

6 風雨同路

Hand-in-hand with the
Community



在二〇〇一至〇二年度，公關組透過各樣的宣傳活動，致力與公眾溝通聯絡，務求讓市民知道渠務署的工作，並對突發事件作出迅速的回應。

In year 2001/02, the Public Relations Unit was committed to meeting the community through various publicity campaigns to enhance public awareness of the work of DSD and to providing quick response on special incidents.

與傳媒溝通

渠務署公關組主要負責對外聯絡的工作，尤其是與傳媒溝通，就本署的服務和工作，作出全面及迅速的回應。為了推廣渠務署的工作，公關組會舉行新聞發布會或發放新聞稿，向傳媒及市民公布消息。在二〇〇一至〇二年度，公關組就一些新合約工程，如深圳河治理工程第三期和灣仔東及北角污水渠改善工程，舉行新聞發布會及發放新聞稿。負責的工程師則在發布會中解答傳媒對有關工程的提問。

公關組與傳媒的編採人員保持密切聯絡。除舉行周年記者會外，還有新聞發布會和參觀活動，間中亦安排午餐會，並且跟傳媒討論熱門話題和部門近況，交流意見。在二〇〇二年四月，該組為傳媒、新界北區區議會及元朗區區議會共籌備了三次的工程進度視察活動，好讓他們了解新界北部及西北部的防洪工程最新進展。參觀者對這些活動均表示歡迎，並認為有助於雨季前了解工程的進度。

Communication with the Media

The Public Relations Unit is responsible for communicating with outsiders, especially the media, in order to provide comprehensive and prompt response to all issues related to the services and works of the department. To promote the work and services of DSD, the unit arranges press conferences or issues press releases to inform the media and the public. In 2001/02, the unit held press conferences and issued press releases regarding our new contracts such as Shenzhen River Regulation Stage III and the Wan Chai East and North Point Sewerage Project. Project engineers were interviewed by the media and answered their enquiries during the press conferences.

Apart from these, the unit maintains regular and close contacts with media reporters and editors through annual meet-the-media briefings, press briefings, technical visits, occasional lunch meetings, and exchanges views and discusses hot topics and recent developments in the department. In April 2002, the unit organised three separated site visits for the media, Northern District Councillors and Yuen Long District Councillors in order to see the progress of the flood prevention projects in NWNT and NNT. Visitors generally welcomed the trips and found them useful to better understand the works before the rainy season.





回應公眾查詢或投訴

渠務署歡迎公眾就署方的工作或服務，提出查詢、意見或投訴，市民來信、傳真、來電或電郵均可。我們承諾會從速一一妥為處理。渠務署的服務承諾列有我們的工作表現目標和衡量表現標準。我們時刻留意，務求精益求精。

渠務署就接到投訴後清理淤塞雨水渠和污水渠的服務進行顧客意見調查，收集市民的意見。根據過往一年的記錄，我們在接到消息後，承諾於 24 小時內行動的服務表現達 99%。為進一步提昇服務質素，我們於清理水渠後，隨即致電通知投訴人。在二〇〇一年，我們成功地聯絡 2 481 名電話投訴者，超過九成的投訴者表示對我們的服務滿意至十分滿意的程度。以上的數字，反映了我們能履行對市民的服務承諾。

就渠務建设工程建立良好社區關係

除一般的溝通渠道外，本署的工程部門職員在工程動工前和施工期間，會和受影響的人士加強溝通。工程在策劃階段時，負責的工程師會與受影響的人士會面，包括區內居民或商戶，解釋工程的目的和詳情，以及建造期間的施工程序。我們會根據收到的意見，按需要修訂計劃。

Response to Public Enquiries or Complaints

The department welcomes enquiries, comments or complaints from the public on the work or services provided by DSD. They are received through different channels such as by letter, fax, telephone or e-mail. We promise to handle all these incoming messages appropriately and promptly. The department's Performance Pledge explicitly lists out our performance targets and indicators and we monitor them for improved performance.

DSD carries out customer feedback surveys to collect the public's views on the service of clearing blocked drains and sewers after receiving complaints. According to our statistics, we have achieved our pledge to respond to calls of services within 24 hours with performance over 99%. We further enhance our services by calling back the complainants after completing the clearing work. In 2001, we successfully contacted 2,481 complainants, and found that over 90% were satisfied with the services of DSD with an overall rating being very good or satisfied. Both figures achieved the performance targets in our Performance Pledge 2001.

Community Relations for Capital Works Projects

Apart from the usual communication channels, staff of capital works divisions will enhance the communication with the affected groups before and during the construction stage of a particular project. Engineers responsible for the project will meet the affected groups including local residents or shop operators in the planning stage. They introduced the aim and details of the project, and the works sequence during the construction stage. After receiving the feedback, our engineers would revise the plan as necessary.



就好像二〇〇二年中開展的灣仔東及北角污水渠改善工程，我們於工程前已先後兩次向受影響的居民及商戶派發通訊。在通訊裡細述該工程內容，好讓他們明白工程的好處。這項安排能幫助我們與受影響的市民溝通，以便解決於施工期間所帶來的問題。

參觀渠務署設施

香港各大污水處理廠，如最新的昂船洲污水處理廠、沙田污水處理廠、大埔污水處理廠、元朗污水處理廠及赤柱污水處理廠，均會接待團體及學校參觀。在二〇〇一至二〇二年度，我們總共接待了2 779位人士參觀污水處理廠。年青一代從而認識污水收集、處理及排放的概念，並了解污水處理的重要性和對改善環境的貢獻。

為響應政府效率促進組的「服務市民巡禮2002」，渠務署在二〇〇二年一月期間，開放赤柱污水處理廠讓市民參觀。在這兩天的開放日中，共接待了超過700位市民。同事們更抓緊是次機會，向市民介紹本署於污水收集、處理及排放的工作。

As for our Wan Chai East and North Point Sewerage Works which commenced in May 2002, we

had already distributed two newsletters before the works started to the affected residents and shop operators. The newsletters giving the details of the works would enhance their understanding of the work and the benefits it brings. It helps our project staff keep communicating with the affected people and resolve any issues arising from the works during construction.

Visit to DSD Facilities

The large sewage treatment plants in HK, such as the latest Stonecutters Island STW, Shatin STW, Tai Po STW, Yuen Long STW and Stanley STW are open for visits by schools, and related organizations. In 2001/02, we had 2,779 visitors to our STWs. The younger generations are given the opportunity to learn about the concept of sewage collection, treatment and disposal and to appreciate the importance of sewage treatment and its contribution towards a better environment.

In joining the "Serving the Community Festival 2002" organized by the Efficiency Unit, DSD supported the function by organising an open day in our Stanley STW in January 2002. Over 700 people visited our plant during these two days. Our staff welcomed this opportunity to communicate with them the department's effort in sewage collection, treatment and disposal.





防洪工作展覽

每當雨季來臨，渠務署上下員工均做好防洪的緊急措施。為讓市民及有關團體知悉渠務署於過往多年來在防洪方面的努力，我們於二〇〇二年三月及四月，分別在上水及元朗這兩個經常發生水浸的地方舉行防洪工作展覽。我們的工程師，積極向市民介紹政府的防洪策略及解答市民對居所附近工程進展的查詢，並邀請市民合作，協助保持渠道及河道暢通，提高他們的防洪意識。

刊物宣傳

渠務署首本年報已於二〇〇一年底隆重出版。大眾人士，特別是學生及專業人員，均發覺這本年報能助他們明白本署的工作。這本年報亦成為污水及雨水渠渠務工程進度的實用參考刊物。

Flood Prevention Exhibitions

When the rainy season comes, all DSD staff have to stand ready to deal with flooding. To show the public and relevant organizations the DSD's work on flood prevention over the past years, we held flood prevention roving exhibitions at Sheung Shui and Yuen Long, the two renowned flood prone areas, in March and April 2002 respectively. Our engineers enthusiastically introduced the Government's flood prevention strategies to members of the public and answered their enquiries about the progress of the works being carried out in the vicinity of their homes. The staff also worked hard to raise the public's awareness of flood prevention by reminding visitors to co-operate with the Government in keeping stormwater drains, drainage channels and watercourses free of blockages.

Publications

With great pleasure, the first DSD Annual Report was published in December 2001. Most of the public, especially students and the professions, find the publication useful in knowing more about DSD's works. Our Annual Report has served as a good reference for studying the progress of our projects for both drainage and sewerage systems.



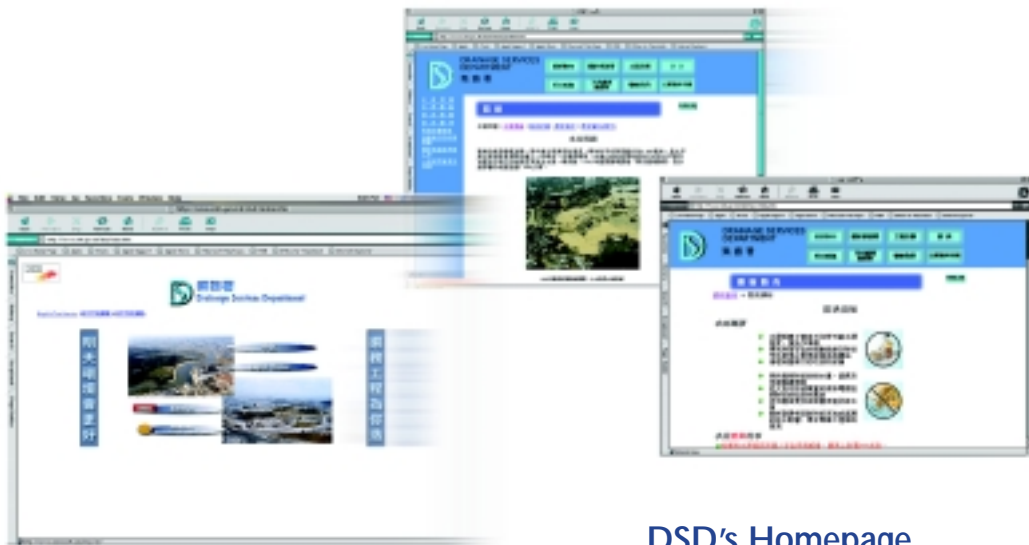


本署亦有刊印不同類型的單張、資料小冊子及其他刊物，如雨水系統手冊(英文版)及污水系統手冊(英文版)，以配合不同的需要。例如在今年雨季前，我們透過郵政署及民政事務處向一些易受水浸威脅的鄉村派發7 900份「水浸來臨時應做/不應做的事項」的單張，和3 900份「防洪警報系統的運作」的小冊子。

除了刊物，我們還在雨季時播出電視宣傳短片。如發現水浸和污水渠或排水渠淤塞，市民可致電一站式投訴熱線2300 1110，向渠務署舉報。如市民認為個人安全受到威脅，應馬上致電九九九求助。

The department has also published different kinds of leaflets, fact sheets and publications such as the Stormwater Drainage Manual and Sewerage Manuals in order to serve different purposes. For instance, a total of 7,900 copies of “What We Should Do/Shouldn’t Do to Prevent Flooding” leaflets and 3,900 copies of “Flood Warning System” brochures have been sent out to villagers in the flood prone areas throughout the rainy season via the Post Office and District Offices.

Aside from the publications, an Announcement of Public Interest on minimizing blockage of drains was broadcast on TV before and during the rainy season. Members of the public can call the one-stop complaints hotline “2300 1110” to report flooding and blockages in sewers or drains. If the public consider themselves to be at personal risk, they are also urged to report to the emergency services by dialling “999”.



渠務署網頁

渠務署新網頁已在二〇〇二年年中更新，加設了防洪工程進度快訊欄及水浸時的緊急聯絡服務資料。我們承諾會不斷更新網頁，如有最新消息，會以新聞稿或其他通訊的形式，盡快在網上的新聞欄刊登。我們在網站的第一頁提供電郵地址，歡迎公眾對本署或本署的工作提出意見。

DSD's Homepage

A new version of DSD's Homepage was successfully updated in mid 2002, which includes quick reference to the latest progress on flood prevention works and emergency services during flooding. We pledge to keep the website updating and any news will be uploaded as soon as possible under the NEWS column through the form of press release or other bulletins. An e-mail address is printed on the first page of the website welcoming any views on DSD or our works from the public.