

## 監管局員工獲頒發「2015申訴專員嘉許獎」 EAA EMPLOYEES RECEIVED “THE OMBUDSMAN’S AWARD” 2015

監管局投訴部兩名員工獲頒發「2015申訴專員嘉許獎—公職人員獎」，表揚他們處理投訴時的專業表現和積極態度。

2015年的申訴專員嘉許獎頒獎典禮已於10月29日舉行，監管局投訴部的何世榮先生及鄒君豪先生，憑藉處理查詢及投訴方面的出色表現，獲頒「公職人員獎」。

Two employees of the EAA’s Complaints Section received “The Ombudsman’s Award” 2015 for “Officers of Public Organisations” in recognition of their professionalism and positive attitude in complaints handling.

The Ombudsman’s Awards Presentation Ceremony was held on 29 October 2015. Mr Stephen Ho Sai-wing and Mr Edmond Chau Kwan-ho both working in the EAA’s Complaints Section, received individual awards for their outstanding performance in handling enquiries and complaints.



監管局主席梁永祥太平紳士·BBS (右一)、行政總裁韓婉萍女士(左二)、以及執行總監方安妮女士(左一)在頒獎典禮上與監管局兩位得獎者合照。

EAA Chairman Mr William Leung Wing-cheung, BBS, JP, (first from right), Chief Executive Officer Ms Ruby Hon Yuen-ping (second from left) and Director of Operations Ms Annie Fonda (first from left) took photos with the two awardees at the ceremony.

兩位得獎者對是次獲獎感到十分高興。何世榮先生表示：「我們應不偏不倚、本着『同理心』、盡力地處理每宗投訴個案。」鄒君豪先生補充道：「我們應用心處理投訴個案，以贏取大眾的尊重和信心。」

這是監管局首次提名員工參加申訴專員嘉許獎，共有50名來自不同公營機構和政府部門的公職人員獲獎。

Both awardees were very pleased to receive the award. “We should try our best with empathy to handle each complaint case impartially”, Mr Stephen Ho said. “We should handle each complaint case with diligence to earn the respect and confidence of the public”, Mr Edmond Chau added.

This was the first time that EAA officers were commended for their outstanding performance in providing quality customer service. They had set good examples by adopting a positive attitude to serve the public. There were 50 awardees from various public organisations and Government departments.



何世榮先生感謝同事們的支持。  
Mr Stephen Ho was grateful to his colleagues for their continued support.



鄧君豪先生從申訴專員劉燕卿女士手上接過獎座。  
Mr Edmond Chau received the award from The Ombudsman, Ms Connie Lau.

## 監管局繳費處接受以易辦事繳付牌照申請費用 THE EAA'S SHROFF OFFICE ACCEPTS EPS FOR APPLICATION FEES PAYMENT

由2015年10月2日起，監管局繳費處接受以易辦事繳付牌照申請費用。有關費用可以現金、易辦事或支票繳付。牌照申請人如欲於有關期間的最後數天才提出申請，則監管局建議申請人避免以支票繳付有關費用。因為倘若所遞交的有關支票因任何原因不能兌現，有關申請或不會被認為是於有關期間內提出。

Effective from 2 October 2015, the EAA's Shroff office accepts EPS for licence application fees payment. While payment may be made in cash, by EPS or cheque, licence applicants are advised not to pay by cheque if they intend to make an application in the last few days of the stipulated period because the application may not be considered made within the stipulated period if the cheque cannot be cashed for whatever reason.