

Public to vote for best Transport Department frontline staff

The Transport Department will hold the Best Customer Service Awards 2021/2022 election between December 13 and 17. Members of the public are invited to vote for the best frontline staff for the awards.

"By holding this election, the department would like to encourage our frontline staff to embrace the belief of 'Putting Our Hearts Into It' when providing public services and to continue upholding and improving our service standard," a department spokesman said today (December 9).

All frontline staff of the Driving Services Section and the Licensing Section (including the Driving Test Centres, the Driving Test Appointment Office, the Licensing Unit, the Vehicle Inspection and Records Unit, the Cross Boundary Unit, the Public Vehicles Unit and the Driving-Offence Points Office) are eligible for nomination and voting by the public for their best services provided. Members of the public who plan to attend the aforesaid offices from December 13 to 17 are invited to nominate and cast their vote for the best frontline staff for the awards. A total of 43 awards will be selected.

The department has been strictly implementing various disease prevention measures, including enhanced cleaning and disinfection of public facilities at the offices and provision of alcohol hand sanitiser. Visitors are subject to temperature checks before admission and they must wear a mask while in the premises. Except for exempted persons, visitors are required to use the "LeaveHomeSafe" mobile application to scan the venue QR code before they are allowed to enter the offices.