

議會辦事處部份日常工作

(截至二零一二年六月三十日止年度)

Some daily work of the TIC Executive Office (for the year ended 30 June 2012)

	2012	2011	相差 Difference
外遊旅客投訴 Complaints from outbound travellers	946	1,048	-9.7%
外遊旅客查詢及尋求協助 Enquiries and requests for assistance from outbound travellers	6,685	7,858	-14.9%
入境旅客投訴 Complaints from inbound visitors	242	304	-20.4%
入境旅客查詢及尋求協助 Enquiries and requests for assistance from inbound visitors	889	727	+22.3%
外遊團行程表登記 Outbound tour itinerary registrations	77,444	80,475	-3.8%
內地入境團登記 Mainland inbound tour registrations	126,676	84,280	+50.3%
通告及指引 Circulars and directives	46	92	-50.0%
新聞稿 Press releases	0	4	-100.0%
紀律委員會處理個案 Cases deliberated by disciplinary committees	292	274	+6.6%
上訴委員會處理個案 Cases deliberated by Appeal Board	28	20	+40.0%
理事會會議 Board of Directors meetings	11	16	-31.3%
各委員會會議* Committee meetings*	78	92	-15.2%
會員營業地點視察次數 Inspections at members' business locations	468	419	+11.7%
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	1,162	951	+22.2%
登記店舖巡查次數 Spot checks at registered shops	354	373	-5.1%
發出及收回印花機 Issued and recovered franking machines	348	728	-52.2%
訓練課程 Training courses	117	142	-17.6%
考試 Examinations	203	232	-12.5%
領隊證發證及續證 Issued and renewed Tour Escort Passes	8,108	5,172	+56.8%
導遊證發證及續證 Issued and renewed Tourist Guide Passes	1,687	3,617	-53.4%

* 不包括理事會及委員會成立的專責小組 *excluding ad hoc groups set up by the Board and committees*