

水務署高層管理人員。WSD Senior Management Team.

### 運作成本

年內，為全港供水所需的成本是51.5億元，較去年的49.29億元平均增加約4.5%。

該筆款項用於三個主要的工作綱領：供水事務、水質控制和客戶服務。

水務署是由一名署長掌管，並根據水務設施條例來運作，負責策劃、設計及建造供水系統，並負責有關系統的維修保養及運作事務。

身兼水務監督的水務署署長，負責管理和統籌一切有關食水及沖廁用水的供應事宜，而水務署副署長則負責部門日常的運作事務。

水務署共有五名助理署長、一名業務經理和一名部門秘書，分別掌管四個工程科，以及財務管理科和部門行政部。

內部稽核組由一名高級庫務會計師掌管，負責定期查核本署的財務會計系統，並直接向水務署署長負責。該組就部門內的會計及其他管制系統或運作，進行獨立的查核及評估，旨在協助管理層有效地執行其職務。

水務署副署長轄下亦設有四個小組，專責水務設施的物業管理、客戶關係及員工關係事宜、為工程合約作技術審核和就合約事宜提供專業意見。

### 供水事務

水務署致力確保全港每日24小時，均有充足的食水和沖廁海水供應。

因此，我們的工作，包括策劃全日供水的需求、開發水源和擴展供水系統，以及設

### Cost of Works

The cost of providing for the water supply needs of Hong Kong for the year rose on average by about 4.5 per cent from \$4,929 million to \$5,150 million.

This was spent on three main programmes - the supply of water, quality control and customer services.

The Water Supplies Department is headed by a Director. It operates under the Waterworks Ordinance, and is responsible for planning, designing, constructing, maintaining and operating the water supply system.

The Director, serving also as the Water Authority, controls and coordinates all activities concerned with providing potable and flushing supplies. The Deputy Director is responsible for the day-to-day business of the Department.

There are five Assistant Directors, the Business Manager and the Departmental Secretary who are responsible for the four Engineering Branches, the Financial Management Branch and the Departmental Administration Division respectively.

The Internal Audit Section, headed by a Senior Treasury Accountant, is responsible to the Director for the periodic examination of the financial accounting system. It performs independent examinations and evaluations on accounting and other controls or operations within the Department with the aim of assisting

management in the effective discharge of its responsibilities.

Four functional units, which are directly under the Deputy Director, deal with the property management of waterworks installations, customer relations and staff relations issues, conduct technical audits on works contracts and provide advice on contractual matters.

### Water Supply

The Department seeks to ensure that there is a full supply of potable water, as well as sea water for flushing purposes, throughout the territory on a 24-hour basis.

It thus has the task of planning water supply requirements on a full-day supply basis, developing water resources and supply systems, and designing and constructing reliable and efficient distribution systems to meet public requirements in good time.

The financial provision for this programme of work in 1999/2000 amounted to \$4,619 million.

### Water Quality Control

To ensure the high quality of its waters, the Department applies international standards, such as those of the World Health Organisation (WHO), in the examination of potable water.



計和建造可靠而富效率的配水系統，時刻滿足市民的用水需求。  
一九九九至二零零零年度撥予這個綱領的經費，共達46.19億元。

水質控制

為確保供水質素優良，本署按照世界衛生組織的標準和其他有關國際標準，化驗食水；並根據部門自行制定的標準與指引，化驗供沖廁用途的海水。

水務署按照世界衛生組織的指引，採用嚴格的水質控制程序，化驗食水中的化學和細菌含量。供作化驗的樣本，是從濾水廠、配水庫、配水網絡及用戶水龍頭等各種供水設施抽取的。

監察海水水質的工作，主要包括化學和細菌學化驗。

這項綱領所需的費用為1.52億元。

客戶服務

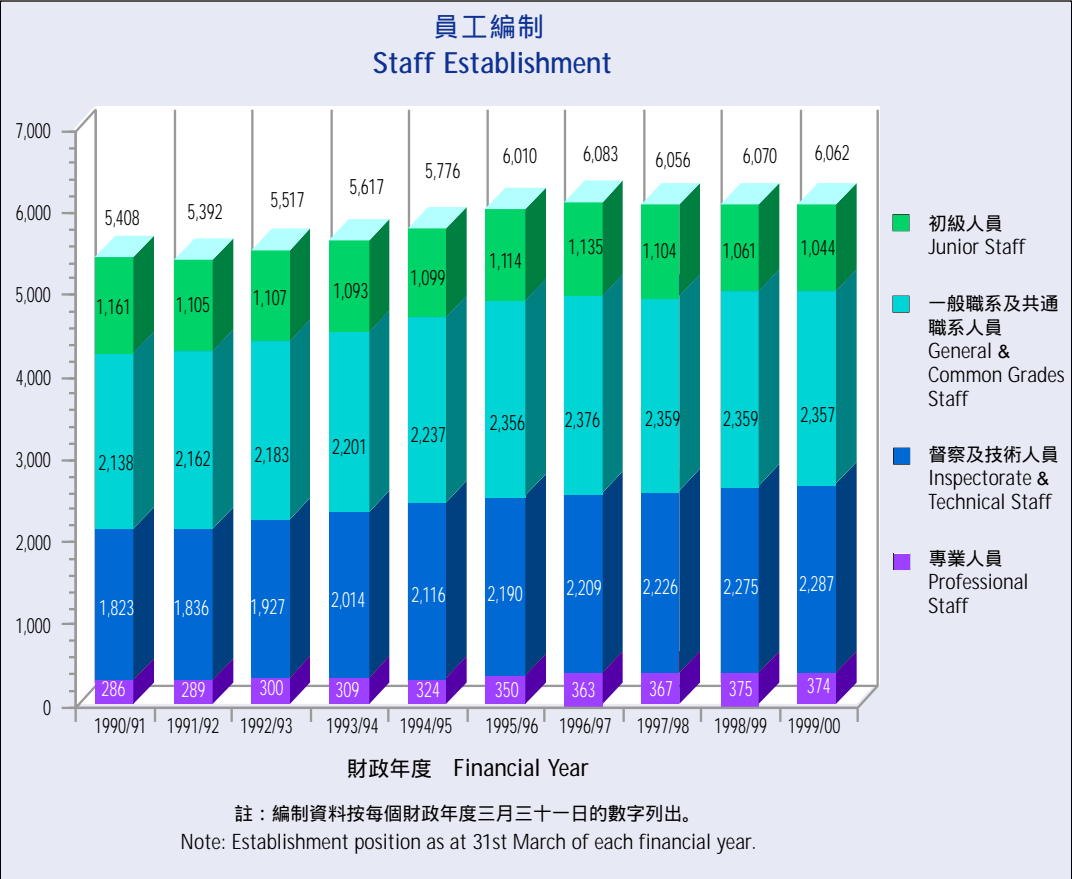
本署除了直接向用戶提供全面的供水服務外，亦負責執行水務設施條例和有關規例。

水務署努力不懈，致力提高辦事效率，以更有效方式處理各項查詢和投訴、審理供水申請、確保能依時發單、修訂用戶資料，以及監察欠交水費的情況。

這些服務所獲的撥款，共達3.79億元。

部門編制

水務署的編制共有6 062名員工，其中374名為專業人員、2 287名為督察及技術人員、2 357名為一般職系人員，而其餘則為熟練和半熟練技工及初級工人。年內，在職人數平均為5 839名。



The Department's own standards and guidelines are applied in testing sea water supplies for flushing.

Strictly enforced quality control methods are used in testing potable water for the bacteriological and chemical content according to the WHO guidelines. The tests are carried out on samples taken from the various supply sources, including treatment works, service reservoirs, distribution networks and customers' taps.

In monitoring sea water quality, both chemical and bacteriological examinations are carried out.

This work cost \$152 million.

Customer Services

Apart from providing the full range of water services directly to the customer, the Department is also responsible for enforcement of the Waterworks Ordinance and Regulations.

Constant effort is made to improve efficiency and effectiveness in dealing with enquiries and complaints, processing applications for water supply, ensuring timely billing, updating customer accounts and monitoring arrears of water charges.

The financial provision for these services came to \$379 million.

Establishment

The Department operates with an establishment of 6 062 employees - comprising 374 professional officers, 2 287 inspectorate and technical officers, 2 357 general grades staff, and the rest being skilled, semi-skilled and junior workers. The average staff strength during the year was 5 839.

過去三年財政狀況分析 Analysis of financial provision for the past three years:			
財政年度 Financial Year	1997/98	1998/99	1999/2000
	(百萬元) (\$m)	(百萬元) (\$m)	(百萬元) (\$m)
供水(策劃及分配) Water Supply (Planning & Distribution)	3,984.4	4,388.7	4,618.7
水質控制 Water Quality Control	142.1	152.9	151.8
客戶服務 Customer Services	365.6	387.4	378.9
	4,492.1 (+8.5%)	4,929.0 (+9.7%)	5,149.4 (+4.5%)

