

工作場地及社區 Workplace and the Community

每一個社會都有責任，
確保我們可持續地運用
地球上的水資源。

All communities
share a responsibility
to promote the
sustainable use of the
world's fresh water
resources.





工作場地及社區 Workplace and the Community

全面水資源管理策略有賴市民積極支持和參與，各界攜手合作，以維持可靠的用水供應，同時為未來人口的需要早作準備。在供應、需求、水質和服務各方面，本署致力確保市民能可持續地享用水資源。

提升效能

在過去一年，我們的員工編制總數由4 482人下降至4 442人。我們的目標是要提升員工在各業務運作層面的工作能力和效率。

員工培訓日數共計為12 932人日，投資預算達4百萬元。員工培訓著重提升或改善員工的技術知識及管理技巧。本署舉辦多個技術研討會，以增進部門內專職員工在供水工程和管理方面的技巧。在合適的情況下，我們又邀請專家學者就特定題目主講和引導討論。

我們加強了為技術人員提供的培訓課程。配合技工的工作需要而製定的語文課程，讓修畢課程而語文能力達到中三

The Total Water Management strategy has placed a new emphasis on the importance of partnering the community to ensure that our water resources are used efficiently and with the requirements of future generations in mind. Whether looking at supply, demand, quality or service delivery, the Department remains conscious of its role in ensuring Hong Kong operates with a reliable water supply system.

Building Competencies

Over the past 12 months, our staff numbers have reduced from 4 482 to 4 442. Across the spectrum of our operations, our aim is to boost competencies and efficiencies.

Staff training, with a total of 12 932 training man-days and a budget of \$4 million has focused on enhancing or upgrading technical knowledge and management skills. To enhance the professionalism of water supply engineering and management, we have organised technical meetings for experts within the Department or, if appropriate, from outside to give presentations and lead discussions on selected topics.

Training programmes for technical staff have also been strengthened. Language training courses have been developed to meet the vocational needs of artisans. Those on the courses who gain language proficiency to Secondary 3 level have the opportunity to advance to



為專業人員舉辦專題研討會。
Seminars on selected topics are organised for professional staff.

水平者，有機會晉升為監工。我們又為員工提供一系列培訓課程，協助他們更認識工作流程和守則，同時提升專業技術能力，自我增值。

優化組織

我們採納的綜合品質管理系統，覆蓋供水服務從原水收集、食水處理及分配食水整個流程。我們識別和執行改進項目，以進一步提升服務質素，亦配合綜合品質管理系統的要求。於二零零九年，我們獲得ISO (International Organisation for Standardisation) 9001:2008認證，顯示我們在所有工作層面上，力求盡善盡美的決心。

我們繼續與土木工程拓展署及其他工務部門合作，推行跨工務部門的土木工程師自願參與職位互調計劃，以豐富員工的工作經驗及提升個人發展。此外，機電工程師自願參與職位互調計劃亦在籌劃當中。

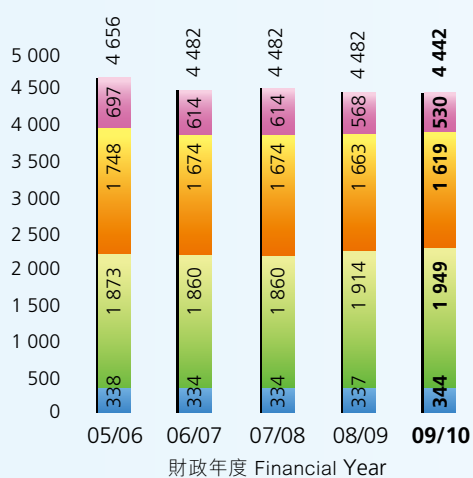
Works Supervisor rank. At the same time, training courses have been introduced to increase worker knowledge on good trade practices for a range of work streams and to equip people with technical skills that will benefit career development.

Improving the Organisation

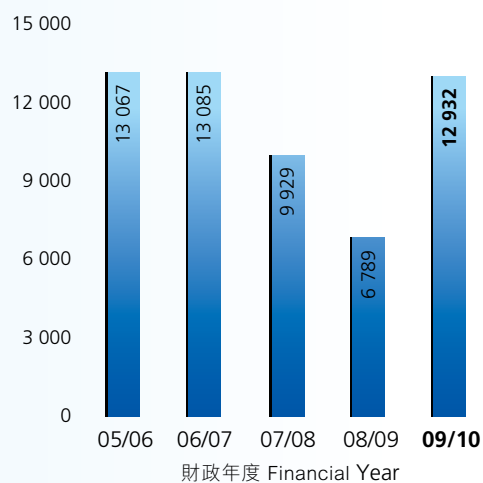
We operate an Integrated Quality Management System (IQMS) along the length of our supply line, from raw water collection to treatment and distribution. As one of the requirements of IQMS, we have identified and implemented improvement initiatives with a view to achieving continual improvement in service delivery. In 2009, IQMS was awarded certification to ISO (International Organisation for Standardisation) 9001:2008, the latest edition of International Standards on Quality Management System. This achievement illustrates our determination to apply the highest standards to all aspects of our work.

We have continued to implement the programme of cross-posting civil engineering personnel named 'Voluntary Cross Posting Scheme for Civil Engineers' with Civil Engineering and Development Department and the other works departments to enhance staff experience and personal development. A 'Voluntary Cross Posting Scheme for Electrical and Mechanical Engineers' is also in the pipeline.

員工編制
Staff Establishment



員工培訓日數
Training Man-days



員工關係

員工是我們最寶貴的資產。他們不單保證了全港可靠的供水服務，還引領著各項可持續用水的活動。為此，本署不時就著工作上的各種挑戰與員工保持緊密溝通，同時為員工提供適切的培訓。職員協商委員會以及其下的小組委員會，就工作相關事項進行監察。本署又通過與工會的正式和非正式會議，以及員工關係組等渠道，與員工保持雙向溝通。水務署署長及其他高層員工又會定期探訪分區辦事處及外設辦事處，進行研討會、簡介會和管方訪問，確保管理層直接明白員工所關注的事情，以及讓員工了解本署的目標及策略，投入工作。

我們設立員工建議書計劃，鼓勵員工出謀獻策，加強生產力，改善服務質素。十位來自不同部門和工作領域的員工，因精闢獨到的建議而獲得嘉獎。本署為促進和諧的工作環境，成立工作小組，定期舉行運動項目和比賽，讓員工增進交流，開展健康生活。



鼓勵員工參與部門體育活動。
Staff are encouraged to participate in sports events.



定時舉行職員協商委員會會議，了解員工需要。
The Departmental Consultative Committee meets regularly to understand staff concerns.

Staff Relations

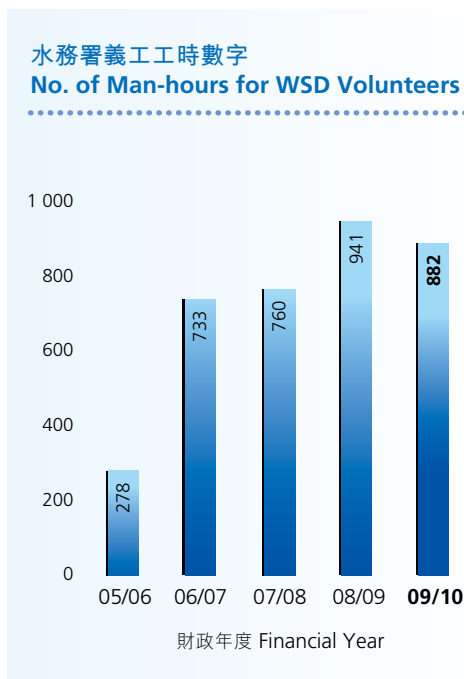
Our staff are our greatest asset. They are critical to ensuring not only a reliable supply of water across Hong Kong, but also in leading our campaign for sustainable use of water. With this in mind, staff members are consulted over and trained in a range of current challenges that affect the Department. The Departmental Consultative Committee and its subcommittees maintain an oversight of work-related issues. Staff views are sought on issues of mutual concern through formal and informal meetings with staff unions. A wide array of communication channels including the Staff Relations Unit are used. Seminars, briefings and ambassador visits by the Director of Water Supplies and other senior staff to regional offices and outstations provide avenues for effective communication. This two-way communication has enabled management to address staff concerns expeditiously over the past year. The process also helps secure commitment and encourages and enables staff to support the Department's mission.

Staff members are openly encouraged to consider ways to enhance productivity and improve service delivery using Staff Suggestion Scheme. Ten staff members from a range of divisions and work areas won awards for their valuable suggestions. A working group has been established to enhance a harmonious working environment. Through organising various sport events and competitions on a regular basis, the Department is able to encourage a better communication among staff and promote a healthy life style.

服務社會

本署積極參與社區服務，更獲得香港社會服務聯會的認同，獲頒發「同心展關懷」二零零九／一零年度標誌。

我們對社區的責任感並不限於本署的工作範疇。許多員工在工餘時間以自願性質參與社區工作。本署的義工小組在年內參與了88項慈善活動，其中包括籌款活動、植樹、探訪老人院、定期探訪及以致電形式關懷獨居長者。本署連續第四年獲得社會福利署頒發的義務工作嘉許銀狀。另有四名員工合計獲頒一個個人嘉許金狀、一個銀狀和兩個銅狀。



Community Focus

The Department's staff are outward looking and community focused. The Hong Kong Council for Social Services recognised community wide efforts by awarding the Department its Caring Organisation 2009/10 logo.

Many staff members undertake community work on voluntary basis outside working hours. Over the past year, the Department's team of volunteers participated in 88 charity activities including fund raising, tree planting, visits to homes for the elderly and regular individual visits and telephone calls to elderly people who live alone. For the fourth consecutive year, the Department was awarded a Silver Award for Volunteer Service by the Social Welfare Department. Four staff members received individual awards, ie. a gold award, a silver award and two bronze awards.



水務署義工隊服務社會，不遺餘力。
WSD's team of volunteers undertakes a range of community services.



兩位水務化驗師自願遠赴四川災區協助尋找安全水源，表現獲得嘉許。
Two waterworks chemists who volunteered to assist in searching for safe water sources immediately after the Sichuan disaster, were honoured for their outstanding performances.

客戶服務

本署和員工的客戶服務理念都備受認同。一位高級工程師盡力斡旋一宗私人土地的水管糾紛，充份發揮本署公用事業的角色，獲頒發申訴專員嘉許獎。

過去一年，我們利用一系列媒體和通訊設備，加強了與客戶的溝通，令食肆申請供水的時間得以縮短。我們又修訂了樓宇水喉裝置小冊子，在網頁上提供小冊子電子檔的更新版，方便市民建造、安裝、更動或移除喉管裝置時，向本署遞交申請。

本署的客戶電話諮詢中心提供全年24小時的諮詢熱線服務。客戶可透過音頻電話，選擇與本署的客戶服務代表聯絡、聽取錄音資訊、或通過傳真取得各種申請表格、水費單副本、某些水務資料等。在辦公時間內，客戶亦可直接在網上或電話聯繫我們的客戶服務代表。客戶也可按本署的要求利用熱線自行向我們報讀水錶度數。客戶服務調查的結果顯示，我們的服務得到客戶的讚賞；然而，在過去一年，我們仍然堅持不懈，從調查結果中汲取建議，改善服務質素。



客戶聯絡小組成員參觀牛潭尾濾水廠。
The Customer Liaison Group visited Ngau Tam Mei Water Treatment Works.

Customer Service

Our work ethos in customer service has been recognised at the highest levels, both departmentally and individually. An Ombudsman's Award was awarded to a senior engineer in the Customer Services Division acknowledging his commitment in resolving a water mains dispute involving private land access. This commitment is integral to our role as a public utility provider.

Over the past year we have improved communication with customers using a range of media and communication tools. We have shortened the processing time for applications for water supply connections to food business premises. To facilitate applications seeking approvals for the construction, installation, altering or removal of plumbing installations, we have revised the handbook on Plumbing Installation for Buildings. An updated soft copy of the handbook is available on the WSD website.

Our customer telephone enquiry centre provides a 24-hour hotline service throughout the year. Through the use of touch-tone telephones, customers can choose to speak with a customer service officer, listen to pre-recorded messages and information or obtain application forms, duplicate water bills and information on certain topics by fax. Customer service officers are available for direct contact both online and by telephone during office hours. Water meter readings can also be logged in through a hotline. We have taken on board the findings of earlier customer service surveys and although these survey results were very favourable, we have refined and fine-tuned our practices where necessary over the past year.

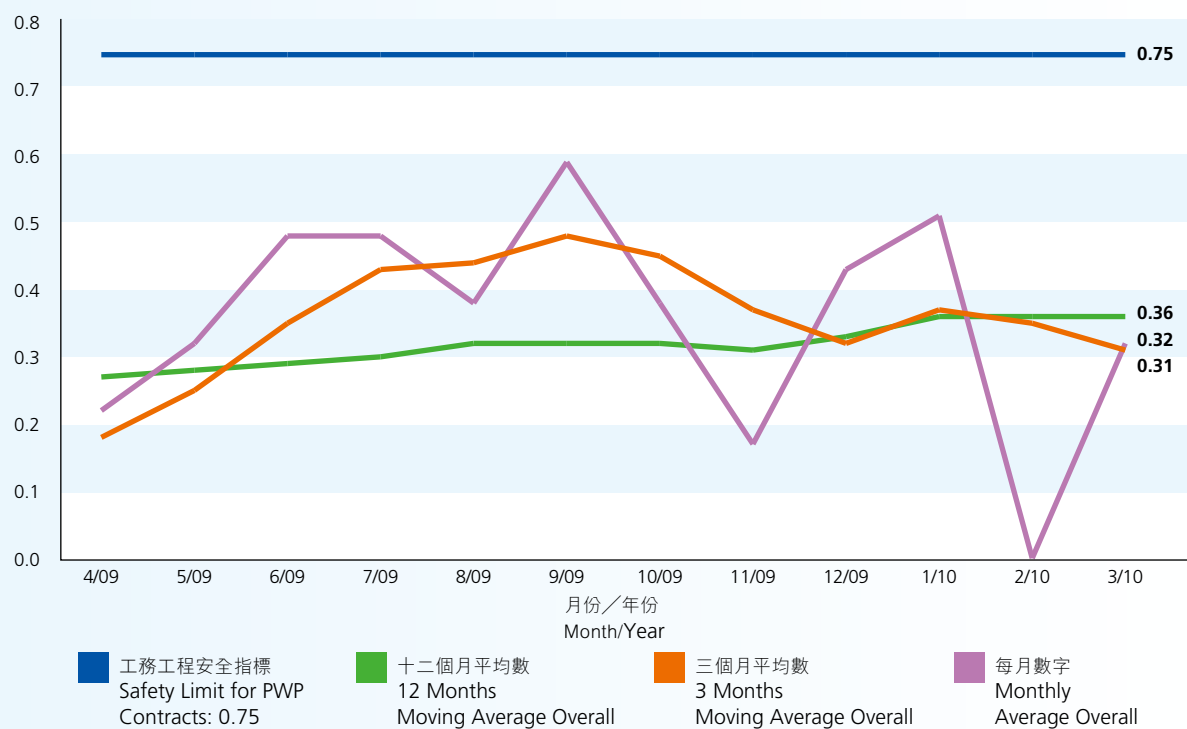


客戶電話諮詢中心全年提供24小時服務。
The Customer Telephone Enquiry Centre provides a 24-hour hotline service throughout the year.

我們的客戶聯絡小組，與本署高級人員每四個月會面一次。過去一年，小組討論的問題包括修訂客戶的申請流程、更改帳戶的安排、電子服務和滲漏管理等事項。二零一零年一月，小組成員參觀了牛潭尾濾水廠，加深對食水處理的了解。

Our Customer Liaison Group continues to meet with senior officials of the Department every four months. Issues covered over the past 12 months include changes of consumer application processes and options available to consumers wishing to change account details. The Department's e-services and seepage and leakage control practices were also covered. In January 2010, members of the group visited our Ngau Tam Mei Water Treatment Works to familiarise themselves with the treatment process.

二零零九／一零年度水務工程合約意外率
Accident Rates for Waterworks Contracts 2009/10





介紹41項水務歷史建築的專題講座。
Seminars focused on 41 waterworks monuments.

公眾教育

水務署歡迎公眾參觀濾水廠，及響應世界善用食水日等盛事，藉以提高市民對珍惜水資源的認識。二零零九年十一月，牛潭尾濾水廠提供導賞遊，另設專題展覽區，展示各式各樣水質科學、節約用水、更換及修復水管計劃和水務古蹟等專題展覽。訪客對活動甚表滿意，回應令人鼓舞。

為響應41項水務設施建築列為法定古蹟，本署舉行了兩場講座。大潭篤原水抽水站是古蹟之一，我們製作的大潭篤文物徑資料小冊子和介紹抽水站的單張，深受大眾歡迎。



小朋友投入參與每年舉辦的濾水廠開放日。
Excited children enjoying the experience of the annual Water Treatment Works Open Day.

Public Education

We have continued to accommodate the public requests for visits to our water treatment facilities and to mark events such as World Water Day as part of our ongoing role of educating the public about water as a precious resource. A public open day at Ngau Tam Mei Water Treatment Works in November 2009 featured a guided tour and an exhibition focusing on the science of water, conservation, the replacement and rehabilitation of water mains programme and waterworks monuments. The positive feedback from visitors indicates a high level of public interest in our work.

Two public seminars held to explore the history of the 41 newly declared waterworks historic monuments were enthusiastically supported. The associated trail guide and the leaflet on the Tai Tam Tuk Raw Water Pumping Station, one of the declared monuments, have all been well received.



水務署多年來精益求精，務求為客戶提供最優質的服務，這份努力和進取精神在二零零九年的公務員優質服務獎勵計劃中獲得了肯定。
WSD's efforts and achievements in the pursuit of service excellence were duly recognised in the Civil Service Outstanding Service Award Scheme (CSOSAS) 2009.



藉著舉辦世界水監測日，喚起大眾保護水資源的意識。
World Water Monitoring Day reminds the public to protect water resources.

發展局局長林鄭月娥和古物諮詢委員會主席陳智思主持儀式，慶祝古蹟宣布。120多名學生也參與其中，並在大潭篤水塘附近進行連串水質測試，以響應2009世界水監測日。

The Secretary for Development, the honorable Mrs Carrie Lam and the Chairman of the Antiquities Advisory Board, the honorable Mr Bernard Chan, officiated at the declaration ceremony for the monuments. Some 120 school students also attended and later conducted a series of water quality tests in the vicinity of Tai Tam Tuk Reservoir to mark the World Water Monitoring Day 2009.

本署印備部門的簡訊和年報，與社會各界保持暢順無阻的溝通。我們的二零零七／零八年年報，榮獲香港管理專業協會的最佳年報「非牟利及慈善機構」組別大獎及優秀設計獎。此外，又勇奪於美國舉行的第18屆Astrid Awards比賽中「年報－整體表現：政府部門及機構」組別銅獎。本署進行了網頁功能提升，讓客戶能輕而易舉找到所需的資料。新增設功能包括桌布下載區、螢幕保護和電子心意咭。我們還會定期編印有關本署總覽和組織功能的單張。

Our communication tools include departmental newsletters and our annual reports. At the Best Annual Reports Awards, the Department's 2007/08 report was named best new entry in the non-profit making and charitable section and also received a citation for design. At the 18th international Astrid Awards held in the United States, the annual report won the Bronze Award in the category 'Annual Reports – Overall Presentation: Government Agencies and Offices'. Our web site has been upgraded, making it more easily accessible with content that is associated with today's consumer needs and concerns. New features added include functions to download wallpapers, screensavers and e-cards. A new leaflet covering the Department's corporate profile and functions has been developed for publication on a regular basis.



員工通訊《點滴》於一九八六年面世。
The WSD newsletter "Droplet" was firstly published in 1986.



本署年報水準得到認同。
The Department's annual report receives recognition for its standards of presentation.