

**List of Winners of The Ombudsman's Awards 2021
for Public Organisations**

Name of Department/Organisation
Water Supplies Department (Grand Award)
Environmental Protection Department
Housing Department
Buildings Department (Award on Mediation)

**List of Winners of The Ombudsman's Awards 2021
for Officers of Public Organisations**

(Arranged by English Name of Department/Organisation and Awardees)

Name of Department/Organisation	Name	Post
1823, Efficiency Office	Mr Liu Wai Lok, Michael	Customer Service Officer
Agriculture, Fisheries and Conservation Department	Mr Yim To Hang	Senior Field Officer (Animal Management) NTS
Airport Authority	Mr Chan Tsz Tsun, Jason	Operation Officer (Customer Service)
Airport Authority	Ms Fong Sze Long, Sheila	Operation Officer (Customer Feedback)
Buildings Department	Ms Li Yee Man	Building Surveyor/Licensing 2
Buildings Department	Mr Wong Kwan Nang	Building Surveyor/NTW10
Civil Engineering and Development Department	Mr Chiu Chi Ho	Engineer/7(West)
Civil Engineering and Development Department	Mr Leung Wai Lok, Tom	Senior Engineer/17(North)
Companies Registry	Mr Yu Hoi Tin, Jason	Companies Registration Officer I (Trust and Company Service Providers) T1 (Acting)
Competition Commission	Mr Ng Tsz Foon	Competition Affairs Assistant (Intelligence, Forensic & Leniency)
Consumer Council	Mr Li Ka Ming	Complaints & Advice Officer
Consumer Council	Ms Ngan Chui Shan, Evelyn	Complaints & Advice Officer
Customs and Excise Department	Ms Chan Yin Hong	Deputy Head, (Assessment and Support), Consumer Protection Bureau (Acting)
Customs and Excise Department	Mr Tsang Kin Wah	Senior Inspector, Complaints Investigation Group
Drainage Services Department	Mr Au Sigh Dong, Samitone	Electrical and Mechanical Engineer/ Sewage Treatment 1/3/2
Drainage Services Department	Mr Boedihardjo Ming Chian, Nicholas	Engineer/Tai Po 2
Electrical and Mechanical Services Department	Mr Chong Kan Chau	Senior Mechanical Inspector/ Sewage Treatment 2/1/1 (Acting)
Electrical and Mechanical Services Department	Ms Lee Kit Chun, Cherry	Engineer/Municipal/Hong Kong 2

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Name of Department/Organisation	Name	Post
Environmental Protection Department	Mr Ha Chun Ping, Ben	Senior Environmental Protection Inspector (Regional North) 11
Environmental Protection Department	Mr Tsang Kai Ho	Environmental Protection Officer (Regional West) 13
Equal Opportunities Commission	Mr Ho Wing Keung	Senior Equal Opportunities Officer (Ethnic Minorities Unit)
Equal Opportunities Commission	Mr Keung Shui Cheung, John	Senior Equal Opportunities Officer (HR Development & Projects)
Estate Agents Authority	Mr Lau Man Kit, Stephen	Officer (Licensing)
Estate Agents Authority	Mr Wong Wai Man	Assistant Manager (Complaints)
Food and Environmental Hygiene Department	Mr Tse Ka Ming, Jeff	Senior Health Inspector (Regional Joint Office) Hong Kong 1
Food and Environmental Hygiene Department	Ms Wong Hiu Ha	Senior Health Inspector (Environmental Hygiene) Tuen Mun 3
Highways Department	Mr Chu Ka Kit, Caleb	Senior Maintenance Engineer/ Kowloon East
Home Affairs Department	Ms Cheng Kit Sum	Liaison Officer (Building Management) 2(3), Central & Western District Office
Home Affairs Department	Ms Ho Wai Fan, Celia	Liaison Officer (Building Management) 5, Wan Chai District Office
Hong Kong Examinations and Assessment Authority	Ms Ang Mei Chun, Rachel	Assistant Officer – Examinations Administration
Hong Kong Examinations and Assessment Authority	Ms Cheng Ting Ting, Gladys	Officer – Examinations Administration
Hong Kong Housing Society	Mr She Ka Wang, Steven	Property Manager (The Tanner Hill)
Hong Kong Monetary Authority	Ms Cheung Wing Chung, Mavis	Manager (Banking Conduct Department)
Hong Kong Monetary Authority	Ms Chow Mei Gi, Mimi	Complaint Processing Centre Manager (Enforcement and Anti-Money Laundering Department)
Hospital Authority	Ms Hau Choi Hung	Patient Relations Officer
Hospital Authority	Dr To Chi Hung	Consultant (Medicine and Geriatrics)/Deputy Service Director (Quality and Safety), NT West Cluster

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Name of Department/Organisation	Name	Post
Immigration Department	Ms Lam Mei Tai	Clerical Officer (Identity Card) Yuen Long
Immigration Department	Mr Leung Noel	Immigration Officer (Information and Liaison)
Insurance Authority	Ms Au Yeung Kit Ying, Jessica	Assistant Manager
Insurance Authority	Ms Kwan Kwok Ling, Konnie	Manager
Intellectual Property Department	Ms Lai Ka Ming, Florence	Intellectual Property Examiner I, Public Service Counter
Legal Aid Department	Ms Hung Nga Ki, Arlita	Law Clerk/Application and Processing
Legal Aid Department	Ms Ng Sin Man, Sinni	Assistant Clerical Officer/ Application and Processing
Mandatory Provident Fund Schemes Authority	Ms Ng Hoi Yan, Vanessa	Senior Officer (Enforcement) 1
Mandatory Provident Fund Schemes Authority	Ms Tam Wing Han, Molly	Inspector 54
Office of the Privacy Commissioner for Personal Data	Ms Chan Heung Ying, Joanna	Senior Personal Data Officer
Office of the Privacy Commissioner for Personal Data	Mr Tang Ho Yin, Terry	Personal Data Officer
Planning Department	Mr Ip Chi Tim	Principal Survey Officer/ Technical Administration
Post Office	Ms Fung Yim Yee	Senior Manager (Speedpost Operations)
Property Management Services Authority	Mr Luk Kwok Ho, Howard	Manager (Licensing)
Property Management Services Authority	Mr Tsoi Pui Long	Senior Officer (Complaints and Enforcement)
Securities and Futures Commission	Ms Law Hoi Sze, Hazel	Senior Manager, Investment Products
Securities and Futures Commission	Mr Ng Chi Wai, Vincent	Manager, Complaints Team, Corporate Affairs

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Name of Department/Organisation	Name	Post
Social Welfare Department	Ms Hui Suk Ping	Social Work Officer 2/ Family and Child Protective Services Unit (Sham Shui Po)
The Land Registry	Ms Lee Mei Wai, Margaret	Senior Clerical Officer/ Registration C1
The Land Registry	Ms Poon Lai Chun, Christine	Land Registration Officer I/ Reports-on-Title & Owners Incorporation (4)
Trade and Industry Department	Ms Chan Wah Yung, Jacquelin	Trade Officer
Trade and Industry Department	Mr Chow Chi Hang	Assistant Trade Officer
Transport Department	Mr Lo Hoi Wing, Jeff	Engineer/Shatin 3
Urban Renewal Authority	Mr Ng Kim Wa, Caesar	Senior Officer (Acquisition & Clearance)
Water Supplies Department	Mr To Chi Hung	Engineer/Kowloon (Distribution 2)
Water Supplies Department	Mr Wong Yin Fun, Andrew	Senior Engineer/ New Territories East (4)
Working Family and Student Financial Assistance Agency	Mr Hung Hon Kwan, Alex	Vetting Officer (5) Enquiry 3A
Working Family and Student Financial Assistance Agency	Ms Leung Wai King	Assistant Clerical Officer (Nonmeans-tested Loan Scheme) 39