

Annex A

附件A

**List of Departments Competing for the  
Customer Service Excellence Award 2001-02**  
二零零一至零二年度「卓越顧客服務獎」參選部門

Departments		部門
1.	Architectural Services Department	建築署
2.	Buildings Department	屋宇署
3.	Census and Statistics Department	政府統計處
4.	Civil Aviation Department	民航處
5.	Companies Registry	公司註冊處
6.	Correctional Services Department	懲教署
7.	Customs and Excise Department	香港海關
8.	Department of Health	衛生署
9.	Electrical and Mechanical Services Department	機電工程署
10.	Fire Services Department	消防處
11.	Food and Environmental Hygiene Department	食物環境衛生署
12.	Home Affairs Department	民政事務總署
13.	Hong Kong Observatory	香港天文台
14.	Hong Kong Police Force	香港警務處
15.	Hongkong Post	郵政署
16.	Housing Department	房屋署
17.	Immigration Department	入境事務處
18.	Information Services Department	政府新聞處
19.	Intellectual Property Department	知識產權署
20.	Labour Department	勞工處
21.	Land Registry	土地註冊處
22.	Leisure and Cultural Services Department	康樂及文化事務署
23.	Planning Department	規劃署
24.	Social Welfare Department	社會福利署
25.	Television and Entertainment Licensing Authority	影視及娛樂事務管理處
26.	Trade and Industry Department	工業貿易署
27.	Transport Department	運輸署
28.	Water Supplies Department	水務署

**Annex B**  
**附件B**

**List of departments which had competed for  
Customer Service Award Scheme in 2000-01 but not in 2001-02**

曾在二零零零至零一年度參加顧客服務獎勵計劃而沒有在  
二零零一至零二年度參加的部門

<b>Departments</b>	<b>部門</b>
Civil Engineering Department	土木工程署
Civil Service Training and Development Institute	公務員培訓處
Education Department	教育署
Inland Revenue Department	稅務局
Judiciary	司法機構
Lands Department	地政總署
Transport Bureau	運輸局

## **Main points covered by customer opinion surveys conducted by various departments**

Many government departments conduct customer opinion surveys on a regular basis to obtain customers' feedback on the satisfaction level of services provided by them. These opinion surveys, in general, cover the following points:

1. Quality of service
2. Effectiveness of service
3. Convenience of service
4. Service procedures
5. Physical environment
6. Staff attitude
7. Communication channels

### **各部門進行的顧客意見調查的主要內容**

不少政府部門定期進行顧客意見調查，以了解顧客對他們所提供服務的滿意程度。這些意見調查的內容通常包括以下各點：

1. 服務質素
2. 服務成效
3. 服務便利程度
4. 服務流程
5. 環境設施
6. 職員態度
7. 溝通渠道