

**List of Winners of The Ombudsman's Awards 2020
for Public Organisations**

Name of Department/Organisation
Transport Department (Grand Award)
Department of Health
Water Supplies Department
Working Family and Student Financial Assistance Agency (Award on Mediation)

**List of Winners of The Ombudsman's Awards 2020
for Officers of Public Organisations**

Name of Department/Organisation	Name	Post
1823, Efficiency Office	Mr Liu Ying Yeung, David	Assistant Customer Service Supervisor
Agriculture, Fisheries and Conservation Department	Dr Chow Ka Wai, Mary	Senior Veterinary Officer (Technical Services)
Agriculture, Fisheries and Conservation Department	Mr Yip Sin Hang, Philip	Wetland and Fauna Conservation Officer (Enforcement)
Airport Authority	Ms Leung Ha Ying, Cato	Operation Officer (Customer Service)
Airport Authority	Ms Tang Sin Ying, Jojo	Senior Operation Officer (Customer Service)
Buildings Department	Mr Lung Chi Wang	Structural Engineer/C1-2
Civil Engineering and Development Department	Mr Chan Hoi Ki, Francis	Engineer/5(E)
Civil Engineering and Development Department	Mr Lai Ho Keung, Stanley	Engineer/8(L)
Companies Registry	Mr Mok Kuen Shing, Terence	Companies Registration Officer I (Registration) F
Consumer Council	Ms Cheung Wing Man, Alfee	Complaints & Advice Officer
Customs and Excise Department	Mr Chan Wai Chung	Chief Customs Officer
Customs and Excise Department	Ms Hui Mun Yee	Senior Trade Controls Officer (Complaint Assessment Unit 2)
Department of Health	Ms Tsoi Nga Man, Carmen	Senior Executive Officer (Legal Matters & Complaints)
Drainage Services Department	Mr Cheng Chun Wai, Michael	Engineer/Kowloon 9
Drainage Services Department	Mr Sun Shun Choi	Chief Technical Officer/Gang Management
Electrical and Mechanical Services Department	Mr Chan Kin Hong	Engineer/Transport Services 1/3
Electrical and Mechanical Services Department	Ms Wong Yuen Tung, Ingrid	Engineer/Health Sector/Kowloon West/2
Environmental Protection Department	Ms Lee Pui Shan	Senior Environmental Protection Inspector (Regional North) 24

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Name of Department/Organisation	Name	Post
Environmental Protection Department	Ms Wong Ka Lai, Carrie	Chief Environmental Protection Inspector (Regional South) 2
Equal Opportunities Commission	Ms Lai Ka Man, Carmen	Equal Opportunities Officer (Complaint Services)
Equal Opportunities Commission	Ms Luk Ling, Ella	Assistant Enquiry Services Officer
Estate Agents Authority	Ms Chu Hoi Yin, Oceana	Assistant Manager (Licensing)
Estate Agents Authority	Ms Lam Ka Ki, Vicki	Officer (Corporate Communications)
Fire Services Department	Mr Hoi Wai Ming	Senior Divisional Officer/Building Improvement Division 3
Fire Services Department	Mr Wan Shun Leung, Vincent	Chief Executive Officer (Headquarters Services)
Food and Environmental Hygiene Department	Ms Nam Shuk Kam	Senior Health Inspector (Market Management) Southern
Highways Department	Ms Man Pui Yan	Landscape Architect/VM(NTE)
Hong Kong Examinations and Assessment Authority	Ms Wong Shu Man, Sherman	Assistant Officer – Examinations Administration
Hong Kong Examinations and Assessment Authority	Ms Wong Ting Wai, Rita	Assistant Officer – Examinations Administration
Hong Kong Housing Society	Mr Liu Kwun Kan, Kelvin	Assistant Manager (Property Management)
Hospital Authority	Ms Choi Bing Ying	Complaint Officer, HA Head Office
Hospital Authority	Dr Lau Chun Wing	Service Director (Quality & Safety), HK East Cluster
Immigration Department	Ms Kwong Kai Chi, Linda	Chief Immigration Officer (Births, Deaths and Marriage Registration) Operations
Immigration Department	Mr Ng Hei	Assistant Clerical Officer (Registration of Persons) Kowloon
Intellectual Property Department	Mr Lui Kwan Tat, Edmund	Intellectual Property Examiner I
The Land Registry	Mrs Chiu Chan Yin Yi, Jessica	Clerical Officer/Tai Po Search Office
The Land Registry	Ms Wong Ho Kei	Land Registration Officer I/Registration D
Legal Aid Department	Ms Keung Mei Chuen, Nancy	Assistant Principal Legal Aid Counsel/Crime

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Name of Department/Organisation	Name	Post
Legal Aid Department	Ms Liu Yuk Shan, Susanah	Senior Law Clerk II/Costing Unit
Mandatory Provident Fund Schemes Authority	Ms Cheng Pui Yi, Rita	Inspector 6
Mandatory Provident Fund Schemes Authority	Mr Wong Sheung Chun, Ronald	Senior Officer (Enforcement) 3
Office of the Government Chief Information Officer	Ms Poon Wai Man, Peggy	Systems Manager (Smart City) 21
Office of the Privacy Commissioner for Personal Data	Ms Chiu Yuk Chun, Annie	Personal Data Officer
Office of the Privacy Commissioner for Personal Data	Ms Suen Siu Ying, Selene	Assistant Personal Data Officer
Planning Department	Ms Chan Wai Yin, Karan	Survey Officer/Technical Services (4)
Planning Department	Ms Wong Mo Yin, Anita	Town Planner/Ordinance Review
Securities and Futures Commission	Mr Kwok Wai Hang	Manager, External Relations, Corporate Affairs
Securities and Futures Commission	Ms Tang Oi Ling, Karen	Senior Manager, Intermediaries Supervision, Intermediaries
Social Welfare Department	Ms Chan Hiu Wa	Unit Co-ordinator/Sai Kung Integrated Family Service Centre
Social Welfare Department	Ms Tong Man Yee	Assistant Supervisor/Lai Chi Kok Social Security Field Unit
Transport Department	Ms Po Pui Man, Karen	AS for Transport & Housing (Transport) 2C
Transport Department	Mr Shiu Kan Yun	Executive Officer/Licensing (Sha Tin)
Urban Renewal Authority	Mr Chan Chung Hang, Andrew	Senior Officer (Acquisition & Clearance)
Water Supplies Department	Mr Ma Chun Hang	Engineer/Kowloon (Customer Services) Inspection
Water Supplies Department	Ms Siu Wing Sze	Executive Officer/Management Support
Working Family and Student Financial Assistance Agency	Mr Liu Kim Wai	Clerical Assistant (Payment Unit) 4
Working Family and Student Financial Assistance Agency	Ms Wong So Wing, Patricia	Manager (5)