

## 議會辦事處部份日常工作統計

### Statistics on some daily work of the TIC Executive Office

	2009年1-9月 Jan-Sep 2009	2008年1-9月 Jan-Sep 2008	相差 Difference
外遊旅客投訴 Complaints from outbound travellers	690	873	-21.0%
外遊旅客查詢 Enquiries from outbound travellers	5,959	7,753	-23.1%
入境旅客投訴 Complaints from inbound visitors	224	118	+89.8%
入境旅客查詢及尋求協助 Enquiries and requests for assistance from inbound visitors	288	288	0.0%
外遊團行程表登記 Outbound tour itinerary registrations	58,751	32,551	+80.5%
內地入境團登記 Mainland inbound tour registrations	44,982	42,341	+6.2%
通告及指引 Circulars and directives	63	50	+26.0%
紀律委員會處理個案 Cases deliberated by disciplinary committees	167	228	-26.8%
上訴委員會處理個案 Cases deliberated by Appeal Board	10	12	-16.7%
理事會會議 Board of Directors meetings	8	8	0.0%
各委員會及工作小組會議* Committee and working group meetings*	82	83	-1.2%
會員營業地點視察次數 Inspections at members' business locations	304	331	-8.2%
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	369	385	-4.2%
登記店舖巡查次數 Spot checks at registered shops	190	170	+11.8%
印花機發出及收回 Franking machines issued and taken back	181	417	-56.6%
訓練課程 Training courses	85	97	-12.4%
考試 Examinations	147	190	-22.6%
領隊證發證及續證 Tour Escort Passes issued and renewed	3,760	6,013	-37.5%
導遊證發證及續證 Tourist Guide Passes issued and renewed	725	1,501	-51.7%

\* 不包括委員會及工作小組成立的專責小組 *excluding ad hoc groups set up by committees and working groups*