

# 議會辦事處部份日常工作

(截至二零一四年六月三十日止年度)

## Some daily work of the Executive Office

(for the year ended 30 June 2014)

	<u>2014</u>	<u>2013</u>	<u>相差 (%)</u> <u>Difference (%)</u>
外遊旅客投訴 Complaints from outbound travellers	783	782	+0.1
外遊旅客查詢及尋求協助 Enquiries and requests for assistance from outbound travellers	5,823	5,564	+4.7
入境旅客投訴 Complaints from inbound visitors	289	329	-12.2
入境旅客查詢及尋求協助 Enquiries and requests for assistance from inbound visitors	1,280	1,261	+1.5
外遊團行程表登記 Outbound tour itinerary registrations	93,973	78,888	+19.1
內地入境團登記 Mainland inbound tour registrations	144,449	149,202	-3.2
通告及指引 Circulars and directives	62	64	-3.1
新聞稿 Press releases	10	5	+100.0
紀律委員會處理個案 Cases deliberated by disciplinary committees	475	331	+43.5
上訴委員會處理個案 Cases deliberated by Appeal Board	27	38	-28.9
理事會會議 Board of Directors meetings	11	11	0.0
各委員會會議* Committee meetings*	67	69	-2.9
會員營業地點視察次數 Inspections at members' business locations	481	499	-3.6
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	1,113	2,033	-45.3
登記店舖巡查次數 Spot checks at registered shops	365	359	+1.7
發出及收回印花機 Issued and recovered franking machines	404	697	-42.0
訓練課程 Training courses	130	140	-7.1
考試 Examinations	189	231	-18.2
領隊證發證及續證 Tour Escort Passes issued and renewed	5,520	5,012	+10.1
導遊證發證及續證 Tourist Guide Passes issued and renewed	3,636	1,437	+153.0

\* 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*