

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7月-2011年6月 Jul 2010-Jun 2011	2009年7月-2010年6月 Jul 2009-Jun 2010	相差 Difference
外遊旅客投訴 Complaints from outbound travellers	1,048	1,020	+2.7%
外遊旅客查詢及尋求協助 Enquiries and requests for assistance from outbound travellers	7,858	8,229	-4.5%
入境旅客投訴 Complaints from inbound visitors	304	404	-24.8%
入境旅客查詢及尋求協助 Enquiries and requests for assistance from inbound visitors	727	502	+44.8%
外遊團行程表登記 Outbound tour itinerary registrations	80,475	73,096	+10.1%
內地入境團登記 Mainland inbound tour registrations	84,280	71,856	+17.3%
通告及指引 Circulars and directives	92	80	+15.0%
新聞稿 Press releases	4	19	-78.9%
紀律委員會處理個案 Cases deliberated by disciplinary committees	274	328	-16.5%
上訴委員會處理個案 Cases deliberated by Appeal Board	20	16	+25.0%
理事會會議 Board of Directors meetings	16	13	+23.1%
各委員會及工作小組會議* Committee and working group meetings*	92	102	-9.8%
會員營業地點視察次數 Inspections at members' business locations	419	505	-17.0%
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	951	529	+79.8%
登記店舖巡查次數 Spot checks at registered shops	373	213	+75.1%
發出及收回印花機 Issued and recovered franking machines	728	302	+141.1%
訓練課程 Training courses	142	144	-1.4%
考試 Examinations	232	268	-13.4%
領隊證發證及續證 Tour Escort Passes issued and renewed	5,172	5,361	-3.5%
導遊證發證及續證 Tourist Guide Passes issued and renewed	3,617	1,005	+259.9%

* 不包括理事會、委員會及工作小組成立的專責小組 *excluding ad hoc groups set up by the Board, committees and working groups*