

**List of Winners of The Ombudsman's Awards 2020
for Public Organisations**

| Name of Department/Organisation |
|---|
| Transport Department (Grand Award) |
| Department of Health |
| Water Supplies Department |
| Working Family and Student Financial Assistance Agency (Award on Mediation) |

**List of Winners of The Ombudsman's Awards 2020
for Officers of Public Organisations**

| Name of Department/Organisation | Name | Post |
|--|----------------------------|---|
| 1823, Efficiency Office | Mr Liu Ying Yeung, David | Assistant Customer Service Supervisor |
| Agriculture, Fisheries and Conservation Department | Dr Chow Ka Wai, Mary | Senior Veterinary Officer (Technical Services) |
| Agriculture, Fisheries and Conservation Department | Mr Yip Sin Hang, Philip | Wetland and Fauna Conservation Officer (Enforcement) |
| Airport Authority | Ms Leung Ha Ying, Cato | Operation Officer (Customer Service) |
| Airport Authority | Ms Tang Sin Ying, Jojo | Senior Operation Officer (Customer Service) |
| Buildings Department | Mr Lung Chi Wang | Structural Engineer/C1-2 |
| Civil Engineering and Development Department | Mr Chan Hoi Ki, Francis | Engineer/5(E) |
| Civil Engineering and Development Department | Mr Lai Ho Keung, Stanley | Engineer/8(L) |
| Companies Registry | Mr Mok Kuen Shing, Terence | Companies Registration Officer I (Registration) F |
| Consumer Council | Ms Cheung Wing Man, Alfee | Complaints & Advice Officer |
| Customs and Excise Department | Mr Chan Wai Chung | Chief Customs Officer |
| Customs and Excise Department | Ms Hui Mun Yee | Senior Trade Controls Officer (Complaint Assessment Unit 2) |
| Department of Health | Ms Tsoi Nga Man, Carmen | Senior Executive Officer (Legal Matters & Complaints) |
| Drainage Services Department | Mr Cheng Chun Wai, Michael | Engineer/Kowloon 9 |
| Drainage Services Department | Mr Sun Shun Choi | Chief Technical Officer/Gang Management |
| Electrical and Mechanical Services Department | Mr Chan Kin Hong | Engineer/Transport Services 1/3 |
| Electrical and Mechanical Services Department | Ms Wong Yuen Tung, Ingrid | Engineer/Health Sector/Kowloon West/2 |
| Environmental Protection Department | Ms Lee Pui Shan | Senior Environmental Protection Inspector (Regional North) 24 |

Appendix 1

| Name of Department/Organisation | Name | Post |
|---|-------------------------------|---|
| Environmental Protection Department | Ms Wong Ka Lai, Carrie | Chief Environmental Protection Inspector (Regional South) 2 |
| Equal Opportunities Commission | Ms Lai Ka Man, Carmen | Equal Opportunities Officer (Complaint Services) |
| Equal Opportunities Commission | Ms Luk Ling, Ella | Assistant Enquiry Services Officer |
| Estate Agents Authority | Ms Chu Hoi Yin, Oceana | Assistant Manager (Licensing) |
| Estate Agents Authority | Ms Lam Ka Ki, Vicki | Officer (Corporate Communications) |
| Fire Services Department | Mr Hoi Wai Ming | Senior Divisional Officer/Building Improvement Division 3 |
| Fire Services Department | Mr Wan Shun Leung, Vincent | Chief Executive Officer (Headquarters Services) |
| Food and Environmental Hygiene Department | Ms Nam Shuk Kam | Senior Health Inspector (Market Management) Southern |
| Highways Department | Ms Man Pui Yan | Landscape Architect/VM(NTE) |
| Hong Kong Examinations and Assessment Authority | Ms Wong Shu Man, Sherman | Assistant Officer - Examinations Administration |
| Hong Kong Examinations and Assessment Authority | Ms Wong Ting Wai, Rita | Assistant Officer - Examinations Administration |
| Hong Kong Housing Society | Mr Liu Kwun Kan, Kelvin | Assistant Manager (Property Management) |
| Hospital Authority | Ms Choi Bing Ying | Complaint Officer, HA Head Office |
| Hospital Authority | Dr Lau Chun Wing | Service Director (Quality & Safety), HK East Cluster |
| Immigration Department | Ms Kwong Kai Chi, Linda | Chief Immigration Officer (Births, Deaths and Marriage Registration) Operations |
| Immigration Department | Mr Ng Hei | Assistant Clerical Officer (Registration of Persons) Kowloon |
| Intellectual Property Department | Mr Lui Kwan Tat, Edmund | Intellectual Property Examiner I |
| The Land Registry | Mrs Chiu Chan Yin Yi, Jessica | Clerical Officer/Tai Po Search Office |
| The Land Registry | Ms Wong Ho Kei | Land Registration Officer I/Registration D |
| Legal Aid Department | Ms Keung Mei Chuen, Nancy | Assistant Principal Legal Aid Counsel/Crime |

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| Name of Department/Organisation | Name | Post |
|--|-----------------------------|---|
| Legal Aid Department | Ms Liu Yuk Shan, Susanah | Senior Law Clerk II/Costing Unit |
| Mandatory Provident Fund Schemes Authority | Ms Cheng Pui Yi, Rita | Inspector 6 |
| Mandatory Provident Fund Schemes Authority | Mr Wong Sheung Chun, Ronald | Senior Officer (Enforcement) 3 |
| Office of the Government Chief Information Officer | Ms Poon Wai Man, Peggy | Systems Manager (Smart City) 21 |
| Office of the Privacy Commissioner for Personal Data | Ms Chiu Yuk Chun, Annie | Personal Data Officer |
| Office of the Privacy Commissioner for Personal Data | Ms Suen Siu Ying, Selene | Assistant Personal Data Officer |
| Planning Department | Ms Chan Wai Yin, Karan | Survey Officer/Technical Services (4) |
| Planning Department | Ms Wong Mo Yin, Anita | Town Planner/Ordinance Review |
| Securities and Futures Commission | Mr Kwok Wai Hang | Manager, External Relations, Corporate Affairs |
| Securities and Futures Commission | Ms Tang Oi Ling, Karen | Senior Manager, Intermediaries Supervision, Intermediaries |
| Social Welfare Department | Ms Chan Hiu Wa | Unit Co-ordinator/Sai Kung Integrated Family Service Centre |
| Social Welfare Department | Ms Tong Man Yee | Assistant Supervisor/Lai Chi Kok Social Security Field Unit |
| Transport Department | Ms Po Pui Man, Karen | AS for Transport & Housing (Transport) 2C |
| Transport Department | Mr Shiu Kan Yun | Executive Officer/Licensing (Sha Tin) |
| Urban Renewal Authority | Mr Chan Chung Hang, Andrew | Senior Officer (Acquisition & Clearance) |
| Water Supplies Department | Mr Ma Chun Hang | Engineer/Kowloon (Customer Services) Inspection |
| Water Supplies Department | Ms Siu Wing Sze | Executive Officer/Management Support |
| Working Family and Student Financial Assistance Agency | Mr Liu Kim Wai | Clerical Assistant (Payment Unit) 4 |
| Working Family and Student Financial Assistance Agency | Ms Wong So Wing, Patricia | Manager (5) |