

議會辦事處知多少？

What do you know about the Executive Office?

香港一年大約接待30,000,000名遊客，而本地居民則離境80,000,000人次左右。為這些訪港遊客和外遊旅客提供各種旅遊服務的，主要有議會的**1,500**家會員旅行社，**6,500**名持證導遊，以及**19,000**名持證領隊。

議會辦事處負責處理議會的行政事務，以下是一些關於辦事處的統計資料(以2009年1至3月的數據為基準)。

在一年裡，議會——

- ◆ 召開不少於**11**次理事會會議，以及約**170**次委員會及工作小組會議；
- ◆ 發出約**60**個通告及**4**個指引，向會員及其他相關人士發出約**20,000**封信件、**45,000**個短訊及無數個電郵；
- ◆ 出版**4**期《議會季刊》，更新議會網站無數次；
- ◆ 發出**90**台印花機，收回**100**台印花機，處理**800**個印花機維修要求，以及處理**10,000**份印花退款表格；
- ◆ 處理外遊和入境旅客的**1,100**個投訴及**7,500**個查詢；
- ◆ 前往約**500**家會員的營業地點視察，在各景點巡查**100**次(涉及230家入境旅行社、480名導遊、220家登記店舖)；
- ◆ 處理**78,000**個內地入境團登記，以及**52,000**個外遊團登記；
- ◆ 開辦約**150**個訓練課程；
- ◆ 為領隊和導遊舉行**210**次考試；
- ◆ 發出約**1,500**張領隊證和導遊證，並為約**5,000**張證件續證。

處理以上所有工作的，就只有議會辦事處的約**50**個職員而已。 

In one year, Hong Kong registers about 30,000,000 visitor arrivals and 80,000,000 resident departures. The TIC's **1,500** member agents, **6,500** accredited tourist guides and **19,000** accredited tour escorts are key providers of various kinds of travel service for all these inbound visitors and outbound travellers.

The following are some statistics about the Executive Office, which is the administrative arm of the TIC, based on statistics for the first three months of 2009.

In one year, the TIC –

- ◆ holds at least **11** Board of Directors meetings, and about **170** committee and working group meetings;
- ◆ issues about **60** circulars and **4** directives, and sends to members and various parties concerned about **20,000** letters, **45,000** text messages and countless emails;
- ◆ publishes **4** issues of *The Voice of TIC*, and updates the TIC website countless times;
- ◆ issues **90** franking machines, takes back **100** franking machines, handles **800** franking machine repair orders, and deals with **10,000** sets of levy refund requests;
- ◆ handles about **1,100** complaints and **7,500** enquiries from outbound travellers and inbound visitors;
- ◆ inspects about **500** business locations of members, and conducts **100** spot checks at tourist attractions (which involve 230 inbound agents, 480 tourist guides and 220 registered shops);
- ◆ handles **78,000** mainland inbound tour group registrations and **52,000** outbound tour registrations;
- ◆ organises about **150** training courses;
- ◆ holds **210** examinations for tour escorts and tourist guides; and
- ◆ issues about **1,500** Tour Escort Passes and Tourist Guide Passes, and renews about **5,000** Passes.

For all the above work, there are only about **50** staff at the Executive Office. 