



新成立的水質事務諮詢委員會。The newly-formed Advisory Committee on Quality of Water Supplies.

順利邁進新紀元

悉心籌劃、全力以赴，水務署員工所付出的努力，贏得滿意的成果。

香港的供水系統順利過渡千禧年，沒有出現絲毫故障，無論用戶及供水機構(水務署)都鬆了一口氣。

為迎接公元二千年的來臨，香港及世界各地都依賴本身擁有的技術，做好過渡的準備，但是沒有人能夠預知成效如何，況且全球電腦專家對解決這棘手問題意見紛紜，後果實難預料。

然而，憑著豐富的專業知識，努力不懈及一絲不苟的精神，水務署員工滿懷信心地展開這項工作。為確保工作妥善進行，本署邀請顧問核實有關工作。

這項工作非常繁重，且涉及高度專門的技術。到一九九九年八月，針對電腦的調查、測試及糾正工作全部完成。本署又釐定應變計劃，除處理本身系統一旦失靈所造成的問題外，亦要應付向本署供應原水及電力的夥伴機構可能出現的危機。

此外，本署在一九九九年九月九日、二零零零年一月一日及二零零零年二月二十九日三個高危日子設立指揮中心，監察準備工作是否就緒，並在一旦發生故障時統籌應急行動。

在整個解決公元二千年數位問題的過程中，本署一直透過部門互聯網頁、宣傳單張、報章廣告及記者會等途徑發放資料，讓市民得悉最新進展。

增加透明度

政府在二零零零年四月宣布成立水質事務諮詢委員會，由香港生產力促進局主席方鏗先生擔任主席，水務署署長任副主席。水諮會共有15名成員，當中包括政府官員、學者、專業人士、社區及環保團體代表

A Smooth Flow

It took a great deal of careful planning and work, but the result was well worth it!

Hong Kong's water supply system flowed smoothly into the New Millennium - without a glitch - to the relief of all concerned, both supplier (the WSD) and customers.

Until the year 2000 came around - Hong Kong, and the world, had to rely only on the level of skill applied in preparing for the transition. None could predict the result - and the opinions of experts worldwide on all aspects of computer usage differed. Thus the result was uncertain at best.

But the Water Supplies Department went about the task with a feeling of confidence that was well supported by a high degree of expertise, painstaking effort and close attention to detail. And to make sure that it was on the right track, consultants were called in to verify its work.

This work was both highly technical and extensive. By August 1999, all investigation, testing and rectification work on the computers was completed. Contingency plans were also formulated to tackle any crisis that might arise not only as a result of the possible failure of the WSD's own systems, but those of its partners supplying raw water and electricity as well.

This done, command centres were set up on three critical dates, - one of them preceding and one following the start of Y2K - on September 9, 1999, on January 1, 2000 and on February 29, 2000 to monitor the effectiveness of the preparation and to coordinate emergency operations in case of any glitch.

Throughout the entire process, meanwhile, the public were kept fully up-to-date of progress through various channels including the WSD internet home page, leaflets, newspaper advertisements and press conferences.

Greater Transparency

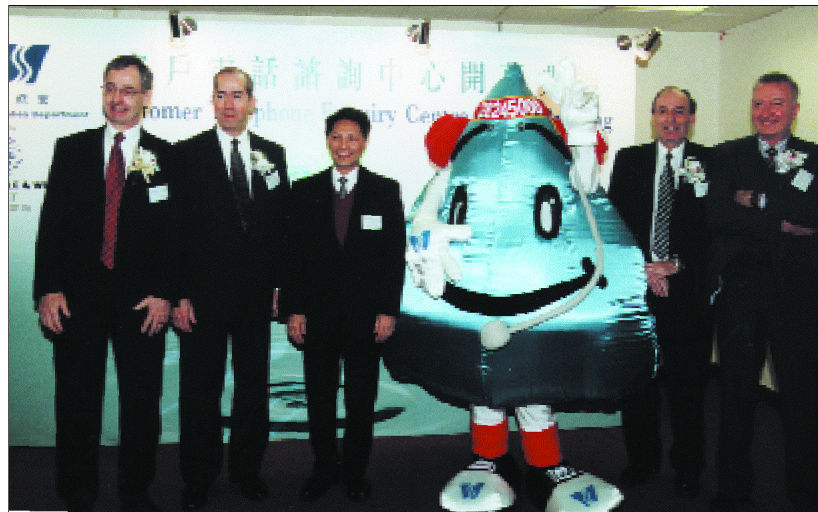
The Government has announced the formation of an Advisory Committee on the Quality of Water Supplies in April 2000, which is headed by Mr Kenneth Fang Hung, Chairman of the Hong Kong Productivity Council. With the Director of Water Supplies serving as Vice-Chairman, the 15-member committee comprises government officers, academics and professionals, and members from the local districts and green groups.

The aim is to promote transparency and foster wider public participation in the monitoring of the quality of water supplies in Hong Kong.

Telephone Enquiry Centre

The Customer Telephone Enquiry Centre was officially opened in January 2000 by the then Secretary for Information, Technology and Broadcasting, Mr. K. C. Kwong before a gathering of guests from government departments and utility companies.

With the introduction of this centre, the success rate of getting the line connected reached almost 98 per cent while the average time for a connection to customer services officers has been greatly reduced.



出席客戶電話諮詢中心開幕典禮的嘉賓。 Guests at the Opening Ceremony of the new Customer Telephone Enquiry Centre.

該委員會的成立，旨在鼓勵公眾參與監察本港供水水質和提高這方面的透明度。

客戶電話諮詢中心

客戶電話諮詢中心於二零零零年一月由當時的資訊科技及廣播局局長鄺其志先生主持開幕。典禮舉行時嘉賓雲集，有來自各政府部門及公用事業公司的代表。

中心啟用後，接通電話的成功率幾達98%，而接駁至客戶服務員的電話平均所需時間亦大為縮短。

以客為本

用戶對水務署所提供服務的滿意程度，去年有所提升。

根據一間市場調查公司在一九九九年十一月進行的意見調查，只有1%受訪者(上年度有

6%)不滿意本署所提供的服務。其餘99%對本署所提供的供水、客戶服務、發單及繳款服務均感到滿意。

為了不斷評估我們的表現及改善供水服務，這類調查將會定期進行。

管職合作

員工及職工會主動提出與管理層商討如何提高服務質素，以及在可能情況下推出新服務。

透過雙方的努力，多個工作小組相繼成立，處理特定範疇的事宜，並且提出許多創新的意見及有用的建議。

各工作小組的建議現已提交新成立的效率及生產力促進委員會考慮。該委員會在二零零零年四月成立，旨在進一步研究各項建議的可行性。

ISO 9001品質認證

憑著勤奮不懈、爭分奪秒的幹勁，工程管理部員工在短短一年內便成功取得香港品質保證局所頒發的ISO 9001認可證書。

為達致這項目標，該部員工在一九九九年三月首先做了一次系統檢討，然後備集文件，落實所需的工作及進行審核，最後成功取得品質認證的資格。該部計劃在日後把品質認證提升至ISO 9001:2000的資格。

在爭取認證的過程中，該部員工不但更注重品質的問題，同時亦促進團隊合作精神。

頒發ISO 9001證書的儀式在二零零零年三月二十二日舉行，以紀念聯合國世界珍惜用水日。

水錶測試

本署的水錶測試實驗所獲香港實驗所認可計劃頒授測試由直徑15毫米至200毫米水錶的認可資格，確認有關服務符合國際標準；此外亦一再證明本署不斷致力提高服務質素。

其實，早於一九九七年，水錶測試實驗所已獲香港實驗所認可計劃頒授測試直徑15毫米水錶的認可資格。目前，該實驗所獲得的認可資格，涵蓋了本署所有水錶測試服務。

Customer Satisfaction

Customer satisfaction of the services offered by the WSD increased in the past year.

In the opinion survey carried out by a market research company in November 1999, only one per cent of respondents - as against six per cent in the year before - were not satisfied with the services offered. The rest - 99 per cent - were clearly satisfied with the water supply, customer service, billing and payment services provided.

Such surveys have become a regular part of the continuing effort to gauge the performance of and to improve our water supply services.

Working with Staff Unions

Acting on their own initiative, staff and their associations have got together with management to find ways to improve the quality of services and to introduce new ones where possible.

Several working groups have since been formed to deal with specific areas of activity and have produced many creative ideas and useful proposals.

The working groups' suggestions are, in turn, being considered by a new Efficiency and Productivity Improvement Committee - EPIC - which was formed in April 2000 for the purpose of further developing the proposals for possible implementation.

ISO 9001 Certification

Through great effort and working against the clock, staff of the Project Management Division have been able to obtain ISO 9001 certification by the Hong Kong Quality Assurance Agency within a year!

To achieve this, work started in March 1999 on a systems review, followed by documentation, implementation, and auditing works leading to the certification. Future upgrading to ISO 9001:2000 is planned. In addition to providing a clearer focus on quality concerns, the certification process promotes team work.

Presentation of the ISO 9001 certificate was held on March 22, 2000 to mark the United Nations World Water Day.

Meter Testing

Meanwhile, as further proof of the WSD's continuing efforts to improve its services, the Meter Testing Laboratory has been qualified by the Hong Kong Laboratory Accreditation Scheme - HOKLAS - to perform tests on all sizes of water meters from 15 mm to 200 mm in diameter to international standards.

Accreditation for such testing was first acquired for meters of 15 mm in 1997. The HOKLAS accreditation now covers the entire range of WSD water meter testing services.



工程管理部獲頒發ISO 9001認證證書。 Presentation of the ISO 9001 Certificate for the Project Management Division.

沙田濾水廠開放日活動。
Activities at the Sha Tin Treatment Works Open Day.





參觀者觀看常用的水管物料。

Visitors being shown the commonly used piping materials.

員工表達意見

年內，本署進行一項員工意見調查，幾乎所有員工均表達了對本身工作及工作環境的意見。調查結果顯示，員工對工作的整體滿意程度輕微上升5%。

在1 320名以隨機抽樣方式選出的各級員工中，93%作出回應，並且提出意見。調查結果對於人力資源管理及提高服務質素方面的工作，提供寶貴的資料。

沙田濾水廠開放日

沙田濾水廠開放日於一九九九年十二月舉行，參觀者對當日舉行的「水務知多少」問答比賽，反應非常熱烈。

在1 400名參觀者中，有4人取得滿分，贏得紀念品。整體來說，參觀者對供水服務有相當認識。

水質化驗

本署進一步加強各項保障食水質素的措施。自一九九九年六月以來，水質科學部已能悉數按照世界衛生組織所規定94個與健康有關的參數化驗食水。

凍結收費

所有水費和服務收費繼續再凍結一年。換言之，住宅和非住宅的水費自一九九五年二月以來，一直維持不變，只有雜項服務及遠洋船隻用水等其他收費曾作調整。

為偏僻村落供水

年內，再有24條偏僻村落獲得自來水供應。本署自一九八一年確定有需要逐步為744條新界村落供水以來，尚餘44條村落約8千名村民仍未獲供應食水。本署會繼續努力，為其餘的村民供應自來水。

私人機構參與供水服務研究

由於不少複雜問題有待研究，有關私人機構參與香港供水服務的顧問研究，尚需更多時間考慮。

本署現正考慮各個可行方案，但要篩選其中一個方案作更深入研究，尚屬言之過早。

署方會對於任何建議作出多方面考慮，包括財政上的可行性及對員工的影響。

本署署長向員工再三保證，在研究私參問題時，會充分顧及員工對職業保障的關注。本署透過公開信及與職工會代表定期對話和開會，令他們得悉最新進展。

水務署署長從香港認可處執行幹事伍陳麗霞博士手中接過香港實驗所認可計劃證書。

The Director receiving the HOKLAS certificate from Dr L. H. Ng, Executive Administrator.



Staff Air Views

Almost all staff were forthcoming with their views about their work and working environment in the staff opinion survey carried out during the year. The results showed a slight increase of five per cent in overall satisfaction by the staff with their work.

Of the 1 320 staff chosen at random from various grades, 93 per cent responded with their comments. The findings provide valuable insight for purposes of human resource management and service enhancement.

Open Day at Sha Tin

There was overwhelming response from visitors to the quiz programme 'How Much Do You Know About Water Supplies Services' at the Sha Tin Treatment Works Open Day in December 1999.

Four among the 1 400 visitors scored full marks and were awarded souvenirs. Overall there was a reasonably good deal of awareness about water supply services.

Water Analyses

Measures taken by the Water Supplies Department to safeguard the quality of treated water have been further enhanced. Since June 1999, the Water Science Division has been capable of analysing all 94 parameters of health significance as stipulated by the World Health Organisation (WHO).

Tariff Freeze

The tariff on all fees and charges has been frozen for a further year. This means that there has been no change in charges for domestic and non-domestic water since February 1995, though fees have been adjusted for other uses such as for miscellaneous services and ocean-going ships.

Water for Remote Villages

Twenty-four more remote villages were provided with piped water during the year. Since 1980, of the 744 villages in the New Territories identified for the supply of water, only 44 villages - with a total population of about 8 000 - remain to be provided. Efforts will continue to supply the remaining people with potable tap water.

PSP Study

Due to the many complex issues that have to be taken into account, more time is being taken in the consideration of the consultant's study on private sector participation (PSP) in the provision of water supply services in Hong Kong.

All possible options are being considered, and it was too early for any one of them to be singled out for more thorough consideration. The financial viability of any proposals and its impact on staff will be among the many matters for consideration.

Staff have been reassured by the Director that their concerns about job security will be thoroughly voiced at all deliberations. They have been kept up-to-date on progress through open letters and regular dialogues and meetings with representatives of staff unions.



食水處理過程令參觀者眼界大開。

Visitors learn more about the water treatment process.