政務司司長陳方安生頒發服務承諾最佳內容獎金獎予水務署署長。

Chief Secretary for Administration, the Honourable Mrs Anson Chan, presents the Gold Award to the Director for the most informative performance pledge.

水務署榮獲金獎

水務署參加最佳服務承諾選舉1999，結果脫穎而出，力壓其他62個政府部門，奪得「最佳內容獎」金獎。

這項比賽由政府總部的效率促進組主辦，在一九九九年七月舉行的頒獎典禮上，水務署署長獲政務司司長陳方安生頒發冠軍獎項。

一如往年，本署切實履行服務承諾，完全達到多項服務的目標，例如完全達到世界衛生組織所定的飲用水水質指引，更堅守自行制定的沖廁海水水質嚴格指引。

至於其他服務，本署完全貫徹所作的承諾，例如郵寄申請釣魚牌照只需三天，親自前往申請只需二十分鐘時間，以及經預先安排的暫停供水時間95%不多於八小時。

此外，務求在十個曆日內初步回覆市民來信的服務目標亦幾乎完全達到 —99.9%。

其他各項服務方面，水務署亦一如往年，堅持承諾，提供高水準的服務。

為確保服務質素，本署亦訂下其他服務的目標，包括為新用戶安裝水錶(兩天)、重新接駁供水(二十四小時)及抄錶準確程度達 99.9%。其他新訂的承諾是關乎新成立的客戶電話諮詢中心提供的各項服務。

Gold Award for WSD

The WSD topped the other 62 government departments to gain the Gold Award for presenting the 'most informative performance pledge' for 1999.

The first prize in the competition organised by the Government's Efficiency Unit was presented to the Director by the Chief Secretary for Administration, the Honourable Mrs Anson Chan at a ceremony held in July 1999.

As in the previous year, the WSD kept faithfully to the Performance Pledge, achieving total compliance in a number of areas of services such as with World Health Organisation guidelines in fresh water quality, and also holding to its own strict quality guidelines for sea water for flushing purposes.

In other services, it complied fully with its pledges on the three days required for applications for a reservoir fishing licence by post - and the 20 minutes it takes for approval in person; and to keep 95 per cent of planned water suspension to an eight-hour period.

There was almost full compliance - 99.9 per cent - with the 10 calendar days allowed for interim replies to correspondence from the public.

In all other services, it held to the high level of pledged performance of the year before.

Targets for assurance of service performance have been set for a number of other services and these include - fixing of water meters for new accounts [two days]; reconnection of supply [24 hours]; and a 99.9 per cent accuracy in meter reading. Other new pledges deal with the services offered by the new Customer Telephone Enquiry Centre.

下表載列資料便覽： Quick glance details are set out in the following chart:-

日常供水服務 DAILY WATER SUPPLY SERVICES

服務 Services	目標 Target	一九九九/二零零零年度所取得的成績 (%) 1999/2000 Achievement (%)
食水水質 (供水接駁位置) Fresh Water Quality (at the connection points)	100%符合世界衛生組織 一九九 三年所定的標準 100% complies with World Health Organisation Guideline Standards 1993	100 %
鹹水水質 (供水接駁位置) Salt Water Quality (at the connection points)	93%符合水務署所定的水質指標 93% complies with WSD Water Quality Objectives	100 %
供水水壓 Supply Pressure		
食水 Fresh Water Supply	十五米至三十米 *1 15 - 30 metres*1	100 %
鹹水 Salt Water Supply	十五米 *2 15 metres*2	100 %
到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints		
食水供應故障 Fresh Water Supply Fault	通常在半天內 Normally within half a day	99.3 %
其他 Others	通常在二十四小時內 Normally within 24 hours	99.9 %
通知經預先安排的暫停供水 Notice for Planned Suspension of Water Supply	三天前通知 3-days advance notice	99.6 %
經預先安排的暫停供水時段 Duration of Planned Suspension of Water Supply	95%不多於八小時 95% within 8 hours	100 %

與帳戶有關服務 ACCOUNT-RELATED SERVICES

服務 Services	目標 Target	一九九九/二零零零年度所取得的成績 (%) 1999/2000 Achievement (%)
用戶轉名申請 Taking up of Account		
親自前往申請 In Person	十五分鐘 *3 15 Minutes*3	99.9 %
郵寄申請 By Post	七天*4 7 Days*4	99.8 %
結束帳戶後發出終結單 Issue of Final Bill upon Closure of Account	三天*5 3 Days*5	99.2 %
發還水費按金 Refund of Water Deposit	九天*6 9 Days*6	99.7 %
申請自動轉帳服務 Application for Autopay	三天*7 3 Days*7	99.5 %

與水錶有關服務 METER-RELATED SERVICES

服務 Services	目標 Target	一九九九/二零零零年度所取得的成績 (%) 1999/2000 Achievement (%)
回覆有關新建樓宇工程計劃的供水申請 Reply to Application for Metered Supply to New Building Projects	二十天 20 Days	93 %
水錶的準確程度 Accuracy of Water Meter	偏差程度不超過 ±3% Inaccuracy not exceeding ±3%	90.7 %
申請驗錶 Application for Meter Test	九天*8 9 Days*8	100 %
為新用戶安裝水錶 Fixing of Water Meter for New Account		
小型新發展項目或無須改動喉管的現有樓宇 For Small Scale New Development, or Existing Building without Plumbing Modification	二天*10 2 Days*10	新訂目標 New Target
重新接駁供水 Reconnection of Supply	二十四小時 *11 24 hours*11	新訂目標 New Target

電話諮詢服務 TELEPHONE ENQUIRY SERVICES

服務 Services	目標 Target	一九九九/二零零零年度所取得的成績 (%) 1999/2000 Achievement (%)
可錄得接通客戶電話諮詢中心的來電比率 Success Rate of Measurable Incoming Calls Connected to Customer Telephone Enquiry Centre	99 %	新訂目標 New Target
接通客戶服務代表的比率 Success Rate of Calls Connected to Operators	90 %	新訂目標 New Target
等候客戶服務代表接聽的平均時間 Average Waiting Time for Operator Service	三十秒 30 seconds	新訂目標 New Target

其他服務 OTHER SERVICES

服務 Services	目標 Target	一九九九/二零零零年度所取得的成績 (%) 1999/2000 Achievement (%)
申請釣魚牌照 Application for Fishing Licence		
郵寄申請 By Post	三天 3 Days	100 %
親自前往申請 In Person	十五分鐘*12 15 Minutes*12	100 %
初步回覆市民的來信 Interim Reply to Correspondence from the Public	十個曆日 10 Calendar Days	99.9 %

*1 除了在系統的盡頭，配水系統內通常保持最少有十五至三十米的水壓。
*2 除了在系統的盡頭，配水系統內通常保持最少有十五米的水壓。
*3 二零零零/零一年度提高後的服務目標。一九九九/二零零零 年度的服務目標為二十分鐘。只為新客戶辦理初步註冊。
*4 整個過程，包括為舊客戶終結帳戶。
*5 二零零零/零一年度提高後的服務目標。一九九九/二零零零 年度的服務目標為八天。終結帳單會在抄錄得最後水錶讀數後三天內發出。
*6 二零零零/零一年度提高後的服務目標。一九九九/二零零零 年度的服務目標為十二天。
*7 另加一個月銀行審理期。
*8 由收到款項至發信通知申請人觀看驗錶。
*9 指抄錶員抄錄的讀數。
*10 適用的新發展項目為所需水錶數目不超逾五個，或無須從政府總水管敷設新駁喉的驗妥水管工程。
*11 重新接駁供水會在繳交所需費用後二十四小時內進行。
*12 二零零零/零一年度提高後的服務目標。一九九九/二零零零 年度的服務目標為二十分鐘。

*1 Normally a minimum residual pressure between 15-30 metres is maintained in the distribution system except at their extremities.
*2 Normally a minimum residual pressure of 15 metres is maintained in the distribution system except at their extremities.
*3 Enhanced target for 2000/2001. Target for 1999/2000 is 20 minutes. Initial registration of new customers only.
*4 Complete process, including finalising account of the outgoing customer.
*5 Enhanced target for 2000/2001. Target for 1999/2000 is 8 days. Issue of final bill will be made within 3 days after taking of final meter reading.
*6 Enhanced target for 2000/2001. Target for 1999/2000 is 12 days.
*7 Plus 1 month processing time by bank.
*8 From receipt of payment to issue of letter notifying applicant to witness meter test.
*9 This refers to the reading taken by Meter Reader.
*10 This applies to those new developments which do not require more than 5 water meters or new connections from government mains and such plumbing works have been checked in order.
*11 Reconnection will be made within 24 hours after payment of the necessary fee.
*12 Enhanced target for 2000/2001. Target for 1999/2000 is 20 minutes.