

# 接觸社群 Reaching Out

我們經常主動探討更多可改善  
客戶服務的方法

We are constantly finding better  
ways to serve

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為回報客戶對本署的鼎力支持，我們經常主動與他們接觸，探討更多可改善客戶服務的方法。

為明瞭客戶的需要，本署委聘了獨立公司定期進行客戶意見調查。調查結果顯示，絕大多數受訪者（佔99%）對我們的整體供水服務感到滿意，再次證明我們的工作和服務獲得市民的高度評價。

為了更妥善地提供優質客戶服務，我們已於二零零三年十二月推出電子文件處理系統。該系統是分三期

推行的新客戶服務及發單系統的第一期設施，可把以往由人手處理的文件轉換為電子形式，經電腦網絡傳送。

我們正為餘下兩期的設施進行微調工作及用家驗收測試，其中包括把6億份記錄轉移至新系統內，以及編訂230萬個專設的電腦代碼，以供操作有關的電腦程式及在數據庫存取資料。

客戶服務及發單系統的主要部份將於二零零四年年底前投入服務，屆

時除了為用戶營造嶄新的工作環境外，也為客戶服務科的業務運作流程，例如發單、抄錶、客戶聯絡管理、工作定單管理、數據倉及數據開採等，提供一套多元化和先進的綜合系統。

上述新猷對我們達到為客戶提供方便快捷、以電腦在線提供一站式服務的目標，將大有幫助。

### 服務表現目標

本署在一九九三年開始公布每年的服務承諾，此後一直按照所訂目標，致力提高服務效率和水平。

我們近期推出的改善服務措施，使截斷供水後重行安裝水錶、承建商核證流動水錶讀數、持牌水喉匠為新樓宇設置供水系統等方面的程序更加精簡。

我們在重新設計的網頁上提供多項以客為本的服務，其中包括設置可讓客戶模擬計算水費的電腦程式、推出方便客戶更新地址資料的措施等。

### 處理投訴

為進一步提高處理查詢及投訴的效率，本署推行了一套質量管理系統，同時也成立多個員工小組，研究如何改善多方面的業務運作流程，例如有關水費高昂、水質、水管噪音、水錶故障投訴的處理程序，以及申請供水的程序等。

▲ 回答客戶的電話查詢。  
Answering a customer's telephone enquiry.



Responding to the strong support of our customers, we are constantly reaching out to find even more ways to improve our services to them.

Their almost total satisfaction with the overall water supply services – 99 per cent is shown in the survey regularly conducted by independent firms to determine what the people want. The results reaffirm the high public recognition of our work and service.

For the better delivery of quality customer service, the first of three phases of a new Customer Care and Billing System – called the Electronic Document Management System – has been in use since December 2003 whereby documents previously processed manually are now converted into electronic form for transmission by computer networks.

The two later phases, now undergoing fine-tuning and users acceptance tests, will involve among other things, the migration of 600 million records to the new system and the development of 2.3 million designated computer codes to interface with computer programmes and data base transactions.

The key part of the system will be operational by late 2004, ushering

in a new working environment for its users. It will put into place a versatile, futuristic and integrated system for the Customer Service Branch's business processes, such as billing, meter reading, customer contact management, field order management, data warehousing and mining.

The total concept will go a long way towards promoting the goal of quick on-line, one-stop-shop service to customers.

### Performance goals

Ever since the first annual Performance Pledge was published in 1993, we have been continuing to improve the efficiency and standards of service as set out in our goals.

Improvements of service more recently, for instance, have made it easier for refixing of water meters after disconnection, for contractors to confirm portable meter reading, and for licensed plumbers to provide water supply system in new buildings.

A range of services provided in a redesigned homepage includes, among other conveniences, a

programme telling customers how to estimate a water bill and an easier way to update addresses.

### Complaints

To deal more effectively with enquiries and the handling of complaints, a quality management system has also been introduced. At the same time, staff teams have been organised to look into ways to improve a number of business processes, such as: handling of complaints about high charges, water quality, noise from pipes, meter defects, as well as application procedures.

The latest survey carried out in



▲ 「服務承諾」小冊子。  
Booklet detailing our pledge to perform.



在二零零三年六月進行的最近一次調查顯示，大部分客戶(佔91%)對我們處理投訴的服務感到滿意。

### 聯絡工作

本署在「客戶聯絡小組」協助下與客戶保持直接聯繫，該小組由副署長擔任主席，成立至今已11年。

該小組有30名成員，包括住宅客戶、工商業客戶及政府部門代表，在本署與客戶保持溝通方面，發揮了關鍵作用。該小組每4個月召開一次會議。

### 電話查詢

客戶電話諮詢中心全日二十四小時運作，每年處理逾100萬宗有關供水故障投訴、更改地址、終止服務等電話查詢。

### 申訴專員嘉許獎

在二零零三年，本署有3名員工獲頒申訴專員嘉許獎，以表揚他們處理公眾投訴時提供超卓服務。

### 宣傳活動

本署持續舉辦宣傳活動，讓公眾更深入認識食水處理及供應的各方面事宜，以及他們在保護未來水資源上可擔當的重要角色。

我們在當眼處張貼海報，並派發宣傳刊物和舉辦講座，又安排在屋邨和學校舉辦巡迴展覽。除了舉行濾水廠開放日，並為不同年齡人士安排濾水廠參觀活動外，我們亦經常舉辦講座。

為顧及愛好釣魚人士的興趣，本署發出釣魚牌照，容許他們於九月至三月的正常釣魚季節在水塘垂釣。

至於其他康樂設施，我們正考慮把不再用作供應飲用水的薄扶林水塘發展為康樂勝地，將會包括一所餐廳、各類水上活動設施等。



▲ 馬鞍山濾水廠開放日。  
Open Day for Ma On Shan Water Treatment Works .

▲ 出席申訴專員嘉許獎的頒獎活動。  
At the presentation ceremony of Ombudsman Awards.

▲ 水務簡訊 - 和客戶溝通的重要媒介。  
Water Link - an important media for communicating with the customers.





June 2003 showed that most of our customers (91%) are satisfied with our complaints handling service.

### Liaison work

Direct contact with the public is also maintained with the help of a Customer Liaison Group established 11 years ago with the Deputy Director serving as Chairman.

The 30 members of the group, which is at the core of our public communications efforts, are drawn from domestic customers, trade customers, as well as government departments. Meetings are held every four months.

### Telephone enquiries

The Customer Telephone Enquiry Centre, operating round-the-clock, dealt with more than one million calls per year for fault complaints, changes of address, service termination etc.

### Ombudsmen Awards

Three WSD staff were given Ombudsmen Awards in 2003 for their excellent services in dealing with public complaints.

### Publicity efforts

An on-going publicity campaign is carried out to stimulate public awareness of all aspects of water production and supply as well as the vital role the people can play in protecting our water resources for the future.

Posters are prominently displayed, publications distributed, talks given, and roving exhibitions arranged at housing estates and schools. Open days and tours of water treatment works are held for young and old and seminars are frequently organised.

For the benefit of interested persons, licences are issued for fishing in impounding reservoirs during the normal season from September to March.

As a further amenity, consideration is being given to developing the Pok Fu Lam Reservoir, which is no longer used for drinking water supply, into a recreation attraction that will include a restaurant and facilities for various sports.

▲ 客戶於「水務講場」內和署長交談。  
Talking things over at a public forum with the Director.

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