

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		
19/3/2013	1,524	25.0%
3/6/2013	1,169	41.7%
11/9/2013	1,263	28.7%
13/12/2013	1,146	49.9%
營業員資格考試 Salespersons Qualifying Examination		
26/2/2013	1,141	43.3%
25/4/2013	1,065	38.8%
27/6/2013	948	48.7%
26/8/2013	877	20.9%
23/10/2013	669	45.4%
27/12/2013	708	44.1%



牌照數目 (截至2013年12月31日) Number of licences (as at 31/12/2013)

營業員牌照 Salesperson's Licence:	19,197
地產代理(個人)牌照 Estate Agent's Licence (Individual):	16,769
個人牌照總和 Total no. of individual licences:	35,966
地產代理(公司)牌照 Estate Agent's Licence (Company):	3,017



營業詳情說明書 (截至2013年12月31日) Number of statements of particulars of business (as at 31/12/2013)

合夥經營 Partnerships:	254
獨資經營 Sole proprietorships:	1,639
有限公司 Limited companies:	4,428
總數 Total:	6,321



接獲的投訴 (2013年1月至12月): Number of complaint cases received (January to December 2013)

494

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已處理的投訴個案結果* (2013年1月至12月)

Results of completed complaint cases* (January to December 2013)

總數 Total
634



● (287) 指稱成立
Substantiated

● (145) 指稱不成立
Unsubstantiated

● (66) 資料不足
Insufficient information to pursue

● (136) 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Others (include cases withdrawn or curtailed because of some other reasons)

* 部分是往年接獲的個案

* some cases were carried over from previous years



巡查次數 (2013年1月至12月)

Number of compliance inspections (January to December 2013)

● 一手樓盤銷售處 First-sale sites:	1,475
● 代理商舖 Estate agency shops:	1,511
● 網上物業廣告 Online property advertisements:	600



巡查發現主動調查的個案 (2013年1月至12月)

Number of cases arising from self-initiated investigations during inspections (January to December 2013)

● 主動調查的個案： Cases arising from self-initiated investigations	95
● 主動調查而指稱成立的個案*： Cases completed from self-initiated investigations and were substantiated*	105

* 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 (2013年1月至12月)*

Actions taken against licensees or ex-licensees (January to December 2013)*

有關的持牌人或前持牌人人數 No. of licensees or ex-licensees	577	
行動 Actions taken	訓誡／譴責 Admonishment/reprimand	450
	罰款 Fine	251
	於牌照附加／更改條件 Attachment/alteration of conditions to licence	303
	暫時吊銷牌照 Suspension	28
	撤銷牌照 Revocation	12#

* 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，包括在發牌時或在其他情況下於牌照上附加條件。

* 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.

這12宗撤銷牌照個案內，11宗由牌照委員會裁定，一宗由紀律委員會裁定。

Among the 12 cases of revocation of licences, 11 cases were decided by the Licensing Committee and one was decided by the Disciplinary Committee.