

議會辦事處部份日常工作統計

Statistics on some daily work of the TIC Executive Office

	2010年1-9月 Jan-Sep 2010	2009年1-9月 Jan-Sep 2009	相差 Difference
外遊旅客投訴 Complaints from outbound travellers	815	690	+18.1%
外遊旅客查詢 Enquiries from outbound travellers	7,190	5,959	+20.7%
入境旅客投訴 Complaints from inbound visitors	316	224	+41.1%
入境旅客查詢及尋求協助 Enquiries and requests for assistance from inbound visitors	445	288	+54.5%
外遊團行程表登記 Outbound tour itinerary registrations	54,272	58,751	-7.6%
內地入境團登記 Mainland inbound tour registrations	58,716	44,982	+30.5%
通告及指引 Circulars and directives	60	63	-4.8%
新聞稿 Press releases	21	4	+425.0%
紀律委員會處理個案 Cases deliberated by disciplinary committees	255	167	+52.7%
上訴委員會處理個案 Cases deliberated by Appeal Board	16	10	+60.0%
理事會會議 Board of Directors meetings	10	8	+25.0%
各委員會及工作小組會議* Committee and working group meetings*	96	82	+17.1%
會員營業地點視察次數 Inspections at members' business locations	352	304	+15.8%
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	490	369	+32.8%
登記店舖巡查次數 Spot checks at registered shops	203	190	+6.8%
印花機發出及收回 Franking machines issued and taken back	221	181	+22.1%
訓練課程 Training courses	106	85	+24.7%
考試 Examinations	160	147	+8.8%
領隊證發證及續證 Tour Escort Passes issued and renewed	3,715	3,760	-1.2%
導遊證發證及續證 Tourist Guide Passes issued and renewed	1,969	725	+171.6%

* 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*