

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**

| Departments | 部門 |
|--|-----------|
| 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