

**List of Winners of The Ombudsman's Awards 2025
for Public Organisations**

Name of Department/Organisation
Housing Department (Gold Award)
Food and Environmental Hygiene Department (Sliver Award)
Correctional Services Department (Bronze Award)
Transport Department (Award on Mediation)
Drainage Services Department (Information Technology Application and Creativity Award)
1823 of Digital Policy Office (Customer Services Award)

**List of Winners of The Ombudsman's Awards 2025
for Teams of Public Organisations**

(Arranged by English Name of Department/Organisation)

Name of Department/Organisation	Name of Team/Project
Civil Engineering and Development Department, Transport Department and Hong Kong Police Force	Unprecedented Oversized Bridge Segments Delivery under “One-government” Approach for Fanling Bypass Eastern Section
Environmental Protection Department, Drainage Services Department and Buildings Department	Enhancement of Water Quality in Victoria Harbour
Urban Renewal Authority and Electrical and Mechanical Services Department	Beyond the Lift: Engineering Solutions with Heart for Those Most in Need
Civil Engineering and Development Department	Hung Shui Kiu / Ha Tsuen New Development Area First and Second Phase Development
Customs and Excise Department	Protecting the Consumer Rights by Customs and Excise Department
Food and Environmental Hygiene Department	Cemeteries and Crematoria Section / Platform for Cemeteries and Crematoria Services and After-Death Arrangements Thematic Website
Hong Kong Fire Services Department	Facilitation Measures for “Day x Night Vibes@ 18 Districts” Campaign
Hospital Authority	Patient Relations and Engagement Teams of Head Office and Hospital Clusters
Immigration Department	Self-application Services Team in Immigration Department
Leisure and Cultural Services Department	Improvement Works for Disabled Facilities in the Female Changing Rooms at Kowloon Park Swimming Pool

**List of Winners of The Ombudsman's Awards 2025
for Officers of Public Organisations**
(Arranged by English Name of Department/Organisation and Awardees)

Name of Department/Organisation	Name	Post
Airport Authority	Ms Lam Ka Yan, Amigo	Operation Officer, Customer Communications
Airport Authority	Mr Lam Ka To, Kato	Operation Officer, Customer Service
Buildings Department	Mr Choi Chi Wa, Andy	Structural Engineer/EC2
Buildings Department	Mr Leung Yuen Jarc, Kevin	Structural Engineer/F5-3
Buildings Department	Mr Wong Kwok Hung, Derrick	Professional Officer 1-6/Joint Office 1
Civil Engineering and Development Department	Ms Yip On Yee, Annie	Engineer 6/Housing Projects 2
Civil Engineering and Development Department	Mr Kwok Sin Hang	Senior Engineer/4(West)
Civil Engineering and Development Department	Mr Ho Yick Man	Engineer/23(N)
Companies Registry	Ms Chow Man	Assistant Registry Manager (Customer Services and Management)1
Competition Commission	Mr Kwok Chun Wai, Matthew	Competition Affairs Officer (Investigation III)
Consumer Council	Mr Wong Hon Wai, Will	Complaints and Advice Officer
Consumer Council	Mr Edward Wan	Complaints and Advice Officer
Correctional Services Department	Mr Hui Hong Yu, Ambrose	Chief Officer (Penal Administration)
Customs and Excise Department	Mr Chan Kin Kwan	Senior Inspector, Complaints Investigation Group
Customs and Excise Department	Mr Ip Ka Him	Acting Senior Trade Controls Officer (Central Support Unit)
Customs and Excise Department	Mr Lee Chung Lam	Acting Senior Inspector, Unfair Trade Practice Investigation Group
Customs and Excise Department	Mr Chu Ting Pong, Daniel	Executive Officer (General)1
Department of Health	Dr Wong Kin Ho	Senior Medical and Health Officer (HCV)2
Department of Health	Ms Au Ka Chi, Gigi	Assistant Secretary (Medical Council)3

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Name of Department/Organisation	Name	Post
Digital Policy Office	Ms Tang Wai Man, Rita	Assistant Customer Service Supervisor, 1823 Contact Centre
Drainage Services Department	Mr Lee Ho Yeung	Engineer/Tuen Mun 5
Drainage Services Department	Mr Chen Ka Yin	Senior Engineer/Yuen Long
Electrical and Mechanical Services Department	Mr Chan Chi On	Senior Mechanical Inspector/Transport Services D/1
Equal Opportunities Commission	Mr Tang Wai Kin	Acting Senior Equal Opportunities Officer (Complaint Services)
Equal Opportunities Commission	Ms Kwok Ching Miu	Acting Senior Equal Opportunities Officer (Complaint Services)
Estate Agents Authority	Ms Cheung Shuk Yin, Rita	Senior Assistant Manager (Disciplinary Proceedings)
Estate Agents Authority	Ms Chan Kit Yung, Giselle	Officer (Licensing)
Food and Environmental Hygiene Department	Mr Chong Wan Wai	District Environmental Hygiene Superintendent (Mong Kok)
Food and Environmental Hygiene Department	Ms Tam Lai Ming	Senior Health Inspector (Cemeteries And Crematoria) Kowloon
Food and Environmental Hygiene Department	Ms Or Ting Ting, Ashley	Senior Health Inspector (Environmental Hygiene) Tsuen Wan 1
Food and Environmental Hygiene Department	Mr Tam Ho Man	Senior Health Inspector (Cleansing & Pest Control) Yuen Long 2
Highways Department	Mr Tsang Lap Kuen	Senior Maintenance Engineer/North West
Highways Department	Mr Law Siu Chung, Robert	Senior Engineer 1/Central Kowloon Route
Highways Department	Mr Liu Zhuo	Maintenance Engineer/ Hung Hom
Home Affairs Department	Mr Wong Chun Inn	Clerical Officer i/c (Central Telephone Enquiry Centre)
Hong Kong Examinations and Assessment Authority	Ms Ma Sau Ching	Assistant Officer -Examinations Administration
Hong Kong Examinations and Assessment Authority	Mr Lai King Yin	Officer – Examinations Administration
Hong Kong Fire Services Department	Mr Tam Tsz Kin	Senior Station Officer (Dangerous Goods Control)2
Hong Kong Housing Society	Mr Sum Wai Hang, Ryan	Officer (Property Management)

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Name of Department/Organisation	Name	Post
Hong Kong Housing Society	Ms Cheuk Sze Man, Sandy	Senior Manager (Property Management)
Hong Kong Monetary Authority	Ms Chan Yin Wai, Gloria	Manager (Banking Conduct Department)
Hong Kong Monetary Authority	Ms Hui Man Shan, Sabrina	Manager (Banking Conduct Department)
Hong Kong Monetary Authority	Ms Lam Choi Chun, Artemis	Complaint Processing Centre Manager
Hospital Authority	Dr Chan Tat Ming	Deputy Service Director (Quality & Safety), New Territories East Cluster Hospital Coordinator (Patient Relations & Engagement), Prince of Wales Hospital Chief of Service (Neurosurgery), Prince of Wales Hospital
Hospital Authority	Dr Wong Wing Yin, Winnie	Consultant and Deputy Chief of Service (Medicine & Geriatrics), Caritas Medical Centre
Hospital Authority	Dr Leow Po Lin	Chief of Service (Ophthalmology), Pamela Youde Nethersole Eastern Hospital & Tung Wah Eastern Hospital
Housing Department	Ms Cheng Wing Yan, Candy	Architect/21
Housing Department	Ms Chow Chi Ming, Winnie	Senior Housing Manager/Tenancy Management Policy
Immigration Department	Ms Ho Wing Yi	Immigration Officer (Right of Abode)
Immigration Department	Ms Lau An Chi	Immigration Officer (Quality Migrants and Mainland Residents)
Immigration Department	Ms Yip Sau Kuen	Clerical Assistant (Travel Documents Issue)
Immigration Department	Mr Chan Tsz Wui, Ralph	Chief Immigration Assistant (Information and Liaison)
Insurance Authority	Ms Lee Pui Sze, Angus	Manager
Insurance Authority	Ms Yeung Ka Man, Carmen	Assistant Manager
Intellectual Property Department	Ms Pau Yee Wa, Eva	Senior Intellectual Property Examiner (Hearings and Post Registration)
Judiciary	Ms Ho Mei Mei, Mimi	Mediation Co-ordinator
Legal Aid Department	Ms Chow Kai Yung, Carol	Acting Senior Law Clerk I (i/c

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Name of Department/Organisation	Name	Post
		Adm)/Information & Application Services Unit
Leisure and Cultural Services Department	Mr Lai Yiu Ting, Dickson	Manager (Shek Tong Tsui Sports Centre)
Leisure and Cultural Services Department	Mr Leung Yiu Nam	Deputy District Leisure Manager (Wong Tai Sin) ¹
Mandatory Provident Fund Schemes Authority	Mr Ken Wong	Assistant Manager (Member Protection and Services) ¹⁰
Mandatory Provident Fund Schemes Authority	Ms Kiki Chu	Senior Officer (Supervision) ⁶
Office of the Privacy Commissioner for Personal Data	Mr Tsang Chi Chung, Francis	Acting Assistant Personal Data Officer
Office of the Privacy Commissioner for Personal Data	Mr Tsang Yuk Wah, Michael	Personal Data Officer
Official Receiver's Office	Ms Yeung Shu Man, Emily	Acting Insolvency Officer I(G) ³
Property Management Services Authority	Mr Li Cheuk Chu	Senior Officer (Complaints and Enforcement)
Social Welfare Department	Ms Yeung Siu Kuk, Daisy	Officer-in-charge/Regional Guardianship Office (New Territories)
Social Welfare Department	Ms Wong Pui Ha, Cecilia	Social Work Officer 1 (Kowloon City and Yau Tsim Mong District Planning and Co-ordinating Team)
Social Welfare Department	Ms Kwong Wing Man	Social Work Officer/Yuen Long (Central) Integrated Family Service Centre
The Land Registry	Ms Chan Ying Tung	Land Registration Officer I/Search & Departmental Services ²
The Land Registry	Mr Lam Chun Wai	Acting Clerical Officer/Registration D
The Securities and Futures Commission	Mr Hui Wing Sang, Vincent	Manager, Complaints Team, Secretariat and External
The Securities and Futures Commission	Ms Helen So	Manager, Secretariat and External
Transport Department	Ms Ren Yannan	Engineer/Wong Tai Sin

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Name of Department/Organisation	Name	Post
Travel Industry Authority	Ms Cheng Tung	Officer (Licensing & Registration)
Travel Industry Authority	Ms Kan Kit Ling	Officer (Licensing & Registration)
Urban Renewal Authority	Ms Tang Ying Har, Pandora	Senior Officer (Acquisition & Clearance)
Water Supplies Department	Mr Wong Kwun Hung	Engineer/Hong Kong (Customer Services) Inspection
Water Supplies Department	Mr Tsui Man Ngai	Waterworks Inspector/Kowloon (Customer Services) Inspection 1
Working Family and Student Financial Assistance Agency	Mr Wun Wai Man	Assistant Clerical Officer (Counter)1
Working Family and Student Financial Assistance Agency	Ms Kan Chui Shan, Irene	Senior Manager(9)