

統計數字 Statistics

考試 Examinations

考試及考試日期 Examination and date	參加人數 No. of candidates	合格率 Pass rate
地產代理資格考試 Estate Agents Qualifying Examination		
5/10/2012	1,945	52.5%
14/12/2012	1,751	61.7%
營業員資格考試 Salespersons Qualifying Examination		
24/8/2012	1,909	54.3%
19/10/2012	1,836	48.7%
28/12/2012	1,514	34.9%

牌照數目 (截至2012年12月31日) Number of licences (as at 31/12/2012)

營業員牌照 Salesperson's Licence:	20,126
地產代理(個人)牌照 Estate Agent's Licence (Individual):	16,293
個人牌照總和 Total no. of individual licences:	36,419
地產代理(公司)牌照 Estate Agent's Licence (Company):	2,924

營業詳情說明書 (截至2012年12月31日) Number of statements of particulars of business (as at 31/12/2012)

合夥經營 Partnerships:	268
獨資經營 Sole proprietorships:	1,641
有限公司 Limited companies:	4,379
總數 Total:	6,288

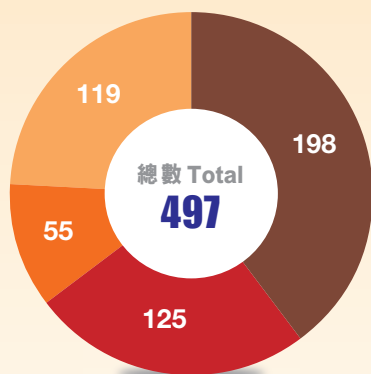
接獲的投訴 (2012年1月至12月): Number of complaint cases received (January to December 2012)

	547
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已處理的投訴個案結果* (2012年1月至12月)

Results of completed complaint cases* (January to December 2012)



指稱成立 Substantiated:	198
指稱不成立 Unsubstantiated:	125
資料不足 Insufficient information to pursue:	55
其他 (例如投訴人撤回投訴或因其他原因而終止調查): Others (include cases withdrawn or curtailed because of some other reasons)	119

* 部分是往年接獲的個案 Some cases were carried over from previous years



巡查次數 (2012年1月至12月)

Number of compliance inspections (January to December 2012)

• 一手樓盤銷售處 First-sale sites:	1,019
• 代理商舖 Estate agency shops:	1,531
• 網上物業廣告 Online property advertisements:	610



經巡查發現主動調查的個案 (2012年1月至12月)

Number of cases arising from self-initiated investigations during inspections (January to December 2012)

• 主動調查的個案 : Cases arising from self-initiated investigations	148
• 主動調查而指稱成立的個案* : Cases completed from self-initiated investigations and were substantiated*	101

* 部分是往年展開調查的個案 Some cases were carried over from previous years



向持牌人或前持牌人採取的行動 (2012年1月至12月)*

Actions taken against licensees or ex-licensees (January to December 2012)*

有關的持牌人或前持牌人人數 No. of licensees or ex-licensees	463	
行動 Actions taken	訓誡／譴責 Admonishment/reprimand	345
	罰款 Fine	150
	於牌照附加／更改條件 Attachment/alteration of conditions to licence	279
	暫時吊銷牌照 Suspension	35
	撤銷牌照 Revocation	0

* 向持牌人或前持牌人作出的行動是根據《地產代理條例》而作出的判決，當中有部份可能屬於紀律性質。

* These actions were taken pursuant to powers under the EAO. Some actions may be disciplinary in nature and others not, and they include the attachment of conditions to licences whether upon issuance or otherwise.

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