

# 議會辦事處部份日常工作

## Some daily work of the Executive Office

(截至二零一九年六月三十日止年度 for the year ended 30 June 2019)

	2019	2018	相差(%) Difference (%)
外遊旅客投訴 Complaints from outbound travellers	695	842	-17.5
外遊旅客尋求協助 Requests for assistance from outbound travellers	1,074	901	+19.2
外遊旅客查詢 Enquiries from outbound travellers	3,278	3,413	-4.0
入境旅客投訴 Complaints from inbound visitors	206	182	+13.2
入境旅客尋求協助 Requests for assistance from inbound visitors	524	582	-10.0
入境旅客查詢 Enquiries from inbound visitors	1,527	701	+117.8
外遊旅行團小冊子登記 Outbound package tour brochure registrations	66,462	62,372	+6.6
內地入境團確認書登記 Mainland inbound tour confirmation agreement registrations	83,323	76,079	+9.5
通告及指引 Circulars and directives	83	86	-3.5
研討會／講座／簡介會／工作坊 Seminars / talks / briefings / workshops	69	54	+27.8
紀律委員會處理個案 Cases deliberated by disciplinary committees	376	347	+8.4
上訴委員會處理個案 Cases deliberated by Appeal Board	30	23	+30.4
理事會會議 Board of Directors meetings	11	11	0.0
各委員會會議* Committee meetings*	69	69	0.0
會員營業地點視察次數 Inspections at members' business locations	427	369	+15.7
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	1,400	1,276	+9.7
登記店舖巡查次數 Spot checks at registered shops	328	303	+8.3
發出印花機 Issued franking machines	15	83	-81.9
收回印花機 Recovered franking machines	1,036	94	+1,002.1
訓練課程 Training courses	49	56	-12.5
考試 Examinations	106	116	-8.6
領隊證發證及續證 Tour Escort Passes issued and renewed	4,314	5,808	-25.7
導遊證發證及續證 Tourist Guide Passes issued and renewed	1,437	1,694	-15.2

\* 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*