

主席報告

Chairman's Report



本人擔任議會主席快將三年，在這三年內，無論是來港旅客人次，還是外遊印花收入和機票銷售額，全都有可觀增長，叫人欣慰：以今年頭三季和二零一零年本人上任時的同期數據相比，來港旅客人次的增幅高達百分之三十五，外遊印花收入增加了百分之六，機票銷售額則上升了百分之十六。議會今年做了不少工作，〈總幹事報告〉會有概括說明，這裡就不再重複了。以下主要談談業界監管架構的改革事宜。

政府去年十二月宣佈，最快在三年後成立獨立的法定機構，負責旅遊業的監管工作。新監管機構暫時定名為「旅遊業監管局」，將負責發牌給旅行社、導遊、領隊，制訂監管規例，以及處理投訴和涉嫌違規的個案等工作。旅監局的理事會成員將由政府委任，以業外人士佔多數，但也會邀請業界人士加入。

鑒於監管架構將要面對的巨大轉變，理事會今年一月成立了「議會持續發展專責小組」，由本人擔任召集人，以探討議會將來的職能和角色。專責小組除了召開會議外，還舉行了一次集思會，讓成員自

Close to three years into my Chairmanship of the TIC, I am pleased to inform members that the industry has grown rather satisfactorily during the past three years in terms of visitor arrivals, outbound levy income and air ticket sales: for the first three quarters of this year, visitor arrivals surged 35%, outbound levy income was up 6% and air ticket sales rose 16%, when compared with the same period of 2010 when I took office. As the many tasks carried out by the TIC this year are summarised in the Executive Director's Report, I will not go into them here, but will instead talk about the reformation of the regulatory system of the industry.

The Government announced in mid-December last year that an independent statutory body would be established in three years at the earliest to be responsible for the regulatory work of the industry. The new regulatory body, tentatively named the Travel Industry Authority (TIA), would be tasked with licensing travel agents, tourist guides and tour escorts; formulating regulatory rules; and handling complaints and suspected violations of the rules. Members of the TIA's board of directors would be appointed by the Government, and while industry members would be invited to join the board, the majority of it would be from outside the industry.

In view of the looming huge changes to the regulatory system, the Board of Directors set up in January this year the Task Force on the Sustainable Development of the TIC, with myself



國家旅遊局代表團六月中到香港訪問，議會於六月十四日宴請代表團。圖為國家旅遊局邵琪偉局長(中)與理事會成員合照。
The TIC hosted a dinner for a delegation of the China National Tourism Administration (CNTA) on 14 June during its visit to Hong Kong. CNTA Chairman Mr Shao Qiwei (middle) had a photo with TIC Board members.



今年七月四日，議會與廣東省旅遊局在香港舉辦合作交流會，會上議會主席胡兆英先生、廣東省旅遊局局長楊榮森先生(中)、香港旅遊發展局總幹事劉鎮漢先生(左)簽署了旅遊合作協議。

On 4 July 2012, the TIC and the Tourism Administration of Guangdong Province (GDTA) jointly held a forum in Hong Kong, at which TIC Chairman Mr Michael Wu; Mr Yang Rongsen (middle), Director General of the GDTA; and Mr Anthony Lau (left), Executive Director of the Hong Kong Tourism Board (HKTB), signed a tourism cooperation agreement.

由提出各種構思和想法。這些初步想法雖然並不是定案，但也不妨在這裡向會員稍為陳述一下。

比如說，將來旅監局成立後，議會可憑藉對旅遊業的瞭解和多年來建立起的公信力，繼續調解旅客與會員的糾紛，這是議會一向優為之的工作，有了議會職員協助解決會員與顧客的意見分歧後，就可使雙方節省時間，完滿解決問題。議會也可和現在一樣，處理涉及出入境旅遊的突發事故，協助受影響的旅客和旅行社，協調相關政府部門的應變措施，藉以維護行業和香港的聲譽。此外，為旅監局舉行領隊和導遊的專業考試，確保兩者的專業水平，這也許是議會將來可行的路向。

除此之外，推動行業長遠發展，務求行業蒸蒸日上，也應繼續是議會的工作。議會將來還可以繼續舉辦各種講座、工作坊等，使會員能掌握業界的最新趨勢，從而提高競爭力。為行業創造更佳的營商環境，協助會員解決糾紛，擔當業界與傳媒及各地旅遊局的溝通橋樑，這些都不失為值得探索的未來方向。當然，為會員舉辦各種活動，促進友誼，這無疑仍是議會將來的工作。

以上都是一些初步構想，日後專責小組和理事會都會再詳加討論，待有了具體的全盤建議後會諮詢會員的意見，以定出議會將來的職能和路向。

as convenor, to explore the future functions and roles of the TIC. Apart from holding meetings, the Task Force also organised a brainstorming session to let its members freely bring up all kinds of ideas and thoughts. Although they are preliminary and not meant to be final, it may be worthwhile to mention some of them to members here.

For example, when the TIA is set up, the TIC may make use of its understanding of the industry and credibility built up over the years to continue to mediate disputes between travellers and members, which is what the TIC has always been good at, with a view to resolving their differences in opinions and saving them the time needed to settle the disputes themselves. The TIC may also handle emergency incidents

involving outbound and inbound travel in the future, as it is doing now, in order to provide assistance for the affected travellers and travel agents, and coordinate the contingency measures by the relevant government departments, thereby safeguarding the reputation of the industry and Hong Kong. Besides, conducting professional examinations for tour escorts and tourist guides on behalf of the TIA in a bid to maintain their professional standards may also be a possible option for the future TIC.

Among the tasks to be done by the TIC, apart from the above, should include promoting the long-term development of the industry to ensure that it will keep scaling new heights. The TIC may also continue to organise various kinds of seminars, workshops, etc in an effort to help members keep abreast of the latest trends in the industry and raise their competitiveness. Other possibilities that deserve to be explored may include creating a better business environment for the industry, helping members settle disputes and acting as a channel of communication between the industry on the one hand and the media and tourism authorities in different places on the other. Of course, the TIC will no doubt continue to organise a variety of activities for members in the future so that they can develop friendship among themselves.

The above preliminary ideas will later be thoroughly discussed by the Task Force and the Board, and when there are specific and comprehensive recommendations, members will



議會、旅發局、香港八和會館合作推廣「粵劇體驗場」，藉以鼓勵旅客欣賞粵劇藝術。該節目於十月九日舉行開幕典禮，議會主席胡兆英先生、香港八和會館主席汪明荃女士、旅遊事務專員容偉雄先生、旅發局總幹事劉鎮漢先生（左至右）為主禮嘉賓。

With a view to encouraging tourists to appreciate the art of Cantonese opera, the TIC teamed up with the HKTB and The Chinese Artists Association of Hong Kong (CAAHK) to promote the "Experience Cantopera: A Taste of Hong Kong's Intangible Cultural Heritage" programme. TIC Chairman Mr Michael Wu, Chairman of the CAAHK Ms Liza Wang, Commissioner for Tourism Mr Philip Yung and HKTB Executive Director Mr Anthony Lau (from left to right) officiated at the programme's opening ceremony held on 9 October 2012.

本人希望在這裡就議會的成立方式明確指出，議會是一家沒有股本的擔保有限公司，根據其《組織章程大綱及細則》，即使議會將來清盤或解散，議會的資產都不可分給會員，而只可轉撥給與議會成立宗旨相似的機構，或捐贈給慈善團體。

本人深信在旅監局成立前的過渡期間，議會各理事、委員、職員都會繼續盡力履行職責，為此謹向他們衷心致謝。此外，多個政府部門、旅遊局、航空公司、酒店、相關機構等一直竭誠襄助議會，本人也銘感之至。



主席

胡兆英 *MH, JP*

二零一二年十月三十一日

be consulted in order to determine the future roles and directions of the TIC.

I would like to clearly point out here that the TIC was incorporated as a company limited by guarantee with no share capital. According to its Memorandum and Articles of Association, even if it is wound up or dissolved, its assets must not be distributed among members, but can only be transferred to institutions with similar objectives or donated to charitable bodies.

During the transition period leading up to the establishment of the TIA, I strongly believe that all directors, committee members and staff of the TIC will try their utmost to continue to perform their duties, for which I am most grateful. I also owe a great debt of gratitude to many government departments, tourism organisations, airlines, hotels and related institutions, which have always been most generous in helping the TIC.

Michael Wu *MH, JP*
Chairman

31 October 2012