

## **The Ombudsman's Awards 2024 for Public Organisations – Water Supplies Department**

(English translation of the Cantonese dialogue script)

Super: The Ombudsman's Awards for Public Organisations – Water Supplies Department (WSD)

35th Anniversary of the Office of The Ombudsman

Super: How does it feel for the WSD to win The Ombudsman's Awards?

Director of Water Supplies,  
Mr Roger WONG: This is the third time the WSD has received The Ombudsman's Awards for Public Organisations. The Award means a lot to us all and we feel greatly honoured and encouraged.

Super: What are your tips on enhancing customer services continuously?

Director of Water Supplies,  
Mr Roger WONG: Providing reliable and quality water supply services to people in Hong Kong has been the mission of the WSD. By upholding the customer-oriented principle, our colleagues earnestly listen to customers' views on water supply services and handle every case properly to meet the public expectations.

Super: Looking ahead, what is the Department's goal?

Director of Water Supplies,  
Mr Roger WONG:

The WSD will develop digital water services with the application of digital technology and gradual introduction of artificial intelligence to enhance customer services. We will also introduce smart water meters in new residential developments which enable customers to remotely monitor their water consumption through the mobile application. We plan to extend this service progressively to all buildings in Hong Kong.

Super:

How does the WSD safeguard drinking water safety in Hong Kong?

Director of Water Supplies,  
Mr Roger WONG:

Our customers attach great importance to drinking water safety. The WSD strives to ensure the quality of drinking water complies with Hong Kong Drinking Water Standards. We also continue to promote the implementation of the Water Safety Plan for Buildings through the Water Safety Plan Subsidy Scheme which provides financial assistance to eligible private building owners so as to effectively manage water safety risks.

Super:

To conclude, what would you like to share with the general public?

Director of Water Supplies,  
Mr Roger WONG:

On behalf of all colleagues in the WSD, I would like to extend my sincere gratitude to the Office of The Ombudsman. We will embrace the philosophy of water and stay humble, flexible and firm to perfect our customer services, bringing happiness and joy to the public.

Super:

The Ombudsman's Awards 2024 for Public  
Organisations

Water Supplies Department logo

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