

新任獨立理事陳黃穗女士 New Independent Director Mrs Pamela Chan BBS, JP



陳黃穗女士是消費者委員會前任總幹事，今年一月獲政府委任為議會獨立理事。她現擔任多項公職，包括房屋委員會委員、香港公益金董事、國際消費者聯會名譽贊助人等。本年度擔任議會消費者關係委員會、內地來港旅行團規條委員會的委員。

陳女士表示，她任職消委會時，政府正研究旅行社的監管機制該如何設立，她正好參與其中，可說見證了議會的成立與發展。在議會監察下，行業服務水平有了長足的進步。她認為議會增加獨立理事的做法正確，可以令議會更具公信力。她指出，議會並不純粹是商會，必須平衡旅客和業者的利益，這才有利於行業的長遠發展。

加入理事會後，她會致力提高行業運作的水平，加深公眾對議會的認識。在消委會工作多年，她瞭解消費者的期望，也明白自律監管機構面對的挑戰，希望可和其他理事分享這方面的經驗。

Mrs Pamela Chan, former Chief Executive of the Consumer Council (CC), was appointed by the Government as an Independent Director in January 2008. She is a member of the Housing Authority, a Board member of the Community Chest and a patron of Consumer International, and currently serves on the TIC's Consumer Relations Committee and Mainland China Inbound Tour Compliance Committee.

Mrs Chan told *The Voice* that she had contributed her share of effort to the design of the regulatory framework for travel agents when working for the CC, thus witnessing the establishment and development of the TIC. She commented that under the TIC's supervision, the service quality of traders had shown much improvement, and that it was proper for the TIC to increase the number of Independent Directors as this would enhance its credibility. She also pointed out that the TIC was more than a mere trade organisation: it must take care of the interests of both travellers and traders for the long-term prosperity of the industry.

Mrs Chan pledged to improve the trade's operational standards and deepen public understanding of the TIC. Having worked for the CC for many years, she had a good grasp of consumer expectations and the challenges faced by self-regulatory bodies. She wished to share her experience with other Directors.

新任獨立理事甘博文先生 New Independent Director Mr Kam Pok Man



甘博文先生是怡和管理有限公司集團財務總監，曾於一九九九年及二零零零年出任香港會計師公會會長。現任財務匯報局、廉政公署審查貪污舉報諮詢委員會、國際會計準則理事會準則顧問委員會的成員。政府於二零零八年一月委任甘先生為議會獨立理事。

甘先生曾任旅遊業賠償基金管理委員會委員六年，對議會的工作已有認識。他表示，議會一方面要監管旅行社，又要規管領隊、導遊和店舖，工作範圍甚廣。他讚揚議會盡心盡力，各方面的工作都做得相當不錯。

談及對自律監管機制的看法時，甘先生說贊成由行業自律監管，因為業外人士未必熟悉行內運作，有業界人士的參與，才能做到公平公正。他相信自己在公司管治和行業監管方面的經驗，會對議會執行工作有一定幫助。

Mr Kam Pok Man is Group Financial Controller of Jardine Matheson Limited. President of the former Hong Kong Society of Accountants (now known as Hong Kong Institute of Certified Public Accountants) in 1999 and 2000, he is a member of the Financial Reporting Council, the Operations Review Committee of the Independent Commission Against Corruption, and the Standards Advisory Council of the International Accounting Standards Board. He joined the TIC Board as an Independent Director in January 2008.

Mr Kam had served on the Travel Industry Compensation Fund Management Board for six years and therefore was familiar with the TIC's work. He praised the TIC for successfully performing a wide variety of duties such as policing travel agents, tour escorts, tourist guides and shops.

Talking about his views on industry self-regulation, Mr Kam advocated this form of regulation because fairness could not be achieved without the involvement of traders, who, contrary to people from outside the trade, knew trade practice well. He believed that his experience in corporate governance and industry regulation could help the TIC carry out its work more smoothly.

新任業界理事姜作工先生 New Trade Director Mr Ginger Keung



姜作工先生是立明國際旅行社有限公司的董事總經理，旅行代理商諮詢委員會成員，香港中國旅遊協會副理事長。他由二零零七年十二月起以協會代表的身份出任議會理事，本年度擔任議會消費者關係委員會副召集人，以及出版委員會和訓練委員會的委員。

姜先生表示，加入理事會是希望瞭解議會的政策和規例，並為業界多提意見。他認為，會員有時未必清楚議會實行某些政策的緣由。身為屬會代表，他會擔當議會與會員之間的橋樑，定期向會員匯報並解釋議會的工作，以增進兩者的溝通。

澳門會展業近年急速發展。面對澳門的競爭，姜先生認為香港的優勢是較早接觸外國市場，而且聲譽良好。不過，酒店房間不足、房租昂貴卻會削弱香港的競爭力，他會繼續向當局反映這些問題。

Mr Ginger Keung is Managing Director of Lap Ming International Travel Service Limited and a member of the Advisory Committee on Travel Agents. In December 2007, he joined the TIC Board as representative of the Hong Kong Association of China Travel Organisers (HACTO), of which he is a Vice-President, and from then on, is Deputy Convenor of the TIC's Consumer Relations Committee and a member of the TIC's Publication and Training Committees.

He remarked that joining the Board would enable him to have a good understanding of the policies and rules of the TIC, and to put forward his views for the industry. In his opinion, members might occasionally fail to grasp the rationale behind certain policies. As a representative of an Association Member, he would, therefore, try to help the TIC and its members to know each other better by regularly explaining the undertakings of the TIC to members.

Talking about the rapid expansion of MICE tourism in Macao, Mr Keung believed that the edge of Hong Kong lay in its longer period of doing business with foreign traders and its good reputation. According to him, a shortage of hotels and high room rates were debilitating Hong Kong's competitiveness, which he would continue to bring up with the authorities.

新任獨立理事李國英議員 New Independent Director the Hon Mr Li Kwok Ying *MH, JP*



李國英議員畢業於英國利物浦約翰摩爾斯大學，現為執業律師，也是立法會議員及大埔區議會民選區議員。政府於二零零八年一月委任李議員為議會理事會的獨立理事，他本年度擔任議會消費者關係委員會、內地來港旅行團規條委員會的委員。

李議員社會服務經驗豐富，兼任多項公職，包括地產代理監管局成員、房屋委員會委員、香港中文大學大學校董等。此外也曾任以下委員會的委員：醫院管理局新界區域諮詢委員會、證監會投資者教育諮詢委員會、結構工程師註冊事務委員會。

對於獲委任為議會理事，李議員表示感到非常榮幸，希望能為推動旅遊業的發展略盡綿力。他特別關注的是與內地來港旅行團相關的各種問題，加入理事會後會積極監察入境旅遊業的運作。

Graduated from Liverpool John Moores University in England, the Hon Mr Li Kwok Ying is a practicing lawyer, a Legislative Councillor and an elected member of the Tai Po District Council. The Government appointed him as an Independent Director of the TIC Board in January 2008. He is a member of the TIC's Consumer Relations Committee and Mainland China Inbound Tour Compliance Committee.

Mr Li is very experienced in community services and holds a number of public offices, including a member of the Estate Agents Authority and the Housing Authority, and a University Council member of The Chinese University of Hong Kong. He also served on the New Territories Regional Advisory Committee of the Hospital Authority, the Investor Education Advisory Committee of the Securities and Futures Commission, and the Structural Engineers Registration Committee.

Mr Li said it was a great honour to be appointed a member of the TIC Board. He expressed his wish to commit himself to promoting the travel and tourism industry. As his main concerns were various issues relating to tour groups from mainland China, he would focus his attention on the monitoring of the inbound industry.

新任業界理事陸方寧生女士 New Trade Director Mrs Maria Loh



陸方寧生女士是富聯美國運通旅遊有限公司的主席。由二零零七年十二月七日起，她以國際航空協會審訂旅行社商會代表的身份出任議會理事會的理事。

陸女士從事旅遊業超過三十五年，曾擔任議會票務委員會委員十多年，現為旅行社 / 航空公司執行委員會的旅行社代表。她認為促進旅行社與航空公司之間的關係，加強彼此合作，將有助業界應付近年的急速轉變和種種挑戰。

陸女士也是提升本地業界服務水平的先驅。她於一九九五年創辦香港旅遊業專業培訓中心，至今已為業界的不同崗位培訓了一萬七千多名學員。

Mrs Maria Loh is Chairman of Farrington American Express Travel Services Limited. She began to serve on the TIC Board as representative of the Society of IATA Passenger Agents (SIPA) since 7 December 2007.

Mrs Loh has worked in the travel industry for more than 35 years. She was a member of the TIC Ticketing Committee for over 10 years and is currently an Agency Representative to the Executive Council. She believes in fostering a closer and better working relationship between the agency community and the airlines to cope with the fast pace of change and many challenges encountered by the trade especially in recent years.

Mrs Loh is also a pioneer in promoting higher service standards in the local travel industry. In 1995, she founded the Hong Kong Travel & Tourism Training Centre, which has to date trained over 17,000 students for various sectors of the industry.

新任獨立理事鄧桂能先生 New Independent Director Mr Tang Kwai Nang BBS, JP



鄧桂能先生是尼爾森公司亞太區名譽主席，一九九一至二零零三年期間擔任旅行代理商諮詢委員會主席，二零零二至二零零七年為旅遊發展局成員。政府今年一月委任他為議會獨立理事。

鄧先生表示非常樂意參與議會的工作。旅遊業雖然由議會執行自律監管，但一直有政府委任的業外人士參與，藉以平衡業界與公眾的利益。為提升議會的公信力，他曾向政府提議增加獨立理事的人數，結果獲得接納。議會以往主要監管外遊業，近年兼顧入境業，做了不少保障旅客的工作，成績有目共睹。

鄧先生是議會內地來港旅行團事務委員會、導遊及領隊審核委員會的委員。他認為香港導遊的文化知識有待提高，宜加強培訓。另外，導遊的薪酬制度也值得關注。他指出，導遊既要確保團員安全，又要照顧他們不同的需要，責任重大，應該得到尊重和合理的報酬。

Mr Tang Kwai Nang is Chairman Emeritus (Asia Pacific) of The Nielsen Company. He was Chairman of the Advisory Committee on Travel Agents from 1991 to 2003 and a member of the Hong Kong Tourism Board from 2002 to 2007. He became an Independent Director of the TIC Board in January this year.

Mr Tang said he was most willing to participate in the work of the TIC. Although the industry was self-regulated by the TIC, the government-appointed Independent Directors had all along played their part in balancing the interests of the trade and the public. To enhance the TIC's credibility, he had proposed to the Government to have more Independent Directors, which was now adopted. Apart from regulating outbound agents, the TIC was tasked with regulating inbound agents several years ago, with impressive results in visitor protection for all to see.

Mr Tang is a member of the TIC's Mainland China Inbound Tour Affairs Committee and Tourist Guide and Tour Escort Deliberation Committee. He considered that local tourist guides needed more training to enrich their cultural knowledge. How tourist guides were paid was also his concern: given their important duties of looking after the safety and various needs of tourists, they deserved to be treated with respect and paid reasonably.

新任業界理事姚思榮先生 New Trade Director Mr Yiu Si Wing



姚思榮先生是香港中國旅行社有限公司的副總經理、香港中國旅遊協會副理事長。他於去年的會員週年大會上當選理事，現任議會出外旅遊委員會、購物事宜委員會的委員。

姚先生投身旅遊業三十多年，非常熟悉旅行社的運作，對於各種旅遊業務都有豐富經驗。他說參選理事是希望與同業分享經驗，並互相交流。成為理事後，首要的工作是提高業界的公信力。他認為旅行社有時未能瞭解旅客的需要，加上與供應商溝通不足，結果導致旅客投訴。如旅行社能與供應商及消費者多加溝通，增加透明度，令他們明白旅行社的運作和業內經營的困難，那麼就必定可以提升業界在公眾心目中的形象。

姚先生也期望與獨立理事緊密合作。他表示，獨立理事具備專業知識，而業界理事則熟諳行內做法，兩者相輔相成，可令監管機制更加完善，並減少旅行社與消費者之間的糾紛。

Mr Yiu Si Wing is a Deputy General Manager of China Travel Service (Hong Kong) Limited and a Vice-President of HACTO. Elected to the Board at last year's Annual General Meeting, he now serves on the TIC's Outbound Committee and Committee on Shopping-related Practices as members.

A veteran of the trade with more than 30 years' experience, he knows the operation of travel agents inside out and is experienced in various sectors of travel business. He ran in the director election because he wanted to share his knowledge with traders and foster mutual communication. He took raising the credibility of the industry as his primary task after becoming a Director. Travel agents were complained about sometimes because they failed to understand the needs of their customers and communicate effectively with their suppliers. If they could be more proactive in communicating with their suppliers and customers, their operation and difficulties would be understood and their image in the eyes of the public would be enhanced.

He also looked forward to working closely with Independent Directors. He believed that if their professional knowledge was combined with the expertise of trade directors, the regulatory mechanism would be perfected, and conflicts between travel agents and consumers reduced.

二零零七至零八年度理事會 Board of Directors 2007/2008

主席： 何栢靈先生
 副主席： 徐王美倫女士、湯麟華先生
 名譽秘書： 解存金先生
 名譽司庫： 葉慶寧先生
 理事： 陳黃穗女士^{#BBS, JP}、張健明先生、
 朱樂生先生[#]、馮炳輝先生、甘博文先生[#]、姜作工先生、高育賢女士^{#JP}、關啟球先生、羅祥國博士[#]、
 李金漢教授[#]、梁志群先生、梁家駒先生[#]、李國英議員^{#MH, JP}、陸方寧女士、馬豪輝先生^{#SBS, JP}、吳光偉先生、譚光舜先生、鄧桂能先生^{#BBS, JP}、謝滄廷先生、蔡大維先生[#]、黃德偉先生[#]、黃照康先生、胡兆英先生、姚思榮先生

([#]獨立理事)

Chairman: Mr Ronnie Ho
 Deputy Chairmen: Mrs Gianna Hsu and Mr Warren Tong
 Honorary Secretary: Mr C K Kai
 Honorary Treasurer: Mr Freddy Yip
 Directors: Mrs Pamela Chan^{#BBS, JP}, Mr Ken Chang, Mr Antonio Chu[#], Mr Michael Fung, Mr Kam Pok Man[#], Mr Ginger Keung, Ms Teresa Ko^{#JP}, Mr Kwan Kai Kow, Dr Law Cheung Kwok[#], Prof. Lee Kam Hon[#], Mr Andrew Leung, Mr Johnny K K Leung[#], the Hon Mr Li Kwok Ying^{#MH, JP}, Mrs Maria Loh, Mr Ma Ho Fai^{#SBS, JP}, Mr Charles Ng, Mr Tommy Tam, Mr Tang Kwai Nang^{#BBS, JP}, Mr Ricky Tse, Mr David Tsoi[#], Mr Alvin Wong[#], Mr Sunny Wong, Mr Michael Wu and Mr Yiu Si Wing

([#]Independent Directors)

二零零七至零八年度上訴委員會、各委員會及小組委員會 Appeal Board, committees and sub-committees for 2007/2008

上訴委員會 Appeal Board

職責：處理對各紀律委員會、消費者關係委員會、會籍委員會所作決定而提出的上訴

業界委員：理事會內的屬會代表和選舉產生理事

獨立委員：陳棠先生*、趙躍揚先生*、許照中先生*^{JP}、葉成慶先生*、李鐸教授*^{JP}、李介明先生*、謝思明先生*、黃張閻蘅女士*、黃嘉輝先生*

Terms of reference: To hear appeals lodged against decisions of the disciplinary committees, the Consumer Relations Committee and the Membership Committee

Trade members: Association Member's representatives on the TIC Board and Elected Directors

Independent members: Mr Chan Tong*, Mr Conrad Chiu*, Mr Stephen Hui*^{JP}, Mr Ip Shing Hing*, Prof. Lee Ngok*^{JP}, Mr Li Kai Ming*, Mr Tony Tse*, Mrs Gloria Wong* and Mr Mike Wong*

購物事宜委員會 Committee on Shopping-related Practices

職責：處理登記店舖涉嫌違反承諾的個案

召集人：羅祥國博士*

副召集人：張健明先生

委員：陳陸安先生、周陳文琬女士*、朱兆寧先生、洪宏道先生*、吳光偉先生、戴卓賢先生*、譚樹繁先生、謝永齡博士*、黃德偉先生*、胡兆英先生、姚思榮先生、葉永新先生*、旅遊事務助理專員或其代表*

Terms of reference: To handle cases in which registered shops are suspected of breaching their pledges

Convenor: Dr Law Cheung Kwok*

Deputy Convenor: Mr Ken Chang

Members: Mr Chan Luk On, Mrs Grace Chow*, Mr Chu Siu Ning, Mr Anthony Hung*, Mr Charles Ng, Mr Spencer Tai*, Mr Andrew Tam, Dr John Tse*, Mr Alvin Wong*, Mr Michael Wu, Mr Yiu Si Wing, Mr Eric Yueh* and Assistant Commissioner for Tourism or his/her representative*

規條委員會 Compliance Committee

職責：處分違反議會規例的會員和領隊

召集人：黃德偉先生*

副召集人：解存金先生

委員：張健明先生、朱樂生先生*、馮炳輝先生、洪宏道先生*、林乾禮先生*、羅祥國博士*、李金漢教授*、梁家駒先生*、馬豪輝先生*^{SBS, JP}、麥磊明博士*、湯麟華先生、胡兆英先生

Terms of reference: To take disciplinary action against members and tour escorts for violating the TIC's regulations

Convenor: Mr Alvin Wong*

Deputy Convenor: Mr C K Kai

Members: Mr Ken Chang, Mr Antonio Chu*, Mr Michael Fung, Mr Anthony Hung*, Mr Lam Kin Lai*, Dr Law Cheung Kwok*, Prof. Lee Kam Hon*, Mr Johnny K K Leung*, Mr Ma Ho Fai*^{SBS, JP}, Dr Barry Mak*, Mr Warren Tong and Mr Michael Wu

修章委員會 Constitution/By-law Committee

職責：研究議會及各屬會的會章，並提出建議

召集人：高育賢女士*^{JP}

副召集人：梁志群先生

委員：張健明先生、張瑤于女士*、朱樂生先生*、侯叔祺先生^{BBS}、何栢靈先生、徐王美倫女士、洪宏道先生*、羅祥國博士*、李金漢教授*、梁家駒先生*、馬豪輝先生*^{SBS, JP}、麥磊明博士*、譚光舜先生、湯麟華先生、蔡大維先生*、黃德偉先生*、袁家齊先生

Terms of reference: To study and make recommendations on the M&As of the TIC and its Association Members

Convenor: Ms Teresa Ko*^{JP}

Deputy Convenor: Mr Andrew Leung

Members: Mr Ken Chang, Ms Jasminia K Cheung*, Mr Antonio Chu*, Mr Simon Hau^{BBS}, Mr Ronnie Ho, Mrs Gianna Hsu, Mr Anthony Hung*, Dr Law Cheung Kwok*, Prof. Lee Kam Hon*, Mr Johnny K K Leung*, Mr Ma Ho Fai*^{SBS, JP}, Dr Barry Mak*, Mr Tommy Tam, Mr Warren Tong, Mr David Tsoi*, Mr Alvin Wong* and Mr Ronnie Yuen

消費者關係委員會 Consumer Relations Committee

職責：處理消費者對旅行社的投訴
 召集人：蔡大維先生*
 副召集人：姜作工先生
 委員：陳立志先生、陳黃穗女士**BBS, JP*、周錦標先生、周潔冰博士*、鍾詠龍先生、馮淑儀女士、高錦祥先生**MH*、江宜蒨女士*、賴萬德先生*、林翠蓮女士*、林溥先生*、李國英議員**MH, JP*、凌錦文先生、廖健昇先生*、吳文廣先生、吳熹安先生、徐通權先生*、溫艾狄女士*、黃靈新先生*

Terms of reference: To handle complaints filed by consumers against travel agents
 Convenor: Mr David Tsoi*
 Deputy Convenor: Mr Ginger Keung
 Members: Mr Chan Lup Chi, Mrs Pamela Chan* *BBS, JP*, Mr Chau Kam Piu, Dr Jennifer Chow*, Mr Calvin Chung, Ms Edith Fung, Mr Ko Kam Cheung* *MH*, Ms Jenny Kong*, Mr Joe Lai*, Ms Alice Lam*, Mr Nelson Lam*, the Hon Mr Li Kwok Ying* *MH, JP*, Mr Ling Kam Man, Mr Alex Liu*, Mr George Ng, Mr Ng Hi On, Mr Bosco Tsui*, Ms Alice Wan* and Mr Vincent Wong*

選舉委員會 Election Committee

職責：處理與議會選舉有關的事宜
 召集人：蔡大維先生*
 委員：朱樂生先生*、羅祥國博士*、梁家駒先生*、馬豪輝先生**SBS, JP*

Terms of reference: To handle matters concerning the TIC's elections
 Convenor: Mr David Tsoi*
 Members: Mr Antonio Chu*, Dr Law Cheung Kwok*, Mr Johnny K K Leung* and Mr Ma Ho Fai* *SBS, JP*

來港旅遊委員會 Inbound Committee

職責：與政府部門聯絡，商議入境交通及來港團運作事宜
 召集人：張健明先生
 委員：陳淑芳女士、趙啟和先生、蔡百泰先生**MH*、朱裕昌先生、傅子剛先生*、黃輝躍先生、計憲先生、郭志傑先生*、鄺國威先生*、林乾禮先生*、羅祥國博士*、李艷嫦女士、梁皚亭女士、梁耀霖先生、劉學民先生、莫國業先生、吳璟煥先生、戴毅傑先生、曾錫耀先生、黃雅麗女士、胡兆英先生、葉子城先生、容植深先生、旅遊事務助理專員或其代表*

Terms of reference: To liaise with government departments concerning inbound traffic and tour operation
 Convenor: Mr Ken Chang
 Members: Ms Jo Jo Chan, Mr Paul Chiu, Mr Choi Pat Tai *MH*, Mr Franky Chu, Mr Joseph Fu*, Mr Huang Fei Yueh, Mr George Kai, Mr Patrick Kwok*, Mr Kwong Kwok Wai*, Mr Lam Kin Lai*, Dr Law Cheung Kwok*, Ms Rebecca Lee, Ms Cecilia Leung, Mr Paul Leung, Mr Liu Xue Min, Mr Mok Kwok Ip, Mr Oh Kyeong Hwan, Mr Ronnie Tai, Mr Edmund Tsang, Ms Josephine Wong, Mr Michael Wu, Mr Steve Yip, Mr Yung Chik Sum and Assistant Commissioner for Tourism or his/her representative*

內地來港旅行團事務委員會 Mainland China Inbound Tour Affairs Committee

職責：制訂措施以規管內地來港旅行團的經營方式
 召集人：何栢靈先生
 委員：陳志光先生*、張健明先生、周文偉先生、何鎮東先生、黃輝躍先生、解存金先生、郭志傑先生*、鄺國威先生*、羅祥國博士*、李金漢教授*、李海童先生、鄧桂能先生**BBS, JP*、湯麟華先生、謝滄廷先生、王維永先

Terms of reference: To formulate measures to regulate the operation of inbound tours from mainland China
 Convenor: Mr Ronnie Ho
 Members: Mr William Chan*, Mr Ken Chang, Mr Benny Chau, Mr Ho Chun Tung, Mr Huang Fei Yueh, Mr C K Kai, Mr Patrick Kwok*, Mr Kwong Kwok Wai*, Dr Law Cheung Kwok*, Prof. Lee Kam Hon*, Mr Li Hoi Tung, Mr Tang Kwai Nang* *BBS, JP*, Mr Warren Tong, Mr Ricky Tse, Mr Wing Wong and

生、旅遊事務助理專員或其代表*
當然委員：馬豪輝先生* *SBS, JP*

Assistant Commissioner for Tourism or his/her representative*
Ex-Officio Member: Mr Ma Ho Fai* *SBS, JP*

內地來港旅行團規條委員會 Mainland China Inbound Tour Compliance Committee

職責：處理會員和導遊於同一宗內地團旅客投訴中涉嫌違規的個案

召集人：馬豪輝先生**SBS, JP*

副召集人：徐王美倫女士

委員：陳黃穗女士**BBS, JP*、朱樂生先生*、侯婉芬女士、高育賢女士**JP*、林乾禮先生*、劉之璿女士*、梁家駒先生*、李國英議員**MH, JP*、譚光舜先生、謝永齡博士*、黃德偉先生*、黃梓濤先生、葉慶寧先生、余莉華女士

Terms of reference: To handle complaint cases filed by mainland group visitors where both the travel agent and the tourist guide are suspected of violating the TIC's rules

Convenor: Mr Ma Ho Fai* *SBS, JP*

Deputy Convenor: Mrs Gianna Hsu

Members: Mrs Pamela Chan* *BBS, JP*, Mr Antonio Chu*, Ms Catherine Hau, Ms Teresa Ko* *JP*, Mr Lam Kin Lai*, Ms Sue Lau*, Mr Johnny K K Leung*, the Hon Mr Li Kwok Ying* *MH, JP*, Mr Tommy Tam, Dr John Tse*, Mr Alvin Wong*, Mr Kevin Wong, Mr Freddy Yip and Ms Yu Li Hua

會籍委員會 Membership Committee

職責：審批與議會會籍有關的申請

召集人：湯麟華先生

委員：

香港旅行社協會：徐瑞琪女士 / 沈朝生先生

香港華商旅遊協會：胡宇緯先生 / 雷禮忠先生

國際華商觀光協會：關啟球先生 / 胡建名先生

國際航空協會審訂旅行社商會：白嘉民先生 / 梁偉強先生

港台旅行社同業商會：王余先生 / 吳光偉先生

香港中國旅遊協會：陳立志先生 / 魏華克先生

香港外遊旅行團代理商協會：許書漢先生 / 曾志堅先生

香港日本人旅客手配業社協會：余傑英先生 / 徐王美倫女士

Terms of reference: To consider and approve TIC membership applications

Convenor: Mr Warren Tong

Members:

HATA Ms Yvonne Hsu / Mr Jason Shum
FHCTA Mr Simon Wo / Mr Nelson Lui
ICTA Mr Kwan Kai Kow / Mr Charlie Foo
SIPA Mr Francis Bagaman / Mr Gary Leung
TTOA Mr Simon Wong / Mr Charles Ng
HACTO Mr Chan Lup Chi / Mr Ngai Wah Hak
OTOA Mr Lester Hui / Mr Kenny Tsang
HJTOA Mr William Yu / Mrs Gianna Hsu

出外旅遊委員會 Outbound Committee

職責：向理事會建議一切與外遊業有關的事務

召集人：徐王美倫女士

委員：區世澤先生、陳錦全先生、陳少蘭女士、張少昌先生、曹民先生、鍾志勤先生、方焯源先生、馮炳輝先生、侯叔祺先生 *BBS*、康建樑先生、關啟球先生、黎汝洪先生、劉展強先生、劉美詩女士、梁港蘭女士、梁為濂先生、麥成業先生、曾楊美娟女士、黃炳生先生、王志傑先生、黃智雄先生、黃照康先生、姚思榮先生、薛衛國先生

Terms of reference: To make recommendations to the Board on all matters relating to the outbound travel industry

Convenor: Mrs Gianna Hsu

Members:

Mr Michael Au, Mr Denny Chan, Ms Winnie Chan, Mr Sedgewick Cheung, Mr Cho Man, Mr Teddy Chung, Mr Chuck Fong, Mr Michael Fung, Mr Simon Hau *BBS*, Mr Roger Hong, Mr Kwan Kai Kow, Mr Francis Lai, Mr Brandon Lau, Ms Susanna Lau, Ms Lanny Leung, Mr William Leung, Mr Daniel Mak, Mrs Edith Tsang, Mr Jackson Wong, Mr Raymond Wong, Mr Simon C H Wong, Mr Sunny Wong, Mr Yiu Si Wing and Mr Zee Wai Kwok

公共關係委員會 Public Relations Committee

職責： 促進與各地旅遊機構的合作，加強會員和公眾對議會的認識

召集人： 胡兆英先生

副召集人：黃照康先生

委員： 周錦標先生、鄭玉玲女士、張有光先生、張裕發先生、鍾志勤先生、徐瑞琪女士、林翠婷女士、梁志新先生、李毅立先生、梁俊先生、盧輝華先生、盧萬雷先生、馬慧玲女士、吳毓琪先生、吳權藝先生、宋博宏先生、譚嘉瑤女士、湯君華先生、胡宇緯先生、黃炳生先生、楊結強先生、楊善平先生、余傑英先生

Terms of reference: To promote cooperation with tourism organisations in various places, and to enhance members' and the public's understanding of the TIC

Convenor: Mr Michael Wu

Deputy Convenor: Mr Sunny Wong

Members: Mr Chau Kam Piu, Ms Cheng Yuk Ling, Mr Albert Cheung, Mr Cheung Yu Fat, Mr Teddy Chung, Ms Yvonne Hsu, Ms Lam Chui Ting, Mr Norman Leung, Mr Leo Li, Mr James Liang, Mr Larry Lo, Mr Manuel Lo, Ms Eliza Ma, Mr Frankie Ng, Mr Roy Ng, Mr Raymond Soong, Ms Ellen Tam, Mr Teddy Tong, Mr Simon Wo, Mr Jackson Wong, Mr Peter Yeung, Mr Spy Yeung and Mr William Yu

出版委員會 Publication Committee

職責： 監督出版《議會季刊》

召集人： 解存金先生

委員： 陳冠明先生、鄭玉玲女士、姜作工先生、劉國翹先生*、李金漢教授*、梁嘉妍女士、李佩鑫先生、龐曉虹女士、譚國新先生、湯君華先生、曾錫耀先生、華賢仕先生、黃照康先生

當然委員：何栢霆先生

Terms of reference: To oversee the publication of *The Voice of TIC*

Convenor: Mr C K Kai

Members: Mr Jonathan Chan, Ms Cheng Yuk Ling, Mr Ginger Keung, Mr Benton Lau*, Prof. Lee Kam Hon*, Ms Rosanna Leung, Mr Li Pui Hum, Ms Ann Pong, Mr John Tam, Mr Teddy Tong, Mr Edmund Tsang, Mr Andrew Ronald Wells and Mr Sunny Wong

Ex-Officio Member: Mr Ronnie Ho

人事及財務委員會 Staff and Finance Committee

職責： 審議、制訂財政預算，並制訂議會的人力資源政策

召集人： 何栢霆先生

委員： 徐王美倫女士、解存金先生、梁家駒先生*、湯麟華先生、蔡大維先生*、葉慶寧先生

Terms of reference: To prepare and review budgets, and to formulate human resources policy of the TIC

Convenor: Mr Ronnie Ho

Members: Mrs Gianna Hsu, Mr C K Kai, Mr Johnny K K Leung*, Mr Warren Tong, Mr David Tsoi* and Mr Freddy Yip

票務委員會 Ticketing Committee

職責： 處理有關票務代理商運作的事宜

召集人： 譚光舜先生

委員： 陳建鵬先生、張少昌先生、馮栢立先生、何麗美女士、韓慕貞女士、黎汝洪先生、林柏樂先生、劉顯華先生、梁志群先生、梁國興先生、梁偉強先生、梁為濂先生、利偉強先生、廖東發先生、盧輝華先生、陸張佩麗女士、馬慧玲女士、吳財喜先生、柯天德先生、沈朝生先生、蕭偉茵女士、蘇圻勇先生、王渭濱先生、邱永康先生

Terms of reference: To handle all matters in relation to the operation of ticketing agents

Convenor: Mr Tommy Tam

Members: Mr Daniel Chan, Mr Sedgewick Cheung, Mr Alan Fung, Ms Barbara Ho, Ms Pauline Hon, Mr Francis Lai, Mr Frankie Lam, Mr David Lau, Mr Andrew Leung, Mr Fred Leung, Mr Gary Leung, Mr William Leung, Mr Alcuin Li, Mr Larry Liu, Mr Larry Lo, Mrs Angela Luk, Ms Eliza Ma, Mr Ken Ng, Mr Or Tin Tak, Mr Jason Shum, Ms Tara Siu, Mr Javin Soh, Mr Martin Wong and Mr Issac Yau

導遊及領隊審核委員會 Tourist Guide and Tour Escort Deliberation Committee

職責：處理需要特別考慮的導遊證 / 領隊證申請，以及處理持證導遊涉嫌違規的個案

召集人：朱樂生先生*

副召集人：梁志群先生

委員：陳小冰女士、張珢于女士*、崔永賢先生*、謝金鳳女士(候補：余莉華女士)、鄺國威先生*、林健雄先生*、羅祥國博士*、羅敏兒女士、李金漢教授*、梁耀霖先生、陸翠茵女士(候補：侯婉芬女士)、麥磊明博士*、柯浩榮先生、鄧桂能先生* *BBS, JP*、黃德偉先生*、胡兆英先生、游迪威先生

Terms of reference: To deliberate Tourist Guide Pass/Tour Escort Pass applications that require special consideration, and to handle cases of suspected violation by Tourist Guide Pass holders

Convenor: Mr Antonio Chu*

Deputy Convenor: Mr Andrew Leung

Members: Ms Joyce Chan, Ms Jasminia K Cheung*, Mr Stanley Chui*, Ms Ada Hsieh (Alternate: Ms Yu Li Hua), Mr Kwong Kwok Wai*, Mr Patrick Lam*, Dr Law Cheung Kwok*, Ms Lolanda Law, Prof. Lee Kam Hon*, Mr Paul Leung, Ms Maki Luk (Alternate: Ms Catherine Hau), Dr Barry Mak*, Mr Danny Or, Mr Tang Kwai Nang* *BBS, JP*, Mr Alvin Wong*, Mr Michael Wu and Mr Yau Tik Wai

訓練委員會 Training Committee

職責：為旅行社職員舉辦各類培訓課程

召集人：梁志群先生

委員：關靄雯女士、陳桂芬女士、陳錦全先生、陳京輝先生、陳超峰先生、張健明先生、鄭重慶先生*、張珢于女士*、戚寶儀女士*、朱樂生先生*、吳月華女士、姜作工先生、林惠玲女士、羅敏兒女士、李偉倫先生、李金漢教授*、彭傑雄先生、彭騁國先生、潘建樹先生、戴毅傑先生、王余先生、王維永先生、游迪威先生、袁麗鳳女士

Terms of reference: To organise training courses for agency staff

Convenor: Mr Andrew Leung

Members: Ms Lily Agonoy, Ms Brenda Chan, Mr Denny Chan, Mr Roland Chan, Mr William Chan, Mr Ken Chang, Mr Cheng Chung Hing*, Ms Jasminia K Cheung*, Ms Colleen Chik*, Mr Antonio Chu*, Mrs Jackie Harris, Mr Ginger Keung, Ms Lam Wai Ling, Ms Lolanda Law, Mr Alan Lee, Prof. Lee Kam Hon*, Mr Pang Kit Hung, Mr Samson Pang, Mr Joseph Poon, Mr Ronnie Tai, Mr Simon Wong, Mr Wing Wong, Mr Yau Tik Wai and Ms Linda Yuen

旅行社專業彌償及公眾責任保險工作小組 Working Group on Professional Indemnity and Public Liability Insurance for Travel Agents

職責：研究與旅行社專業彌償及公眾責任保險有關的事宜

召集人：何栢靈先生

委員：張健明先生、徐王美倫女士、羅祥國博士*、梁志群先生、梁家駒先生*、譚光舜先生、湯麟華先生、黃德偉先生*

Terms of reference: To study all matters relating to professional indemnity and public liability insurance for travel agents

Convenor: Mr Ronnie Ho

Members: Mr Ken Chang, Mrs Gianna Hsu, Dr Law Cheung Kwok*, Mr Andrew Leung, Mr Johnny K K Leung*, Mr Tommy Tam, Mr Warren Tong and Mr Alvin Wong*

議會選舉專責小組 Working Group on TIC Elections

職責：研究與議會選舉有關的事宜，並向理事會提出建議

召集人：湯麟華先生

委員：朱樂生先生*、徐王美倫女士、關啟球先生、羅祥國博士*、梁志群先生、梁家駒先生*、黃照康先生

Terms of reference: To study matters concerning TIC elections and make recommendations to the Board

Convenor: Mr Warren Tong

Members: Mr Antonio Chu*, Mrs Gianna Hsu, Mr Kwan Kai Kow, Dr Law Cheung Kwok*, Mr Andrew Leung, Mr Johnny K K Leung* and Mr Sunny Wong

(*業外委員)

(*Non-trade members)

春節聯歡晚宴 Spring Dinner

議會二零零八年度春節聯歡晚宴已於二月二十日假美麗華酒店舉行，約有四百四十名會員和賓客聚首一堂，共慶新春。當晚節目十分豐富，除了幸運大抽獎外，還有海洋公園和迪士尼樂園分別安排精彩的「變臉」和歌唱表演，令眾多賓客讚賞不已。宴會約於晚上十時圓滿結束。

Some 440 members and guests celebrated the Year of the Rat together at the Spring Dinner of the TIC, which was held at the Hotel Miramar on 20 February 2008. All guests enjoyed the programmes very much, including a grand lucky draw, the marvellous performance of "Bian Lian" (where a performer changed his masks in a split second) arranged by Ocean Park, and singing and dancing by Disneyland singers and characters, which won rounds of thundering applause. The dinner ended at around 10 pm.



委員會處理個案的程序 Handling procedures of committees

為了提高透明度，並使涉及投訴或涉嫌違規個案的各方都清楚處理個案的程序，議會已把購物事宜委員會、規條委員會、消費者關係委員會、內地來港旅行團規條委員會、導遊及領隊審核委員會的處理個案程序上載議會網站的「委員會」部份。此外，上訴個案的處理程序現在也可在「上訴委員會」部份瀏覽。

To increase transparency and help those involved in complaints or cases of suspected violation understand the TIC's handling procedures, the TIC has posted the relevant procedures concerning the Committee on Shopping-related Practices, the Compliance Committee, the Consumer Relations Committee, the Mainland China Inbound Tour Compliance Committee, and the Tourist Guide and Tour Escort Deliberation Committee in the "Committees" section of its website. The appeal procedures are also available from the "Appeal Board" section.

印花收入及旅客投訴數字 Statistics on levy and complaints

二零零七及零六年下半年的統計數字 Statistics for the second half of 2007 and 2006:

	2007年6-12月 Jun - Dec 2007	2006年6-12月 Jun - Dec 2006	相差 Difference
印花收入(港幣) Levy income (HK\$)	19,816,000	16,018,000	+23.7%
外遊旅客投訴 Outbound traveller complaints	531	483	+9.9%
入境旅客投訴 Inbound visitor complaints	41	374	-89.0%