

# 關於議會的一些統計數字

## Some statistics about the TIC

(截至二零一八年六月三十日止年度 for the year ended 30 June 2018)

	2018	2017	相差(%) Difference (%)
外遊旅客投訴 Complaints from outbound travellers	842	856	-1.6
外遊旅客尋求協助 Requests for assistance from outbound travellers	901	768	+17.3
外遊旅客查詢 Enquiries from outbound travellers	3,413	3,377	+1.1
入境旅客投訴 Complaints from inbound visitors	182	180	+1.1
入境旅客尋求協助 Requests for assistance from inbound visitors	582	455	+27.9
入境旅客查詢 Enquiries from inbound visitors	701	1,005	-30.2
外遊旅行團小冊子登記 Outbound package tour brochure registrations	62,372	71,680	-13.0
內地入境團確認書登記 Mainland inbound tour confirmation agreement registrations	76,079	59,939	+26.9
通告及指引 Circulars and directives	86	72	+19.4
講座 / 簡介會 / 工作坊 Seminars / talks / briefings / workshops	54	44	+22.7
紀律委員會處理個案 Cases deliberated by disciplinary committees	347	474	-26.8
上訴委員會處理個案 Cases deliberated by Appeal Board	23	24	-4.2
理事會會議 Board of Directors meetings	11	11	0.0
各委員會會議* Committee meetings*	69	68	+1.5
會員營業地點視察次數 Inspections at members' business locations	369	393	-6.1
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	1,276	1,172	+8.9
登記店舖巡查次數 Spot checks at registered shops	303	322	-5.9
發出及收回印花機 Issued and recovered franking machines	177	210	-15.7
訓練課程 Training courses	56	66	-15.2
考試 Examinations	116	113	+2.7
領隊證發證及續證 Tour Escort Passes issued and renewed	5,808	6,921	-16.1
導遊證發證及續證 Tourist Guide Passes issued and renewed	1,694	1,892	-10.5

\* 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*