

Office of The Ombudsman holds seminar on Hong Kong's postal services (with photos)

The following is issued on behalf of the Office of The Ombudsman:

The Office of The Ombudsman today (June 7) held a seminar on Hong Kong's postal services at the Central Mail Centre (CMC), with around 40 Advisers of the Office and Justices of the Peace (JPs) present.

In her speech, The Ombudsman, Ms Connie Lau, said, "The Post Office (PO) shoulders the important responsibility of handling the public's mail and has to face various new challenges brought about by changing times and technological advancements. Improvements must therefore be made in its mail delivery and mail tracing systems."

Ms Lau urged the PO to enhance its efficiency in handling mail, thoroughly consider the opinions and suggestions raised at the seminar, and actively communicate with stakeholders with a view to exploring with them the direction of future development in an effort to further improve its postal services.

In a guided tour arranged by the PO, Advisers of the Office and JPs present at the seminar looked at the CMC's equipment, such as the culler facer cancellers and the Optical Video Coding Integrated Systems, and had a chance to understand front-line postal services as well as the mail delivery procedures. Representatives from the PO also spoke with them on the challenges that have emerged in recent years, while the participants discussed and raised their views regarding the role of the PO in the territory-wide mail delivery service.

Since 2010, the Office of The Ombudsman has organised seminars each year on various topics for JPs and Advisers of the Office. These seminars aim to enhance their understanding of the work of different government departments and public organisations and the role of the Office, and provide a platform for them to express their views so that they can help promote the work of the Office through their daily contacts with the public, thereby contributing to improvement in public administration and services in Hong Kong.

