

CUSTOMER 客戶服務 SERVICE

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DOC Queue

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本署的服務時刻力求進步，故市民對我們的信心亦有所增加。這一點從我們在服務承諾取得的美滿成績，以及近期客戶意見調查中差不多所有客戶均表示滿意本署的服務得到印證。

客戶意見調查

為提供卓越的客戶服務，本署定期進行客戶意見調查，以衡量客戶的滿意程度。年內進行的兩項調查顯示，市民對本署客戶服務組和客戶電話諮詢中心的滿意程度高達98%。



卓越顧客服務
季軍獎。
Second runner-up
prize of the Customer
Service Excellence
Award.

優異獎勵

為肯定本署在推廣客戶服務文化和提供優質公共服務方面所作的努力，公務員事務局向我們頒發「卓越顧客服務獎」季軍；是項比賽共有28個局和部門參加。

服務承諾

為使客戶知悉本署最新的工作表現及服務水平，我們每年公布本署的服務承諾及服務成績。就表現而言，年內在32項服務目標中，我們在30項取得令人滿意的成績。我們會在二零零二至零三年度提高兩項現有目標，以進一步提升服務水平。

服務承諾獎

年內，本署的服務承諾在政府效率促進組舉辦的選舉中贏得「最佳服務承諾內容」金獎和「最佳服務承諾」總決賽銅獎兩個獎項。該項選舉的目的，是鼓勵部門提供更佳的公共服務，並加深市民對政府服務水準的了解。



客戶聯絡小組

本署一九九三年成立的客戶聯絡小組，繼續作為與客戶溝通的有效渠道，又提供有用的資料以改善本署的服務。客戶聯絡小組成員包括18名住宅客戶、7名工商業客戶，以及5名來自物業管理公司及其他政府部門的代表。為加強這個素有成效的溝通渠道，我們試驗性地在九龍東及西貢區成立了一個分區客戶聯絡小組。

水務署署長接受財政司司長梁錦松先生所頒發的最佳服務承諾獎。
The Director receiving the Performance Pledges Award from the Hon Antony Leung, GBS, Financial Secretary.

As we strive always to provide better services, so are we rewarded by greater public confidence in our work. An indication of this is the high levels of achievement in our performance pledge as well as the almost total public satisfaction with our services as shown in the recent customer surveys.

CUSTOMER SURVEYS

To excel in the provision of customer services, we conduct regular customer opinion surveys to gauge customers' satisfaction. Two such customer surveys were carried out in the year showing 98 per cent public satisfaction with the services of our Customer Services sections and the Customer Telephone Enquiry Centre.

EXCELLENCE AWARD

In recognition of our efforts in promoting a customer service culture and providing quality service to the community, we were awarded the second runner-up prize of the Customer Service Excellence Award organized by the Civil Service Bureau. A total of 28 bureaux and departments entered the competition.

PERFORMANCE PLEDGE

We publicize annually our performance pledge and performance achievements to update customers on our performance and service standards. In performance terms, satisfactory results were achieved in 30 out of 32 targets set for the year. Two existing targets will be enhanced in the year 2002/03 to further upgrade the service quality.

PERFORMANCE PLEDGES AWARD

Our Performance Pledge won two awards in the competition organized by the government's Efficiency Unit for the year. It won the Gold Award for being the most informative of the entries, and a Bronze Award in the 'best overall' category. The award scheme was intended to encourage better public services as well as enhance public awareness of government service standards.

CUSTOMER LIAISON GROUP

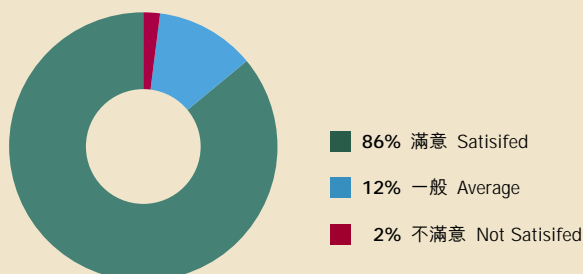
Our Customer Liaison Group (CLG) established in 1993 continues to serve as an effective communication channel with our customers and provide useful information enabling us to improve our services. CLG members include 18 domestic and 7 trade customers as well as 5 representatives from property management companies and other government departments. To strengthen this successful channel, a Regional CLG has been set up in Mainland South East Region as a trial.



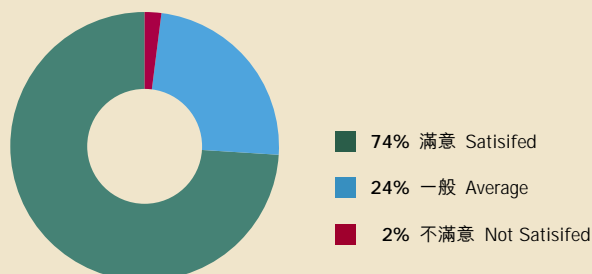
客戶聯絡小組會議。
Customer Liaison Group Meeting.

客戶意見調查
Customer Opinion Survey Results

客戶電話諮詢中心
Customer Telephone Enquiry Centre



客戶服務組
Customer Services Sections



客戶電話諮詢中心。
Customer Telephone Enquiry Centre.

客戶電話諮詢中心

最新一項接受客戶透過電話申請轉名的措施，大大改善客戶電話諮詢中心所提供的服務。客戶電話諮詢中心於一九九九年啟用，就供水問題及客戶帳務提供24小時的電話熱線服務。有關帳單、用戶權的查詢、申請更改通訊地址及終止註冊用戶資格事項，可在辦公時間內辦理。年內，客戶電話諮詢中心共處理逾120萬宗電話查詢。

付款方式

本署客戶現時繳付水費十分方便。客戶可利用郵遞、自動轉帳、互聯網、繳費聆，又或透過約1700部銀行自動櫃員機繳款。二零零一年十月實施的新繳款辦法，提供了一個方便而可靠的途徑，讓客戶可在127間郵政局繳交水費。

網上服務

我們竭力提供更多網上客戶服務。客戶現可利用互聯網提出各項申請，例如承接或終結水費帳戶、更改通訊地址、新建樓宇初次供水申請、一級水喉匠牌照申請、網上繳費及選擇水費單語言。最新的措施是，提供一個稱為「模擬計算水費及排污費」的電腦程式，讓客戶估計上次發單後到現在的水費。

客戶諮詢中心

遍及全港不同地區的9間客戶諮詢中心提供各項服務。中心職員除解答客戶查詢外，還會處理用戶轉名、水錶測試、重新接駁供水及釣魚牌照等申請。由於現時大部分客戶已可透過電話及互聯網獲取我們的服務，並可利用很多方便的付款方法繳付水費，兩間分別位於九龍東和九龍西辦事處甚少客戶使用的諮詢中心將會在二零零二年九月關閉，以騰出資源提供其他服務。

更換水錶

年內，我們更換了約7萬個舊水錶，旨在減少因水錶誤差而引致的用戶投訴和收入的損失。

自動報錶

本署二零零二年一月在420個住宅及工業用水帳戶推行自動報錶試驗計劃，為期一年。我們現正評估自動報錶在技術及財政上的可行性。

CUSTOMER TELEPHONE ENQUIRY CENTRE

The latest initiative of accepting applications for change of consumership by telephone has greatly improved the service rendered by the Customer Telephone Enquiry Centre (CTEC). The CTEC commissioned in 1999 provides a 24-hour hotline service on water supplies and customer account matters. During office hours, enquiries on billing and consumership matters as well as applications for change of mailing address and termination of consumership can also be made. During the year, more than 1.2 million calls were handled by CTEC.

PAYMENT OPTIONS

Our customers now enjoy great convenience in settling their water bills. Payment can be made by post, autopay, Internet, phone, or using some 1 700 Automatic Teller Machine (ATM). A new payment method introduced in October 2001 is the convenient and reliable option of making payment through any of the 127 post offices.

ON-LINE SERVICES

Great efforts have been made to provide more on-line customer services. Application can now be made through the Internet for services such as taking up or closing of water account, changing of mailing address, new water supply in new building development, grade one plumber licence, on-line payment and choice of water bill language. The latest initiative is the provision of an on-line programme entitled 'Scenario of Water and Sewage Charges Incurred' to enable customers to estimate their water charges since the last bill.

CUSTOMER ENQUIRY CENTRES

Nine Customer Enquiry Centres (CECs) located in different areas of the territory offer a wide range of services. Apart from answering customer enquiries, staff at the centres also handle applications for change of consumership, meter tests, reconnection of water supply and fishing licence. As most of our customers can now easily access our services by telephone and Internet and pay their water bill conveniently through different payment methods, two less popular CECs at Kowloon East and Kowloon West Regional Offices will be closed from September 2002 to divert our resources to other services.

METER REPLACEMENT PROGRAMME

Some 70 000 old water meters were replaced during the year with the aim to reduce customer complaints and loss of revenue due to inaccurate water meters.

AUTOMATIC METER READING

A one-year pilot scheme of using Automatic Meter Reading (AMR) technology for 420 domestic and industrial accounts started in January 2002. The technical feasibility and financial viability of the use of AMR is being evaluated.



客戶服務員在客戶諮詢中心協助市民填寫申請表格。
A Customer Service Officer helping a customer to fill out application form at a Customer Enquiry Centre.