





追求卓越 服務
Focusing on
Service



追求卓越服務

Focusing on Service



我們在本署各部門建立了能幹及全情投入的工作隊伍，並加強4 404名員工的培訓工作，以確保我們能繼續有效滿足客戶需求。

培訓工作投資

我們增加培訓機會（特別是在濾水、安全性及處理緊急事故方面），藉以提升員工的技術知識及管理技巧，令運作和日常管理更形鞏固。我們在培訓方面的投資預算達港幣2.9百萬元，員工培訓日數共計為9 143人日。除發展專業技術外，投資預算亦包括對技工的工作和語文培訓。

與學術機構及私營企業在研究與發展方面的合作，讓我們在技術發展上同心協力，應用創新成果。我們鼓勵創新，令各級員工更添信心，在年內發揮創意，提升工作表現，我們亦已檢視這些新意念，並在可行情況下付諸實行。

We have developed a capable and committed workforce across all disciplines within the Department. In depth training programmes for our 4 404 staff ensure we continue to meet the needs of customers effectively.

INVESTING IN TRAINING

Increased training opportunities to upgrade technical knowledge and management skills, particularly in the area of water treatment, safety and emergency handling, have strengthened operations and day-to-day management. Our \$2.9 million budget produced 9 143 training man-days. In addition to professional development work, this also included vocational and language training for artisans.

Our partnerships with academic institutions and private sector companies on research and development projects has led to collaboration on technological developments and newly created applications. Our culture of innovation has strengthened confidence at all levels and many ideas proffered by staff during the year to improve aspects of our work have been explored and, where practical, introduced.

本署於二零一零年成立培訓小組，以便顧問向本署傳授技術，至今，我們已就水務規劃、設計、處理程序、運作及保養維修舉辦了15次研討會。至於由客戶服務部員工舉行的工作坊，亦讓直接面向公眾的員工得以提升工作知識及技巧。

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。我們已於二零一二年初檢討這項計劃，參與工程師的意見相當正面。

A training group, formed in 2010 to facilitate the transfer of technology from our consultants to the Department, has held 15 seminars on the planning, design, treatment processes, operation and maintenance of water treatment works. Workshops held by customer service staff successfully enhanced work knowledge and skills amongst staff members who have a direct interface with the public.

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 enrich professional experience. A review of the programme was conducted early in 2012 and feedback from participating engineers and their peers was generally positive.



參與十公里賽跑，同賀香港供水160年。
Colleagues celebrate 160 Years of Water Supply in Hong Kong with a 10 km Run.



水務署足球隊參與由中電舉辦的邀請賽。
WSD Football Team participating in an invitational tournament organised by CLP.

團隊凝聚力

年內，500多名員工參與各類體育賽事，促進工作與生活之間的平衡。這些賽事，連同行業夥伴舉辦的跨部門賽事，一直有助我們建立一支具有凝聚力的團隊。為慶祝香港供水160年，本署於二零一一年底在船灣淡水湖舉行10公里賽跑，吸引400多名來自政府部門和夥伴機構的健兒參加。

TEAM BUILDING

More than 500 staff participated in a range of sports events held during the year to foster work-life balance. These events, together with inter-departmental tournaments and events held by industry partners, continue to help build a cohesive team. To celebrate 160 years of public water supplies in Hong Kong, the Department also organised a 10 kilometres run at Plover Cove Reservoir in late 2011. More than 400 elite athletes from Government departments and our partner organisations participated.

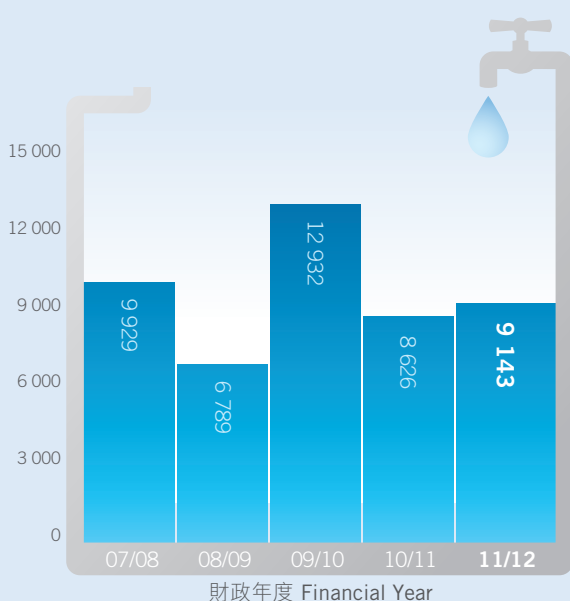
義務工作

本署的義工人員繼續履行對社會的承諾，於年內參加超過130項慈善活動，當中包括籌款活動、探訪老人院及協助殘疾人士。我們的義工服務時數打破以往紀錄，更有11名員工分別獲得金、銀、銅嘉許狀，表揚他們的無私奉獻。

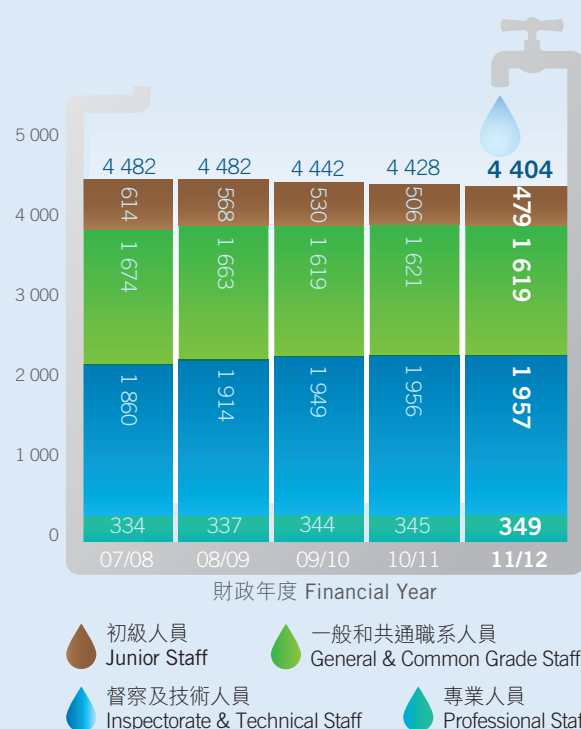
VOLUNTARY WORK

Staff volunteers continued to show their commitment to the community by participating in more than 130 charitable events during the year including fund raising, visits to homes of the elderly and assisting the disabled. A record number of service hours were recorded and 11 staff members received individual gold, silver and bronze awards in recognition of their work.

員工培訓日數
Training Man-days



員工編制
Staff Establishment



客戶服務

我們在去年進行多項意見調查，務求深入了解客戶需要。

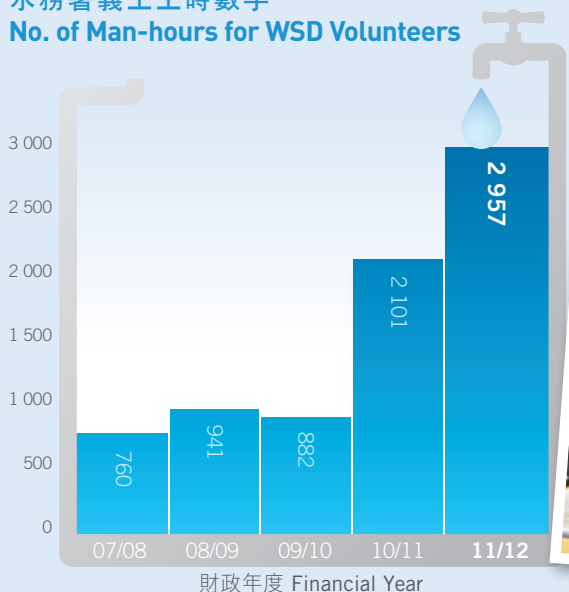
一項樓宇食水水質意見調查顯示，92.8%的住宅用戶滿意食水水質，而受訪的私人物業管理公司則認為，分別有97.9%及94.1%的住宅樓宇客戶及非住宅樓宇客戶對食水水質表示滿意。絕大部分住宅用戶均了解定期清洗水缸及更換損壞供水裝置和設施的重要性。

CUSTOMER SERVICE

Over the past year, we have undertaken a range of opinion surveys to better understand the needs of our customers.

A survey on the quality of water in buildings revealed that 92.8 per cent of domestic customers are satisfied with the quality of tap water while private property management companies surveyed believe that 97.9 per cent and 94.1 per cent of their clients and residents in residential and non-residential buildings respectively have similar levels of satisfaction. Almost all domestic customers understood the importance of cleaning water tanks regularly and to replace deteriorating water supply installations and facilities.

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



客戶電話諮詢中心提供24小時熱線服務。
CTEC providing hotline services round the clock.

本署的大廈優質食水認可計劃深得住宅用戶支持，市民普遍認為計劃有助改善或保持水質。

本署的客戶電話諮詢中心繼續提供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。

客戶聯絡小組於年內與本署高級職員進行三次會面，是有效的溝通渠道。客戶聯絡小組參觀了牛潭尾濾水廠，並聽取設施擴展、幅射監測及水質客戶意見調查結果等專題講解。本署高級職員亦與區議會會面，討論對區議員所屬地區造成影響的現行和計劃供水項目。

Our Quality Water Recognition Scheme for Buildings was well supported by domestic customers and there was a general acknowledgement that the scheme could improve or maintain water quality.

The Customer Telephone Enquiry Centre continued to provide a 24 hour hotline service. Customers can choose to speak with a customer service officer, listen to prerecorded messages and information or obtain application forms, duplicate water bills and information on certain topics by fax. Customer service officers are available for direct contact both on-line and by telephone during office hours and water meter readings can be logged in through a hotline.

The Customer Liaison Group (CLG), which met with senior officials of the Department three times during the year, is an effective communication channel. The CLG visited Ngau Tam Mei Water Treatment Works and received presentations on issues such as facility expansion, radiation monitoring and the results of our customer opinion survey on water quality. Senior staff from the Department also met District Councils to discuss current and planned supply programmes that affect their districts.

為響應政府服務電子化措施，我們不斷提供及加強各項客戶電子帳單及電子服務。在回顧年度內，我們推出電子服務，讓客戶可查詢帳戶及水費單，以及釣魚牌照網上申請、續牌及繳費事宜。本署亦計劃引入其他電子服務，包括來年引入帳單概覽及刊登各類停水通告。

繳付水費更輕鬆

一直以來，客戶可透過自動轉帳、網上銀行服務、自動櫃員機、繳費靈（電話或網上）、郵寄或親身前往郵局或位於旺角的水務署客戶諮詢中心繳付水費。二零一二年二月，庫務署推出一項措施，將繳費途徑延伸至本港1 000多間便利店。水務署是首個利用便利店作為繳費途徑的政府部門。自計劃全面實施以來，便利店的平均每月交易超過110 000宗，我們深信顯著擴大了的繳費網絡，以及便利店較長的營業時間，定必深受廣大市民歡迎。

In line with e-government initiatives, we are committed to continuing to provide and enhance various e-billing and e-services to customers. During the year under review, we launched e-services that enable customers to make water account and water bill inquiries and to renew, apply and pay for a fishing licence online. We plan to introduce other e-services, including bill summaries and comprehensive water suspension notices over the coming year.

WATER BILL PAYMENT MADE EASIER

Customers have been able to pay water bills using autopay, online banking services, automatic teller machines, PPS (by phone or Internet), by post, or in person at post offices or the Water Supplies Department's Customer Enquiry Centre in Mong Kok. In February 2012, the payment channels were extended to more than 1 000 convenience stores across Hong Kong as part of a Treasury Department initiative. The Water Supplies Department is the first department to use the convenience stores as payment channels and, with an average of over 110 000 transactions per month at the stores since the project's full implementation, we are confident that the significantly enlarged payment network and the extended business hours offered by these stores is welcomed by the general public.



與客戶聯絡小組成員進行會議。
Meeting of Customer Liaison Group members.



便利店繳付水費服務，快捷方便。
Introducing water bill payments at convenience stores.



傳播關鍵信息

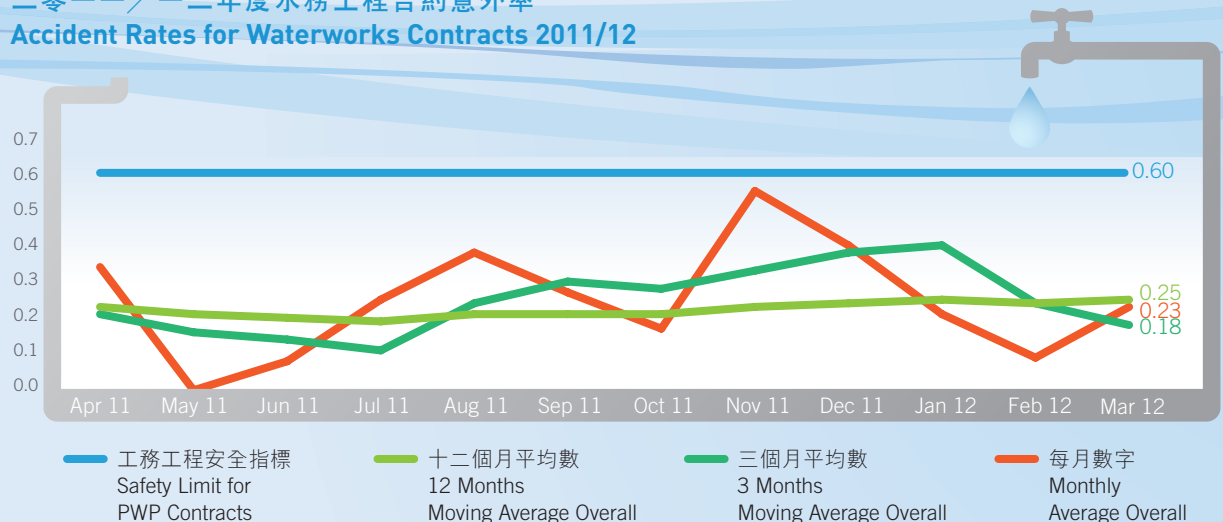
我們持續不斷向客戶推廣全面水資源管理策略，包括用水效益標籤計劃的宣傳。宣傳的對象集中在社會不同界別如學校、大廈業主、地產發展商、樓宇管理公司等，本署亦以客戶簡訊、年報、本署網頁及報章特刊等與客戶溝通。這一系列的宣傳節約用水活動證實奏效，用戶日漸重視使用節水器具和養成珍惜用水的習慣。

COMMUNICATING CRITICAL MESSAGES

We have continued to promote our Total Water Management Strategy, including the Water Efficiency Labelling Scheme (WELS), to customers focusing on particular sectors of the community – schools, building owners, property developers and estate management companies. Our publicity campaigns to promote conservation are proving particularly robust and awareness among customers continues to grow. Communication tools include customer newsletters, annual reports, our departmental web site and newspaper supplements.



二零一一／一二年度水務工程合約意外率
Accident Rates for Waterworks Contracts 2011/12





獎項和嘉許

AWARDS AND RECOGNITION

二零一一至一二年度，水務署獲頒的獎項包括：

Awards received by the Water Supplies Department in 2011-2012 include:

1. 2011年度申訴專員嘉許獎公職人員獎－水務督察／客戶服務伍錫華
1. The Ombudsman's Awards 2011 for Officers of Public Organisations – Waterworks Inspector/Customer Services, Ng Sik Wah
2. 2011年公務員優質服務獎勵計劃：「推廣跨部門合作節約用水計劃」－部門合作獎金獎；及「在線水質監測系統」－內部支援服務隊伍銅獎
2. Civil Service Outstanding Service Award Scheme 2011: Inter-departmental Partnership Award – Gold Prize for the entry “Promoting Inter-departmental Cooperative Water Saving Project”; and Team Award (Internal Service) – Bronze Prize for the entry “On-line Water Monitoring System”
3. 社會福利署義工服務金獎－水務署義工隊
3. Social Welfare Department's Gold Award for Volunteer Service – WSD Volunteer Team
4. 香港社會服務聯會二零一一至一二年度「同心展關懷」標誌
4. Hong Kong Council of Social Services' Caring Organisation 2011-2012 logo
5. 香港公益金商業及僱員募捐計劃：僱員募捐計劃傑出獎
5. The Community Chest Corporate & Employee Contribution Programme: Outstanding Award
6. 第25屆國際年報比賽銅獎（非牟利及政府機構）－水務署年報2009/10
6. 25th International ARC Awards Bronze Award (non-profit making and governmental organisation) – WSD Annual Report 2009/10
7. 2011香港環保卓越計劃（公營機構及公用事業）－界別優異獎
7. 2011 Hong Kong Awards for Environmental Excellence (Public Organisation and Utilities) – Certificate of Merit
8. 香港公益金商業及僱員募捐計劃：僱員樂助計劃（政府部門）－最高籌款獎第三名
8. The Community Chest Corporate & Employee Contribution Programme: CARE Scheme (Civil Service Category) – 3rd Highest Donation