

Winning Organisation of The Ombudsman's Awards 2021 for Public Organisations (Grand Award): Water Supplies Department
(English translation of the Cantonese dialogue script)

- Super : The Ombudsman's Awards 2021
The Water Supplies Department, winner of The Ombudsman's Awards 2021 for Public Organisations (Grand Award)
- Super : How does it feel for the WSD to win The Ombudsman's Awards for two consecutive years?
- Director of Water Supplies
Mr Kelvin LO: My colleagues and I are certainly encouraged that following the achievement of winning the Ombudsman's Awards for Public Organisations last year, the Water Supplies Department (WSD) has won the Grand Award of the Ombudsman's Awards this year. On behalf of my colleagues in the WSD, I would like to express gratitude to the Office of The Ombudsman for their support and guidance over the years, as well as to members of the public for their recognition of our services.
- Super: What are your tips on enhancing customer services continuously?
- Director of Water Supplies
Mr Kelvin LO: As always, we have been dedicated to delivering customer-oriented services. We believe that only by listening and understanding people's needs with care, as well as responding positively, can we enhance our services continuously.

Super:

How does the WSD handle complaints?

Director of Water Supplies
Mr Kelvin LO:

Apart from clear and exhaustive records for each case and detailed complaint management guidelines, we have clear procedures for law enforcement and our work. We also provide training to colleagues in order to enhance the effectiveness of complaint handling. Besides, we responsively address the pressing needs of the public. For cases involving inside services of private properties, we proactively provide technical advice and support to property owners and management companies in an effort to help members of the public solve their problems expeditiously.

Super:

What is your perception of complaints?

Director of Water Supplies
Mr Kelvin LO:

We hold a positive attitude towards complaints. For each complaint case, we review the procedures of relevant services to see whether there is room for further improvement. Complaints are an important driving force for constantly improving our mechanism.

Super:

Looking ahead, what are the goals set by the WSD?

Director of Water Supplies
Mr Kelvin LO:

We will continue to make strenuous efforts to further advance our management, regulation and customer services. We will also make wider use of technology and be innovative in order to provide the public with even better water supply services.

Super:

