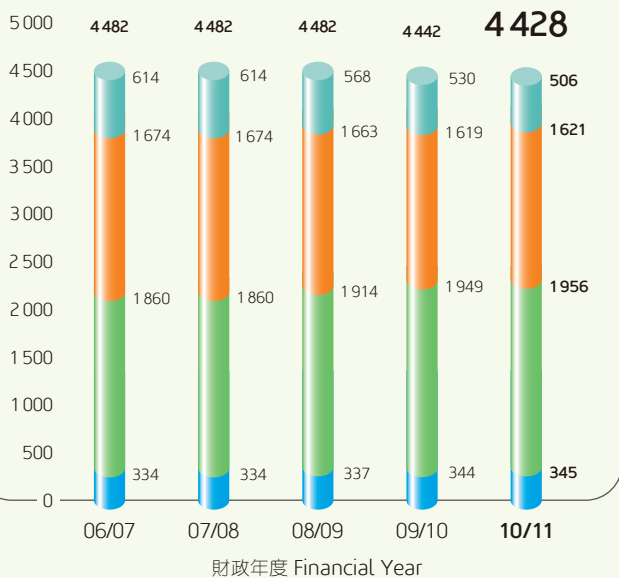
### Customer Liaison Group

Our Customer Liaison Group meets three times a year. Drawn from a cross-section of the community, the group works with the Department on a range of initiatives. During the year, the group visited water treatment works around Hong Kong and received presentations on issues such as the accuracy of water meter readings, the maintenance of plumbing systems in buildings and water demand management measures adopted by the Department.



工場內安全第一。  
Safety first in the workplace.

### 員工編制 Staff Establishment



- 初級人員  
Junior Staff
- 一般和共通職系人員  
General & Common Grade Staff
- 督察及技術人員  
Inspectorate & Technical Staff
- 專業人員  
Professional Staff



本署內部時時刻刻都著重追求工作效率。  
Internally, we continue to focus on work efficiencies all the time.

## 加強員工培訓

我們的員工編制總數雖然由4 442人下降至4 428人，但培訓機會令運作和日常管理變得更鞏固。員工培訓日數共計為8 626人日，投資預算達港幣4百萬元，重點為提升員工的技術知識及管理技巧。本署舉辦多個由本署和私營機構的專家學者主講的專題會議和研討會，選定適用於香港的議題，以增進部門在供水工程和管理方面的專業技巧。

與香港理工大學和英國艾克斯特大學等學術機構的合作，除有助我們的研究與發展，更讓水務科學家和工程人員在技術發展上攜手合作，把創新成果在香港嘗試應用。研究合作也為我們打下了強心針，令員工更有信心發揮創意和探索新科技，為未來穩定的供水目標奠定基礎。

## Training Programmes Strengthened

While staff numbers have been reduced from 4 442 people to 4 428, training opportunities have strengthened operations and day-to-day management. Staff training, with a total of 8 626 training man-days and a budget of HK\$4 million, was directed towards the enhancement of technical knowledge and management skills. The professionalism of water supply engineering and water management has been enhanced through technical seminars and meetings in which experts from both within the Department and from the private sector gave presentations and led discussions on selected topics relevant to Hong Kong.

Our partnerships with academic institutions such as the Hong Kong Polytechnic University and the UK Exeter University have enhanced our research and development, enabling water scientists and engineers to collaborate on technological development and to test newly created applications in Hong Kong. The partnerships have also provided us with the opportunity to build competencies and confidence levels, developing a culture of innovation and exploration of technologies to support the reliability of the future water supplies.

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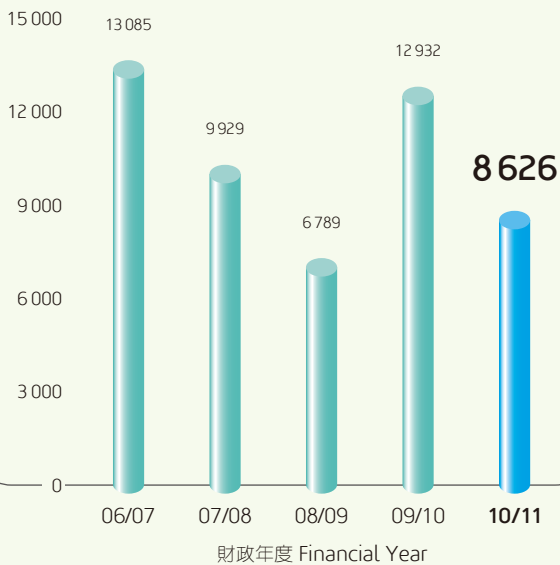


員工是部門最寶貴的資產。  
Staff are the greatest asset of the Department.



為新入職的工程師提供培訓。  
Training arranged for new engineers.

### 員工培訓日數 Training Man-days



與此同時，我們繼續加強對技術人員的培訓，以及為配合技工的工作需要而製定語文課程。我們又為員工提供一系列進修培訓，協助他們更深入認識不同工種的行業守則，同時提升專業技術能力，自我增值。

我們與其他工務部門合作，繼續推行跨工務部門的工程師自願參與職位互調計劃，以豐富員工的工作經驗及提升個人發展。

At the same time, we continue to enhance training for technical staff and arrange language training courses to meet the vocational needs of artisans. Training courses have been introduced to increase worker knowledge on good trade practices across a range of work streams and to equip staff with technical skills for career development.

A programme involving the voluntary cross-posting of engineers between the Department and other related departments of the Government continues to broaden staff exposure to the work of others and expand professional experience.

## 與員工的溝通

我們的員工不單致力確保全港獲得可靠的供水，還努力推廣各項可持續用水的活動。

本署不時就著工作上的各種挑戰與員工保持緊密溝通，同時為員工提供適切的培訓。職員協商委員會以及其下的小組委員會，就工作相關事項保持關注。本署又通過與工會的正式和非正式會議，以及員工關係組等渠道，就管職雙方共同關心的議題聽取各方意見。

水務署署長及其他高層員工又會定期探訪分區辦事處及外設辦事處，進行研討會、簡介會和管方訪問，確保管理層直接明白員工所關注的事情，以及讓員工了解本署的目標及策略，投入工作。

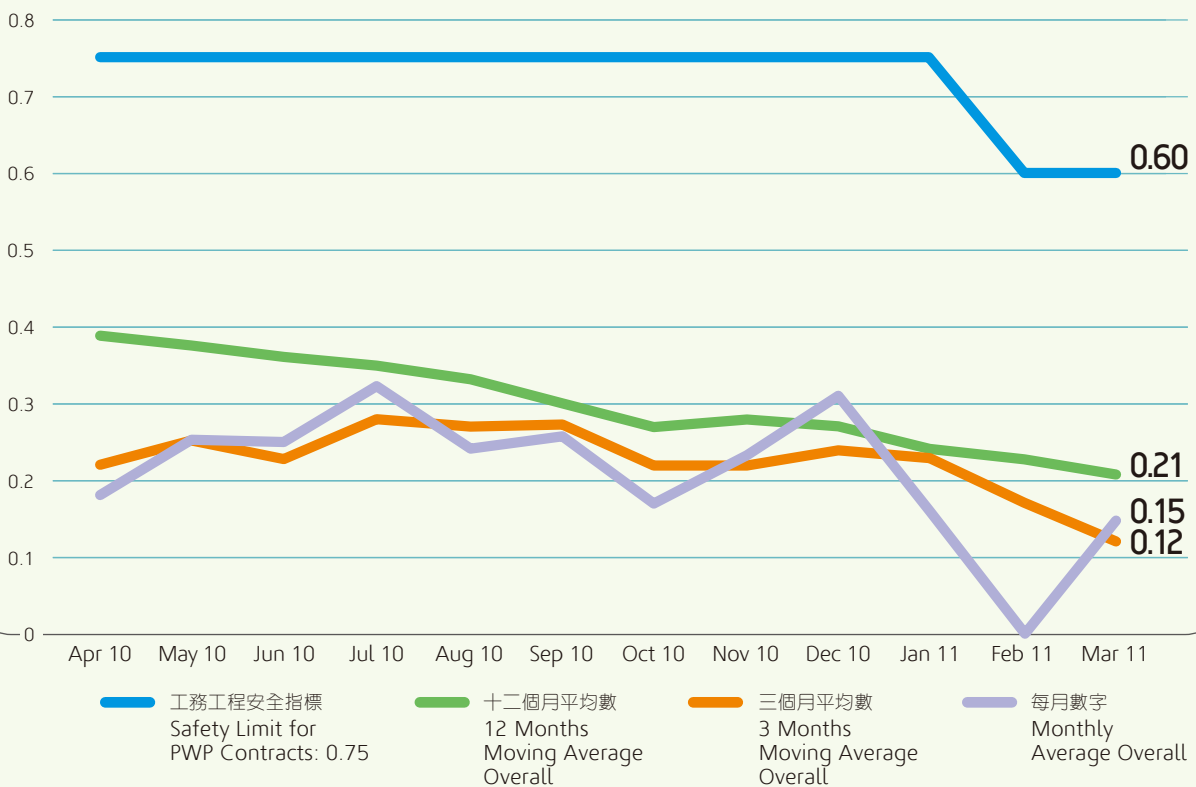
## Staff Communications

Our staff are committed not just in ensuring a reliable supply of water across Hong Kong, but also in promoting our campaign for the sustainable use of water.

Staff members are consulted over and trained in a range of current challenges faced by the Department. The Departmental Consultative Committee and its sub-committees maintain an oversight of work-related issues and views are sought on issues of common concern through formal and informal meetings with staff unions and a wide array of communication channels including the Staff Relations Unit.

Seminars, briefings and visits by the Director of Water Supplies and other senior staff to regional offices and outstations have provided platforms for effective communication, allowing the management to address staff concerns expeditiously and securing commitment and support for the Department's operational targets and strategies.

二零一零/一一年度水務工程合約意外率  
Accident Rates for Waterworks Contracts 2010/11





## 追求卓越服務 Focusing on Service



我們抱著開放態度，鼓勵員工出謀獻策，加強生產力，改善服務質素。透過員工建議計劃，十二位來自不同部門和工作領域的員工，因精闢獨到的建議而獲得嘉獎。

本署為促進關愛和諧的工作環境，成立工作小組，定期舉行運動項目、比賽和戶外活動，讓員工增進交流，開展健康生活。

### 獎項和嘉許

二零一零至一一年度，水務署獲頒的獎項包括：

1. 香港環保卓越獎界別卓越獎，以表揚其卓越環保工作表現；
2. 國際水協東亞地區工程創意大獎的設計大獎，嘉許水務署在港六百周年校園內的水務設施重置工程；
3. 第九屆中國最佳公共關係案例大賽，介紹香港水務古蹟的「百載點滴，源遠流傳」特刊；
4. 國際水協2010市場及傳訊大獎比賽中，憑「香港的全面水資源管理」案例在「最佳水質科學大眾讀物」類別獲「高度評價」獎；

Staff members are openly encouraged to consider ways to enhance productivity and improve service delivery. Twelve staff members from a range of divisions and work areas won awards during the year for valuable suggestions lodged through our Staff Suggestions Scheme.

A working group, established to promote a caring culture and harmonious environment has also contributed to the improved co-operation and communication among the staff. Sports events, recreational activities and outings have fostered a team spirit and a respect for a healthy work-life balance.

### Awards and Recognition

Awards received by the Water Supplies Department in 2010-11 include:

1. Hong Kong Awards for Environmental Excellence — Certificate of Merit for outstanding environmental performance;
2. The International Water Association (IWA) East Asia Regional Project Innovation Awards — for the reprovisioning of facilities at HKU Centennial Campus;
3. The 9th China Golden Awards for Excellence in Public Relations — for editorial content of “Stream of Memories”, a book on Hong Kong’s waterworks monuments;
4. The IWA Marketing and Communication Award 2010 — “Highly Recommended” in the category of Best Popular Presentation of Water Science for the introduction of Total Water Management in Hong Kong;



5. 公務員事務局局長嘉許獎 —— 高級機電工程師黃敏清先生獲獎；
6. 互聯網專業協會無障礙優異網，本署因設立無障礙網站獲頒鑽石獎；及
7. 中國香港非開挖技術協會 —— 李慧敏女士獲頒年輕科技家獎。

5. The Secretary for the Civil Service Commendation Award Scheme — Commendation for Senior Mechanical Engineer, Mr WONG Man Ching;
6. Internet Professional Association’s No Barrier Websites — Diamond Award for website and its access; and
7. China Hong Kong Society for Trenchless Technology — Young Technologist Award, Ms LI Wai Man, Joyce.

## 社區聚焦

許多員工在工餘時間以自願性質參與社區工作，服務社群。

## Spotlight on the Community

Many of our staff members show incredible generosity towards others by undertaking community work outside their working hours.

## 義工服務

年內，本署的義工小組打破以往紀錄，共參與146項慈善活動，其中包括籌款活動、植樹、探訪老人院、定期探訪及以致電形式關懷獨居長者。義工小組獲得社會福利署頒發的義務工作嘉許金狀。另有六名員工分別獲頒個人嘉許金狀、銀狀和銅狀。

## Voluntary Efforts

Over the past year, the Department’s team of volunteers participated in a record 146 charity activities including fund raising, tree planting, visits to homes of the elderly and regular individual visits and telephone calls to elderly people who live alone. The team received a Gold Award for Volunteer Service by the Social Welfare Department and six staff members received individual gold, silver or bronze awards.

香港社會服務聯會頒發「同心展關懷」二零一零至一一年度標誌，認同本署積極參與社區服務。此外，本署又獲香港公益金頒發僱員募捐計劃卓越大獎，以及公務員界別第三大最高籌款機構獎。

The Hong Kong Council for Social Services recognised our community wide efforts by awarding the Department its Caring Organisation 2010 -11 logo. In addition, the Department was awarded by the Community Chest of Hong Kong an Outstanding Award under the Employee Contribution Programme and a 3rd Highest Donation Award for the “CARE” Scheme, Civil Service Category.







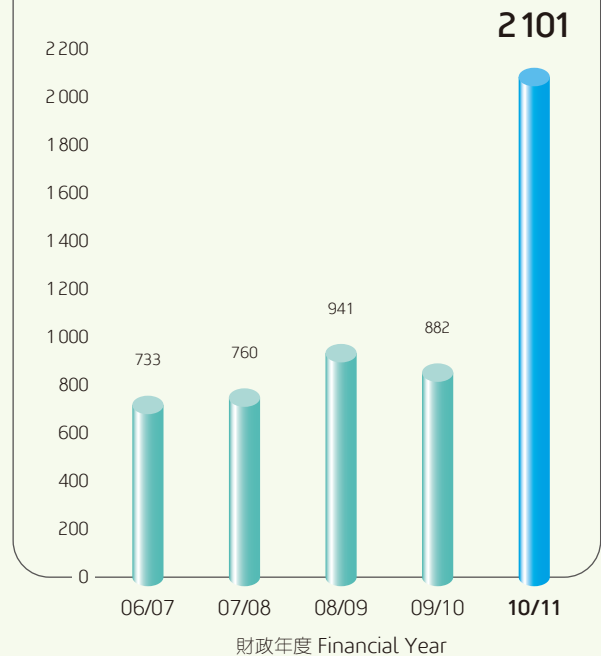
## 慶祝供水服務 160 年

二零一一年標誌著香港供水服務 160 年。很多百多年前建造的供水設施至今依然屹立不搖，大多還在繼續運作。二零零九年，古物古蹟辦事處宣布把 41 項水務設施構築，包括水壩、記錄儀器房、輸水道和石橋等列為法定古蹟。我們一直推廣這些設施，並將於二零一一年底協辦一項沿水務古蹟遊徑進行的步行籌款，作為慶祝活動之一。

## Celebrating 160 Years of Water Supplies

In 2011, we celebrate the 160 years of public water supply in Hong Kong. A number of waterworks structure constructed hundred years ago still stand today and many of them remain operational. In 2009, the Antiquities and Monuments Office declared 41 of these structures ranging from dams, pump and recording houses, viaducts and bridges, as protected historical structures. We continue to promote these sites and in late 2011, our celebrations will include a community walk along a historical waterworks trail.

水務署義工工時數字  
No. of Man-hours for WSD Volunteers



2011 水務署春節嘉年華會上，慶祝香港供水踏入 160 個年頭。  
Celebration of 160 years of Hong Kong public water supply in WSD Chinese New Year Carnival 2011.