

# 議會辦事處部份日常工作 SOME DAILY WORK OF THE EXECUTIVE OFFICE

(截至二零一五年六月三十日止年度 for the year ended 30 June 2015)

	2015	2014	相差 (%) Difference (%)
外遊旅客投訴 Complaints from outbound travellers	771	783	-1.5
外遊旅客尋求協助 Requests for assistance from outbound travellers	1,343	1,561	-14.0
外遊旅客查詢 Enquiries from outbound travellers	4,008	4,262	-6.0
入境旅客投訴 Complaints from inbound visitors	283	289	-2.1
入境旅客尋求協助 Requests for assistance from inbound visitors	732	549	+33.3
入境旅客查詢 Enquiries from inbound visitors	624	731	-14.6
外遊團行程表登記 Outbound tour itinerary registrations	92,934	93,973	-1.1
內地入境團登記 Mainland inbound tour registrations	141,098	144,449	-2.3
通告及指引 Circulars and directives	48	62	-22.6
新聞稿 Press releases	2	10	-80.0
紀律委員會處理個案 Cases deliberated by disciplinary committees	388	475	-18.3
上訴委員會處理個案 Cases deliberated by Appeal Board	31	27	+14.8
理事會會議 Board of Directors meetings	11	11	0.0
各委員會會議* Committee meetings*	73	67	+9.0
會員營業地點視察次數 Inspections at members' business locations	446	481	-7.3
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	1,200	1,113	+7.8
登記店舖巡查次數 Spot checks at registered shops	322	365	-11.8
發出及收回印花機 Issued and recovered franking machines	496	404	+22.8
訓練課程 Training courses	114	130	-12.3
考試 Examinations	191	189	+1.1
領隊證發證及續證 Tour Escort Passes issued and renewed	7,932	5,520	+43.7
導遊證發證及續證 Tourist Guide Passes issued and renewed	1,865	3,636	-48.7

\* 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*