

**List of Winners of The Ombudsman's Awards 2018  
for Public Organisations**

<b>Name of Department/Organisation</b>
Agriculture, Fisheries and Conservation Department (Grand Award)
Customs and Excise Department
Fire Services Department
Housing Department (Mediation Award)

**List of Winners of The Ombudsman's Awards 2018  
for Officers of Public Organisations**

<b>Name of Department/Organisation</b>	<b>Name</b>	<b>Post</b>
1823, Efficiency Office	Ms Ng Wing Yam	Assistant Customer Service Supervisor
Airport Authority	Ms Chow Wing Shan, Candice	Operation Officer - Customer Service
Airport Authority	Mr Oscar Tse	Senior Operation Officer
Buildings Department	Mr Ho Hung Yat	Structural Engineer/VH 2-2
Buildings Department	Mr Yau Chun Yan	Survey Officer 1/Joint Office 1
Civil Engineering and Development Department	Mr Yan Kay Chi, Joseph	Engineer/11 (North)
Civil Engineering and Development Department	Ms Yung Chi Wai, Esther	Chief Engineer/South 4 (Acting)
Companies Registry	Ms Cheng Ling Kwan	Companies Registration Officer I (Registration) E
Consumer Council	Ms Ng Kwan Ling, Carol	Complaints and Advice Officer
Correctional Services Department	Ms Cheung Pui Ka	Officer (Penal Administration)
Customs and Excise Department	Mr Lee Wai Man	Senior Trade Controls Officer (Complaint Assessment Unit 1)
Customs and Excise Department	Mr Yip Chi Hang	Inspector (Complaints Investigation Group)
Drainage Services Department	Ms Tang Ka Yuet, Annie	Engineer/L5
Drainage Services Department	Ms Tsui Wing Har, Tanya	Engineer/Tai Po 1
Electrical and Mechanical Services Department	Mr Lee Ka Chun	Engineer/Transport, Security and Central Services 3/6
Environmental Protection Department	Mr Leung Kwok Wing	Chief Environmental Protection Inspector (Regional N) 21
Estate Agents Authority	Ms Annie Cheung	Officer (Licensing)
Estate Agents Authority	Ms Pinky Lam	Officer (Complaints)
Fire Services Department	Mr Tang Wing Wah	Divisional Officer/Building Improvement Division 3
Food and Environmental Hygiene Department	Mr Wong Tin Pong	Health Inspector (Contract Management) Yuen Long 2

**Appendix**

<b>Name of Department/Organisation</b>	<b>Name</b>	<b>Post</b>
Highways Department	Ms Lam Wai Yin	Engineer/Public Relations 2
Highways Department	Mr Ng Yat Fei	Engineer/XRL (2)
Home Affairs Department	Ms Lee Kit Ling	Liaison Officer i/c (West)3, Sha Tin District Office
Home Affairs Department	Ms Ning Fung Jin	Liaison Officer i/c (West)2, Sha Tin District Office
Hong Kong Monetary Authority	Ms Poon Yi Ting, Maytree	Officer (Communications)
Hospital Authority	Dr Ho Hiu Fai	Deputy Hospital Chief Executive (Professional Services)
Hospital Authority	Dr Li Kai Ming	Service Director (Complaint Management & Emergency Preparedness)
Housing Department	Mr Hui Hoi Ning, Alex	Assistant Housing Manager/Tenancy (Kowloon East 9)/1
Immigration Department	Mr Lui Chor Wa	Chief Immigration Assistant (Certificate of Entitlement)
Immigration Department	Ms Yun Kon Ning, Connie	Assistant Clerical Officer (Registration of Persons) Hong Kong
Insurance Authority	Ms Sharon Ho	Senior Manager (L) C
Judiciary	Ms Leung Chuen Ho	Senior Judicial Clerk I, Small Claims Tribunal
Land Registry	Mr Cheung Tak Chung	Clerical Officer/Search Services Section
Land Registry	Ms Man Shuk Yi	Senior Clerical Officer/Reg A&B
Legal Aid Department	Ms Chan So Bik	Clerical Officer/Kowloon Branch Office (IASU)
Legal Aid Department	Mr Kwan Tin Fong	Senior Law Clerk I/Crime Section (CAST)
Mandatory Provident Fund Schemes Authority	Ms Ip Chi Nga, Jenny	Senior Officer (Enforcement) 3
Mandatory Provident Fund Schemes Authority	Ms Yuen Po Wah	Officer (Customer Services) 6
Office of the Privacy Commissioner for Personal Data	Ms Man Oi Yee, Ayee	Acting Personal Data Officer

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<b>Name of Department/Organisation</b>	<b>Name</b>	<b>Post</b>
Office of the Privacy Commissioner for Personal Data	Mr Ng Sing Yu, Vincent	Senior Personal Data Officer
Planning Department	Ms Brenda Sin	Technical Secretary
Post Office	Mr Cheng Chi Wai	Senior Manager (Mail Distribution/New Territories)
Post Office	Ms Hung Wing Che	Senior Manager (Speedpost Operations)
Securities and Futures Commission	Ms Anna Woo	Associate Director (Enforcement)
The Hong Kong Examinations and Assessment Authority	Ms Cheung Oi Man, Maggie	Assistant Officer - Examinations Administration
The Hong Kong Examinations and Assessment Authority	Ms Chow Mei Yee, Tammy	Senior Officer - Examinations Administration
Trade and Industry Department	Mrs Chan Li Pik Fong, Clara	Clerical Officer (SME Export Marketing Fund Section)
Transport Department	Ms Au Yeung Hei Man, Emily	Deputy Supervisor/Administration Team
Transport Department	Ms Mak Ka Ki, Maggie	Senior Engineer/Central and Western
Urban Renewal Authority	Mr Cheng Ying Fung, Ryan	Senior Officer (Acquisition & Clearance)
Urban Renewal Authority	Ms Lau Pui Ling, Pauline	Senior Manager, Works & Contracts
Water Supplies Department	Mr Au Kwok Kit	Waterworks Inspector/Kowloon (Customer Services) Application 1
Water Supplies Department	Ms Kung Shiu Hung	Clerical Officer/Tuen Mun Customer Enquiry Centre
Working Family and Student Financial Assistance Agency	Ms Cheng Heung Ching	Executive Officer (Offer Calculation and Notification) 1
Working Family and Student Financial Assistance Agency	Mr Wu Chi Keung, George	Vetting Supervisor (5) Enquiry 1