

附錄

Appendices

附錄一 APPENDIX I

客戶諮詢中心

香港區

灣仔客戶諮詢中心

灣仔告士打道7號入境事務大樓1樓

CUSTOMER ENQUIRY CENTRES

Hong Kong

Wan Chai Customer Enquiry Centre

1/F, Immigration Tower, 7 Gloucester Road, Wan Chai

九龍區

大角咀客戶諮詢中心

大角咀鐵樹街41號地下

Kowloon

Tai Kok Tsui Customer Enquiry Centre

G/F, 41 Tit Shu Street, Tai Kok Tsui

新界區

大埔客戶諮詢中心

大埔汀角路1號大埔政府合署4樓

沙田客戶諮詢中心

沙田上禾輦路1號沙田政府合署3樓

屯門客戶諮詢中心

屯門屯喜路1號屯門政府合署7樓

New Territories

Tai Po Customer Enquiry Centre

4/F, Tai Po Government Offices, 1 Ting Kok Road, Tai Po

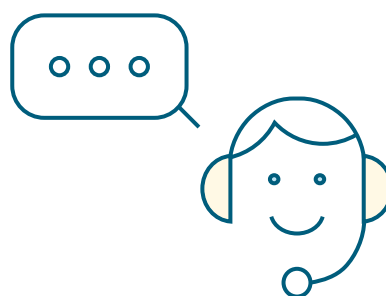
Sha Tin Customer Enquiry Centre

3/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin

Tuen Mun Customer Enquiry Centre

7/F, Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun

附錄二 APPENDIX II



客戶查詢及申請服務的統計數字 Statistics on Customer Enquiries and Requests for Service

個案數目 Number of Enquiries and Requests	年份 Year				
	2016	2017	2018	2019	2020
書面、傳真及電郵 Letter, Fax and Email	225 097	247 665	259 039	266 624	290 771
電話 Telephone	842 414	847 330	860 650	836 767	859 836
親身 Counter	290 368	335 271	329 551	317 921	232 078
總數 Total	1 357 879	1 430 266	1 449 240	1 421 312	1 382 685

附錄三 APPENDIX III

客戶投訴的統計數字 Statistics on Customer Complaints

投訴數目 Number of Complaints	年份 Year				
	2016	2017	2018	2019	2020
與帳戶有關的投訴# Account-Related#	142	145	138	94	679
與帳戶無關的投訴 Non-Account-Related	7 767	7 498	6 454	5 828	6 519
總數 Total	7 909	7 643	6 592	5 922	7 198

由區議會、立法會及申訴專員轉介與帳戶有關的投訴。
Account-related complaints from District Councils, Legislative Council and The Ombudsman.



附錄四 APPENDIX IV

二零二零至二一年度繳費方式的統計數字 Statistics on Mode of Payment 2020/21

繳費方式 Mode of Payment	交易數目 No. of Cases	百分比 Percentage (%)
親身繳費 In person	3 010 000	42.5
郵寄 By post	46 000	0.6
自動轉帳 Autopay	749 000	10.6
繳費靈 Payment by Phone Service (PPS)	547 000	7.7
自動櫃員機 ATM	238 000	3.3
網上繳費 Internet	2 500 000	35.3
總數 Total	7 090 000	100.0

財政年度：由每年四月一日起至翌年三月三十一日止

Financial Year: 1 April to 31 March

年份：由每年一月一日起至十二月三十一日止

Year (Calendar Year): 1 January to 31 December

匯率

除另有說明外，本年報所用「元」均指港元。自一九八三年十月十七日起，政府透過一項有關發行紙幣的措施，將港元與美元聯繫，以7.8港元兌1美元為固定匯率。

Exchange Rates

When dollars are quoted in this report, they are, unless otherwise stated, Hong Kong dollars. Since 17 October 1983, the Hong Kong dollar has been linked to the US dollar, through an arrangement in the note-issue mechanism, at a fixed rate of HK\$7.80 = US\$1.

水務署

WATER SUPPLIES DEPARTMENT

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