

議會辦事處部份日常工作

Some daily work of the Executive Office

(截至二零一七年六月三十日止年度 for the year ended 30 June 2017)

	2017	2016	相差 (%) Difference (%)
外遊旅客投訴 Complaints from outbound travellers	856	896	-4.5
外遊旅客尋求協助 Requests for assistance from outbound travellers	768	1,091	-29.6
外遊旅客查詢 Enquiries from outbound travellers	3,377	4,284	-21.2
入境旅客投訴 Complaints from inbound visitors	180	200	-10.0
入境旅客尋求協助 Requests for assistance from inbound visitors	455	501	-9.2
入境旅客查詢 Enquiries from inbound visitors	1,005	717	+40.2
外遊旅行團小冊子登記 Outbound package tour brochure registrations	71,680	96,279	-25.5
內地入境團確認書登記 Mainland inbound tour confirmation agreement registrations	59,939	85,551	-29.9
通告及指引 Circulars and directives	72	50	+44.0
新聞稿 Press releases	1	7	-85.7
紀律委員會處理個案 Cases deliberated by disciplinary committees	474	408	+16.2
上訴委員會處理個案 Cases deliberated by Appeal Board	24	25	-4.0
理事會會議 Board of Directors meetings	11	11	0.0
各委員會會議* Committee meetings*	68	70	-2.9
會員營業地點視察次數 Inspections at members' business locations	393	450	-12.7
在景點查核會員及導遊次數 Spot checks on members and guides at tourist attractions	1,172	1,506	-22.2
登記店舖巡查次數 Spot checks at registered shops	322	344	-6.4
發出及收回印花機 Issued and recovered franking machines	210	223	-5.8
訓練課程 Training courses	66	85	-22.4
考試 Examinations	113	140	-19.3
領隊證發證及續證 Tour Escort Passes issued and renewed	6,921	4,787	+44.6
導遊證發證及續證 Tourist Guide Passes issued and renewed	1,892	1,462	+29.4

* 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*