

議會辦事處部份日常工作

Some daily work of the Executive Office

(截至二零一六年六月三十日止年度 for the year ended 30 June 2016)

	2016	2015	相差 (%) Difference (%)
外遊旅客投訴 Complaints from outbound travellers	896	771	+16.2
外遊旅客尋求協助 Requests for assistance from outbound travellers	1,091	1,343	-18.8
外遊旅客查詢 Enquiries from outbound travellers	4,284	4,008	+6.9
入境旅客投訴 Complaints from inbound visitors	200	283	-29.3
入境旅客尋求協助 Requests for assistance from inbound visitors	501	732	-31.6
入境旅客查詢 Enquiries from inbound visitors	717	624	+14.9
外遊旅行團小冊子登記 Outbound package tour brochure registrations	96,279	92,934	+3.6
內地入境團確認書登記 Mainland inbound tour confirmation agreement registrations	85,551	141,098	-39.4
通告及指引 Circulars and directives	50	48	+4.2
新聞稿 Press releases	7	2	+250.0
紀律委員會處理個案 Cases deliberated by disciplinary committees	408	388	+5.2
上訴委員會處理個案 Cases deliberated by Appeal Board	25	31	-19.4
理事會會議 Board of Directors meetings	11	11	0.0
各委員會會議* Committee meetings*	70	73	-4.1
會員營業地點視察次數 Inspections at members' business locations	450	446	+0.9
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	1,506	1,200	+25.5
登記店舖巡查次數 Spot checks at registered shops	344	322	+6.8
發出及收回印花機 Issued and recovered franking machines	223	496	-55.0
訓練課程 Training courses	85	114	-25.4
考試 Examinations	140	191	-26.7
領隊證發證及續證 Tour Escort Passes issued and renewed	4,787	7,932	-39.6
導遊證發證及續證 Tourist Guide Passes issued and renewed	1,462	1,865	-21.6

* 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