

新人事，新挑戰

New faces, new challenges

接任總幹事三個月以來，深深感到任務艱巨，既不可放鬆監管工作，但也要為議會未來的發展早作準備。議會這兩方面的職能，在旅遊業監管局成立之前仍須繼續兼顧；幸虧兩位新任總經理陳耀基先生、劉麗文女士，分擔了監管與行業發展的職責，所以我才能順利開展總幹事的工作。

自年初起，議會已重新開始為未來籌謀。一月中，十多位理事在集思會上，聽取兩位嘉賓演講和屬會代表的意見後，商討議會未來的角色、架構及功能。三月，議會代表與八個屬會午餐聚會，直接聆聽各屬會對今後的期望。四月中，管治委員會將召開會議，著手討論議會未來的發展方向。議會的未來與會員息息相關，稍後將把進展通知會員。

財政司長在先前公佈的預算案中，建議繼續撥款給「旅行社資訊科技發展配對基金先導計劃」，令更多中小型旅行社受惠。此外，政府還有款項撥給議會，用來協助業者把握「一帶一路」及「粵港澳大灣區」的旅遊機遇，增進本地與內地業者的交流合作（詳見「議會簡報」）。對於政府的支援，議會非常感激。

這幾個月接連有旅行社倒閉，不僅影響了眾多外遊旅客，而且令業界聲譽受損。這些倒閉事件，揭示了不少值得深思的問題，例如：旅行社如何在日益劇烈的競爭中成長？現行的監管與保障機制如何改進？消費者選購旅遊產品時，是否採取了足夠措施保障自己？這種種問題，假如能一一解決，當可成為業界今後健康發展的契機。✎

陳張樂怡



Having taken up the position of Executive Director for three months, I am fully aware of the pressure of my duties, which require me both to tackle regulatory issues and to make early preparation for the future of the TIC. I was able to make a smooth start as Executive Director, despite these two aspects of duties having to be performed until the Travel Industry Authority is established, thanks to Mr Benjamin Chan and Ms Connie Lau, the two new general managers responsible for regulation and industry development.

From the beginning of this year, the TIC has resumed its work to prepare for the future. A brainstorming session was held in mid-January to enable a dozen or so directors to discuss the future roles, structure and functions of the TIC after listening to the views of two guest speakers and representatives of the Association Members. Lunch gatherings were hosted in March so that representatives of the TIC could learn directly from the eight Association Members what their expectations were. The Governance Committee will meet in mid-April to begin discussion on the future directions for the TIC. The future of the TIC and members being closely tied, we will inform members of any progress later.

The Financial Secretary has proposed earlier in the Budget that additional funding will be injected into the Pilot Information Technology Development Matching Fund Scheme for Travel Agents so that more small- and medium-sized travel agents can benefit from it. There will also be funding to assist trade members in grasping the opportunities made available by the Belt and Road Initiative and the Guangdong-Hong Kong-Macao Bay Area, and in having closer cooperation with their counterparts on the mainland (see "Council Bulletin" for details). The TIC is very grateful for the support provided by the Government.

During the past few months, several travel agents have closed down, affecting not only a large number of travellers but also the reputation of the industry. These closures have revealed some questions that deserve pondering such as how travel agents can grow amid intense competition; how the current mechanism of regulation and protection can be improved; and whether consumers are taking adequate measures to protect themselves when buying travel products. All these questions, if solved one by one, may turn out to be a catalyst for the future development of a healthier industry. ✎

Alice Chan