



PRESS RELEASE

HKEAA Staff Members Recognised by The Ombudsman

For the fourth year in a row, staff members of the Hong Kong Examinations and Assessment Authority (HKEAA) are recognised by The Ombudsman for outstanding performance in customer service.

Mr Lok Kwan-wai and Ms Kwong Lai-shan received The Ombudsman's Awards 2015 for Officers of Public Organisations at the presentation ceremony held today (29 October 2015).

Mr Lok, an officer of the School Examinations and Assessment Division, has served the HKEAA for more than three decades. In addition to providing support to the administration of the Hong Kong Diploma of Secondary Education Examination, he is responsible for handling enquiries and complaints from candidates, parents and schools. Ms Kwong is a member of the International and Professional Examinations Division and handles enquiries and provides assistance to candidates of different examinations.

Dr Tong Chong-sze, Secretary General of HKEAA, said that the Ombudsman's Awards highlight the commitment of the Authority to constantly improving its services. He added, 'We believe that service excellence begins with each employee's commitment to providing a quality service experience to our customers, including students, teachers and other stakeholders.'

A total of six staff members of the Authority have received The Ombudsman's Awards for Officers of Public Organisations since 2012. The HKEAA was also named the runner-up of The Ombudsman's Awards for Public Organisations in 2014.

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Date: 29 October 2015