

Recipients of Individual Awards
Experience and Thoughts

Yip Sin Hang, Philip
Wetland and Fauna Conservation Officer
(Enforcement)
Agriculture, Fisheries and Conservation
Department

“Communication is absolutely essential to complaint handling.”

In 2018, our monkey trapping programme was extended to the peripheries of countryside, under which we proposed to place large cages in urban areas to capture the monkeys causing a nuisance. Nevertheless, our proposal was met with considerable resistance, so I led my team of colleagues to assiduously engage the stakeholders. A case in point is an operation carried out in the Wong Tai Sin District in 2019. With more than 30 monkeys trapped on that occasion, the district stakeholders were able to personally observe that our operation was carefully organised, safe and effective. We managed to convince the sceptical parties to lend their venues for us to place the cages, thereby facilitating the mitigation of monkey nuisance under the programme.



Yip explained the monkey trapping programme to a district stakeholder.



Large cages for trapping monkeys were placed in urban areas under the programme.

Cheng Chun Wai, Michael
Engineer/Kowloon 9
Drainage Services Department

“Provide quality service to the public with a customer-oriented mindset and proactive communication.”

In January 2019, an incident of sewage backflow was caused by the defective sewer located six metres underground on Bulkeley Street. Prior to and during the repair works, my team and I approached several members of the Kowloon City District Council and reported the work progress to the residents and shop owners affected by the incident. We were grateful for the understanding shown by all parties concerned, even though half of the Bulkeley Street had to be enclosed for the repair works, which were sometimes carried out in the small hours. The repair works were completed smoothly, and the effort of my team was commended by local District Council members.



Cheng and his team had to excavate the road surface to replace the defective sewer located six metres underground.

Wong Ka Lai, Carrie
Chief Environmental Protection Inspector (Regional South) 2
Environmental Protection Department

“Take action promptly with perseverance and determination.”

On an afternoon in 2018, a large amount of milky water was discharged into the Shau Kei Wan Typhoon Shelter. Shortly afterwards, numerous complaints and enquiries reached me and my team. I immediately deployed staff to collect water samples, and led some other team members to detect the source of contamination. At the site, we saw that a whole stretch of the Typhoon Shelter had turned white, but the discharge had already stopped by that time, which increased the difficulty of source detection. Losing no time in gathering evidence, we finally identified a construction site on the flat roof of a housing estate as the possible source.



A large amount of milky water was discharged into the Typhoon Shelter.



During the investigation, Wong and her team visited the site every day to gather evidence.

Despite the challenges in the investigation, my team and I worked with determination and never gave up. In the following week, we visited the site every day to gather evidence, and established the sequence of events in the absence of witness. Eventually, we not only successfully prosecuted the main contractor and subcontractor concerned, but also monitored their extraction of residual milky water from the stormwater drains to prevent further pollution of the Typhoon Shelter.