

**Winning Organisation of The Ombudsman's Awards 2020 – Sharing by the Water Supplies Department** (English translation of the Cantonese dialogue script)

Deputy Director of Water Supplies, : The Water Supplies Department (WSD) is a major public utility in Hong Kong that provides reliable, sufficient and quality water supplies to more than 7.5 million Hong Kong residents, serving over 99.9% of the population. Not only is a stable water supply an indispensable part in the daily life of the general public, it is also pivotal to the sustainable development in Hong Kong.

The colleagues of the WSD are tasked with the immense responsibility of providing water supply services. Their work covers wide-ranging aspects including safeguarding fresh water safety, ensuring round-the-clock operation of the water supply system, as well as providing customer and account services, etc. Upholding the value of “customer-oriented” and thinking from the perspective of the public, we have been striving to satisfy the public’s needs for quality water supply services.

The WSD attaches great importance to each and every complaint case filed by the public, as these cases allow us the opportunity to review the procedures and arrangements of relevant services to identify areas for improvement, and to explain our work to members of the public. We have been handling complaint cases with a positive and proactive attitude and have established a stringent complaint handling mechanism to make sure that each case would be dealt with in a timely and appropriate manner. Furthermore, the trends of complaint cases are regularly reviewed with an aim to improve related services and keep up with time. We also continuously provide training to colleagues to strengthen their skills in communicating with the public and handling complaint cases.

The WSD has once again received the Ombudsman’s Awards from the Office of the Ombudsman since 2012. To us, the award bears significant meaning, as it is a recognition of the dedicated endeavours our colleagues made in providing quality water supply services. On behalf of all colleagues in the WSD, I would like to extend my heartfelt gratitude to the Office of the Ombudsman and pledge to spare no effort in perfecting water supply services.

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