

# 附錄二：2014/15年度行政部門服務達標率

## Appendix II: Achievement of the Administration's Performance Standards 2014/15

### 查詢 Enquiries

服務類別 Service type	指標 Standard	達標率 Results
回覆查詢	Response to enquiries	
• 電話查詢 (留言信息)	• Telephone enquiries (voice mail messages)	• 1個工作天內 <sup>1</sup> • Within 1 working day <sup>1</sup>
• 書面查詢	• Written enquiries	• 7個工作天內 <sup>2</sup> • Within 7 working days <sup>2</sup>

### 資格考試 Qualifying Examinations

服務類別 Service type	指標 Standard	達標率 Results
發出成績 通知單 <sup>3</sup>	Issue result slips <sup>3</sup>	考試後的14個 工作天內 Within 14 working days after the examination

### 牌照 Licensing

服務類別 Service type	指標 Standard	達標率 Results
處理新牌照申請	Process new licence applications	收到新申請後的 10個工作天內 <sup>4</sup> Within 10 working days for new applications <sup>4</sup>
處理續牌申請	Process renewal licence applications	收到續牌申請後的 20個工作天內 Within 20 working days for renewal applications
退款予不獲發 牌照或取消牌照 申請的申請人	Refund of application fees for rejected/ cancelled applications	10個工作天內 <sup>5</sup> Within 10 working days <sup>5</sup>

<sup>1</sup> 監管局的工作天為星期一至五。

<sup>2</sup> 收到查詢後下一個工作天開始計算。

<sup>3</sup> 監管局委託香港考試及評核局舉辦資格考試。考試的成績通知單由香港考試及評核局發出。

<sup>4</sup> 由監管局收妥牌照申請、所需費用及文件之下一個工作天起計，至發出牌照／營業詳情說明書（即牌照可供領取之日）為止。如牌照申請須交由監管局牌照委員會考慮申請人是否符合法定的「適當人選」標準及其他發牌要求，此服務指標則不適用。監管局處理此類牌照申請時，須向申請人或第三者（例如破產管理署、信託人或警務處）查詢有關詳情，待得到回覆後，才可以決定批准或拒絕申請。

<sup>5</sup> 由取消或拒絕申請之下一個工作天起計；如屬破產個案，則由收到破產管理署或信託人指示之下一個工作天起計。

<sup>1</sup> The EAA's working days are from Monday to Friday.

<sup>2</sup> From the next working day following receipt of the enquiry.

<sup>3</sup> Issued by the Hong Kong Examinations and Assessment Authority, authorised by the EAA to administer the examinations.

<sup>4</sup> From the next day following the receipt of an application, the required fee and documents to the day the licence/statement of particulars of business is issued (i.e. the day the licence is available for collection). This service target does not apply to applications which require the EAA Licensing Committee to determine whether the applicant fulfills the "fit and proper" requirement and other licensing requirements as prescribed under the EAO. A longer duration is needed for such cases for the EAA to make enquiries and for the applicant or any third party (such as the Official Receiver's Office, trustees-in-bankruptcy or the Police) to respond before the EAA approves or rejects the application.

<sup>5</sup> From the next day after an application is cancelled or rejected; for bankruptcy cases, from the next day following the receipt of instructions from the Official Receiver's Office or the trustee-in-bankruptcy.

## 投訴及執法

## Complaints and Enforcement

服務類別 Service type	指標 Standard	達標率 Results
確認收到投訴人的書面投訴	Acknowledge receipt of written complaints 5個工作天內 Within 5 working days	100%
收到足夠證明文件後向投訴人作出書面回覆	Provide a written response to complainants upon receipt of sufficient supporting documents 15個工作天內 Within 15 working days	100%
行動部完成調查違規個案 <sup>6</sup> ： Complete investigation of non-compliance cases by the Operations Division <sup>6</sup> :		
• 快速個案 (紀律處分新計劃下，不牽涉證人並只涉及八項指明違規事項的個案)	• Fast Track Cases (Cases involving no witnesses and concerning allegation(s) of the Eight Specified Breaches under the New Scheme for Disciplinary Cases only) 3個月內 Within 3 calendar months	100%
• 普通個案 (非快速個案並只涉及不多於2項指稱的個案)	• Normal Cases (Cases other than Fast Track Cases concerning not more than 2 allegations) 6個月內 Within 6 calendar months	不適用 N/A
• 複雜個案 (除快速個案及普通個案以外的個案)	• Complex Cases (Cases other than Fast track cases and Normal Cases) 9個月內 Within 9 calendar months	不適用 N/A
通知投訴人調查結果	Notify complainants of the outcome of the case 10個工作天內 Within 10 working days	99.29%
通知被投訴人 (持牌人) 調查結果	Notify complainees (licensees) of the outcome of the case 10個工作天內 Within 10 working days	99.70%

<sup>6</sup> 此新的服務承諾適用於2014年11月24日或之後接獲的投訴及當日或之後發現的違規個案。因此截至2015年3月31日之普通個案及複雜個案，並未能計算其達標率。

<sup>6</sup> This performance pledge was introduced on 24 November 2014 and is applicable to complaint cases received or non-compliance cases detected on or after 24 November 2014. For Normal and Complex Cases, it cannot be measured as at 31 March 2015 yet.



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#### 紀律研訊

#### Disciplinary Proceedings

服務類別 Service type	指標 Standard	達標率 Results
舉行首次 紀律研訊	Conduct the first disciplinary inquiry hearing of a case 完成調查後的 90個工作天內	Within 90 working days after completion of investigation 98.01%

#### 持續專業進修

#### Continuing Professional Development ("CPD")

服務類別 Service type	指標 Standard	達標率 Results
完成處理持續 專業進修活動 認可的申請	Process applications for endorsement of CPD activities 20個工作天內	Within 20 working days 100%
發出「出席證書」 予參加監管局 舉辦的持續 專業進修活動 的持牌人	Issue certificates of attendance for EAA-organised CPD activities 30個工作天內	Within 30 working days 100%