

Fig 7.8 Individual awards in 2002

Organisation	No. of awardees
Customs & Excise Department	3
Education Department	1
Food and Environmental Hygiene Department	2
Hospital Authority	3
Housing Department	3
Immigration Department	2
Inland Revenue Department	3
Judiciary	1
Labour Department	1
Marine Department	1
Student Financial Assistance Agency	2
Water Supplies Department	1

7.15 Nominations for the awards in 2003 are underway.

### *SURVEY ON OUR SERVICES*

7.16 We keep our fingers on the pulse of our public from time to time for feedback to improve our services. With the assistance of the Census and Statistics Department, we initiated a survey in 1996 on public awareness of my Office and the effectiveness of our services. This was repeated in 1999/2000. Commencing in March 2003, about 8,000 households are enumerated. The report will be published later this year. The findings of the survey will assist us to gauge public expectations and to meet their aspirations for quality public administration. The report will also guide us in our public information and education strategies.

### *COMPLAINT MANAGEMENT WORKSHOP*

7.17 Our annual Complaint Management Workshop has become a significant feature for our positive interface with public organisations. We had made considerable preparation for the event on 3 April 2003, firming up the programme and reserving the venue. By the end of March 2003, nearly 800 public officers had indicated their interest to attend. Regrettably, the workshop had to be postponed in view of SARS.

### *INDUCTION AND IN-SERVICE TRAINING*

7.18 Complaint handling is now an integral part of public services. Most public officers, particularly for those in the frontline, have to deal with complaints in the course of their career and may even become subjects of complaint themselves. To meet their operational needs, we conduct talks for departmental recruits and serving officers. During the reporting year, we made ten addresses.

