

議會辦事處部份日常工作

(截至二零一三年六月三十日止年度)

Some daily work of the Executive Office (for the year ended 30 June 2013)

	<u>2013</u>	<u>2012</u>	<u>相差 (%)</u> <u>Difference (%)</u>
外遊旅客投訴 Complaints from outbound travellers	782	946	-17.3
外遊旅客查詢及尋求協助 Enquiries and requests for assistance from outbound travellers	5,564	6,685	-16.8
入境旅客投訴 Complaints from inbound visitors	329	242	+36.0
入境旅客查詢及尋求協助 Enquiries and requests for assistance from inbound visitors	1,261	889	+41.8
外遊團行程表登記 Outbound tour itinerary registrations	78,888	77,444	+1.9
內地入境團登記 Mainland inbound tour registrations	149,202	126,676	+17.8
通告及指引 Circulars and directives	64	46	+39.1
新聞稿 Press releases	5	0	*
紀律委員會處理個案 Cases deliberated by disciplinary committees	331	292	+13.4
上訴委員會處理個案 Cases deliberated by Appeal Board	38	28	+35.7
理事會會議 Board of Directors meetings	11	11	0.0
各委員會會議 # Committee meetings #	69	78	-11.5
會員營業地點視察次數 Inspections at members' business locations	499	468	+6.6
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	2,033	1,162	+75.0
登記店舖巡查次數 Spot checks at registered shops	359	354	+1.4
發出及收回印花機 Issued and recovered franking machines	697	348	+100.3
訓練課程 Training courses	140	117	+19.7
考試 Examinations	231	203	+13.8
領隊證發證及續證 Tour Escort Passes issued and renewed	5,012	8,108	-38.2
導遊證發證及續證 Tourist Guide Passes issued and renewed	1,437	1,687	-14.8

* 上一年度的數據為零，所以沒有計算增加百分率 *percentage increase not computed because previous-year figure was zero*

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*