



市民在客戶諮詢中心內查詢各項事宜。 Making enquiries at the Customer Enquiry Centre.

新增服務

為向市民提供更佳服務，財務管理科轄下的灣仔及旺角客戶諮詢中心星期一至五的服務時間延長一小時至下午六時，而星期六亦延長至下午一時。

該科亦已推出一項電話服務，方便市民結束用水帳戶及更改郵寄地址。

此外，本署已著手就客戶服務計劃進行可行性研究，旨在提高客戶服務質素，並以綜合客戶服務及發單系統取代現有的發單資料系統及其他子系統。是項研究已於二零零零年五月完成。

財務管理科負責的六種職務，分別為財政、用戶帳務、管理會計及系統、物料供應、客戶諮詢及抄錶事務。

目前，市民可透過全港八間客戶諮詢中心與本署直接接觸。各中心均設電腦終端機，以聯機方式提供水費帳戶的資料。

另一溝通途徑，是配備交互式語音回應系統的客戶電話諮詢中心，以粵語、普通話和英語為客戶提供資料。

組織架構

財務管理科由一名屬庫務署助理署長職級的業務經理掌管，須直接向水務署副署長負責，另有兩名高級庫務會計師和一名總物料供應主任輔助。

New Services

To provide better service to the public, the Wan Chai and Mong Kok Customer Enquiry Centres under the Financial Management Branch extended its working time by one hour to 6:00 pm on weekdays and to 1:00 pm on Saturday.

The Branch has also introduced a telephone service for closing water accounts and change of mailing address.

Meanwhile, a feasibility study on the Customer Care Programme has been undertaken with a view to improving services to customers and replacing the existing Water Billing and Information System and other sub-systems with an integrated Customer Care and Billing System. The study was completed in May 2000.

The Branch is responsible for six areas of activities - finance, customer accounts, management accounting and systems, supplies, customer enquiries and meter reading.

Direct communication with the public is effected through eight Customer Enquiry Centres which are equipped with computer terminals providing on-line data about water accounts and are located throughout the territory.

One other communication channel is the Customer Telephone Enquiry Centre equipped with an Interactive Voice Responding System, which offers information in Cantonese, Putonghua and English.

Organisation

The Branch is headed by a Business Manager, who holds the rank of an Assistant Director of Accounting Services, and is directly responsible to the Deputy Director. Assisting the Business Manager are two Senior Treasury Accountants and a Chief Supplies Officer.

The Finance and Consumer Accounts sections are headed by a Senior Treasury Accountant who is responsible for their overall administration and co-ordination with senior management on departmental resources allocation and annual draft estimates and the review and monitoring of departmental expenditure. He reviews and streamlines financial systems and procedures on departmental finance and water accounts operations.

Another Senior Treasury Accountant oversees the operation of the Management Accounting and System Section, Customer Enquiry Section and Meter Reading Section.

The Management Accounting and System Section is headed by a Treasury Accountant who is responsible for the overall operation of the water and sewage charge billing system. The Section co-ordinates between the Treasury and all user sections on system revision and modification, conducts feasibility studies on new projects, and reviews both computer and manual systems. It also prepares costing statements for the review of fees and charges as well as the operating accounts and the five-year projections submitted each year to the Waterworks Accounts Committee for review and consideration of water tariffs.

The Supplies Section, headed by a Chief Supplies Officer, is responsible for the overall administration and management of supplies activities, provisioning and procurement of all types of stores.



忙於工作的抄錶員。
A meter reader on the job.

財務組及用戶帳務組的整體行政事宜，由一名高級庫務會計師負責，他亦會協助部門管理高層制訂資源分配和每年製備預算草案的工作。此外，該名高級庫務會計師亦負責檢討和監察部門的開支，以及檢討和精簡各項涉及部門財政和水務帳戶運作的財務制度及程序。

至於另一名高級庫務會計師，則負責監督管理會計及系統組、客戶諮詢組和抄錶組的運作。

管理會計及系統組由一名庫務會計師掌管，負責水費及排污費發單系統的一切運作事宜。該組須就系統修訂和改善事務，與庫務署和各個使用有關係系統的組別聯絡磋商；並須就各項新計劃展開可行性研究，以及檢討所有電腦和人手操作系統。除此之外，管理會計及系統組亦為水費和其他收費的檢討工作，擬備成本計算表，並製備經營帳目和五年收支推算，每年提交水務帳目委員會審議，以便檢討水費。

物料供應組由一名總物料供應主任掌管，職責包括所有物料供應事務的行政和管理工作，並負責供應和採購各種物料。



客戶諮詢中心內的繳費處。 At the Collection Office of a Customer Enquiry Centre.

