

Hand-in-hand with the Community



Chapter 6
第六章



風雨同路

Hand-in-hand with the Community



公關組是本署與公眾之間的溝通橋樑。該組透過刊物、電視、參觀和其他媒體，推廣公眾對防洪和污水處理的認識，並尋求他們支持本署的工作。

As a communication link between DSD and the community, the Public Relations Unit aims to promote public understanding of flood prevention and sewage treatment through publications, television, visits and other media, and to seek the community support for our works.

參觀污水處理設施

我們歡迎市民大眾、學校、出版社和其他有關團體參觀位於昂船洲、沙田、大埔、元朗和赤柱的主要污水處理廠，藉此引起市民對污水處理程序的興趣，並提高他們在這方面的認識。去年參觀污水處理廠的人數超過 11,000 人。

Visit to Sewage Treatment Facilities

To raise the public's interest and awareness of the departments's effort in sewage treatment, we welcome the public, schools, publishers and other related organizations to visit our major sewage treatment works at Stonecutters Island, Shatin, Tai Po, Yuen Long and Stanley. In the past year, we received over 11,000 visitors to our STWs.



我們於2003年3月1至2日在昂船洲污水處理廠舉行開放日。期間逾8,300人參觀了全港首座化學輔助一級污水處理廠。大部分參觀者均認為這次參觀令他們見聞增長，機會難得。



An Open Day was held on 1-2 March 2003 at the Stonecutters Island Sewage Treatment Works. Over 8,300 people visited our first chemically enhanced primary treatment plant. Most of the visitors found the visit informative and valuable.



區議會議員實地視察

在2003年3月至4月期間，我們邀請北區區議會和元朗區議會議員參觀新界西北和新界北的防洪工程地盤。

這些參觀活動有助我們與區議員建立良好關係，並讓他們更了解本署的工作。

Site Tour with District Councillors

In March and April 2003, we invited the Northern District Councillors and Yuen Long District Councillors to visit our flood prevention project sites in NWNT and NNT.

These visits helped to establish good relationships with the councillors and promoted their understanding of the department's work.



與傳媒溝通

公關組與傳媒編採人員保持定期和密切的聯繫。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，跟傳媒討論熱門話題和部門近況，交流意見。遇有引起廣泛關注的事宜，公關組會舉行新聞發布會或發放新聞稿，向傳媒和市民公布消息。

回應公眾查詢或投訴

本署是工務部門之一，我們歡迎公眾就署方的工作和服務提出查詢、意見或投訴。我們曾就接獲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。我們在履行接到消息後 24 小時內行動這個服務承諾的表現，超過 99% 達到目標。在 2002 年，我們亦曾與 2 121 名投訴人聯絡，發現超過 93% 的投訴人表示對我們的服務感到滿意，整體評分達十分好或十分滿意的程度。以上的數字反映出我們成功履行對市民的服務承諾。

展覽

在 2002 至 03 年度，我們曾參與環保節和傑出顧客服務展覽，以推廣我們在污水處理和防洪方面的工作。這些活動有助提高市民對防洪和環境問題的意識。

Communication with the Media

The Public Relations Unit maintains regular and close contacts with media reporters and editors through annual meet-the-media briefing, press briefings and technical visits. Occasionally, lunch meetings will be held to discuss with media reporters hot topics and recent developments about the department. For issues of wide interests, like flooding, the unit arranges press conferences or issues press releases to inform the media and the public.

Response to Public Enquiries or Complaints

As one of the Government's work departments, DSD welcomes enquiries, comments or complaints from the public on the work or services provided by the department. We carried out customer feedback surveys to collect the public's views on the service of clearing blocked drains and sewers after receiving the complaints. We achieved our pledge to respond to 99% of the calls for services within 24 hours. In 2002, we also contacted 2,121 complainants after cleaning the blockages. Over 93% were satisfied with the services of DSD with an overall rating being very good or satisfactory. Both figures achieved the performance targets in our Performance Pledge.



Exhibitions

In 2002/03, we joined the Environmental Protection Festival and the Outstanding Customer Service Award Exhibition to promote our works on sewage treatment and flood prevention. These activities helped to enhance the public's awareness of flood prevention and environmental protection.

渠務署網頁

本署網頁在 2003 年 8 月起已煥然一新。這個迎合使用者需要的網頁令市民可以很容易地獲悉本署的最新資料。本署大部分的刊物均可供市民下載，而他們亦可在網頁上知悉本署向市民所提供的服務。



DSD's Homepage

The DSD's Homepage was revamped in August 2003. The user-friendly website serves as an important channel for public to obtain the latest information of DSD. People can download most of our publications from the website, and know about our services provided to the public.

視聽宣傳工作

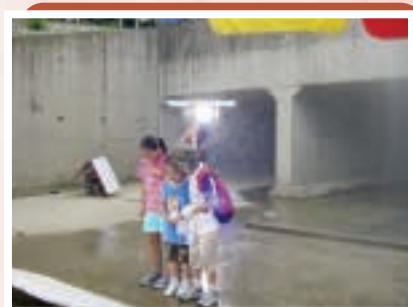
最有效的溝通渠道之一便是利用視聽科技。因此本署製作了 3 套錄像光碟，介紹我們的防洪工作、污水處理工作和淨化海港計劃，免費派發給學生和市民。

除此以外，我們在這個夏天播映了一段政府宣傳短片「遠離河道」，提高市民對河道水浸危險的警覺。

Audio-Visual Publicity

Audio-visual technology provides an effective communication means. Therefore, DSD produced 3 different VCDs which introduce our works on flood prevention, sewage treatment and the Harbour Area Treatment Scheme for free distribution.

Apart from this, a new Announcement of Public Interest "Stay Away from Watercourses" was produced and broadcast in this summer in order to raise the public awareness of the flood risks in watercourses.



刊物宣傳

除了年報外，本署亦印製不同種類的單張、資料小冊子及其他刊物，例如雨水系統手冊（英文版）及污水系統手冊（英文版），以配合不同的需要。我們在今年印製了新的水浸單張給市區大廈的管理處，此外，我們亦已在雨季前印製了新版的「鄉郊地區水浸」單張和「洪水警告響號系統」資料小冊子。

Publications

Aside from our Annual Reports, 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. A new flooding pamphlet for property management offices in urban areas was published this year. New edition of "Flooding in rural areas" leaflet and "Flood -warning Alarm System" pamphlet were also issued before the rainy season.

