

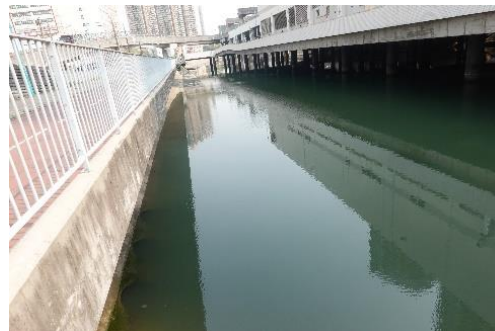
**Recipients of Individual Awards**  
**Experience and Thoughts**

**Tsang Kai Ho**

**Environmental Protection Officer (Regional West) 13**  
**Environmental Protection Department**

“Take complaints seriously and try my best to remedy problems”

In October 2020, we received complaints from the public about polluted water discharge in Tuen Mun River. My team and I immediately carried out inspections to check the source of the sewage and conducted various tests to examine the condition of the public sewer and stormwater drains. In the end, we found that the incident was due to drainage leakage, causing the sewage to flow into the stormwater drain. We forwarded the case to the relevant department for arranging repair work in November, and the problem was then resolved.



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**Chu Ka Kit, Caleb**

**Senior Maintenance Engineer/ Kowloon East**  
**Highways Department**

“Proactive communication and people-focused”

Earlier, road pavement maintenance was carried out outside a busy market in Kowloon City Road and part of the project needed to take place in front of some shops. As we cannot implement the work during the day nor block the entire pavement, we had to split the maintenance work into different sections. As such, advance communication with the shop owners has become very important. By knowing the business hours of the concerned shops, we can then arrange the maintenance works after shops’ closing, so as to reduce the impact on the shop owners.



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**To Chi Hung**

**Consultant (Medicine and Geriatrics) / Deputy Service Director (Quality and Safety), NT West Cluster**

**Hospital Authority**

“Foster a good doctor-patient relationship by listening, understanding and communicating”



Lasting for almost two years, the pandemic not only increased the workload in wards, but also affected hospital visiting. Family members find it difficult to understand the patients' conditions fully as they are not allowed to visit. Even though my team and I tried hard to communicate with them, sometimes they still feel discontented because of expectation difference and thus make complaints. Every time we encounter a complaint, we will work closely together with the patient relations officers and related departments and do our best to listen and communicate with the complainants and patients, letting them know that we care and we take every case seriously.

