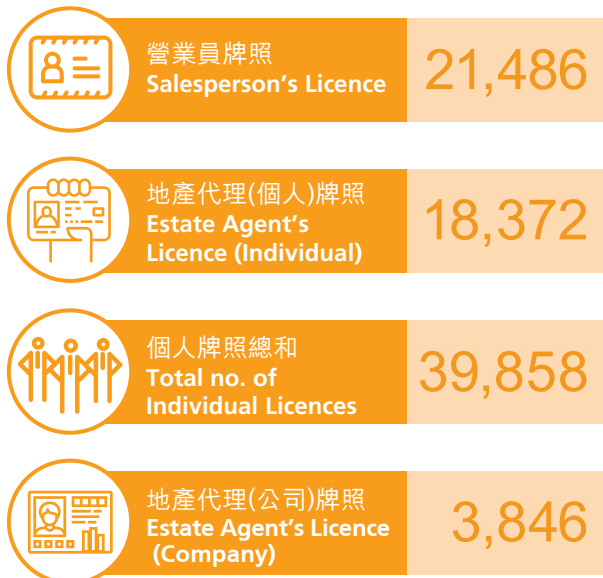


考試 Examinations

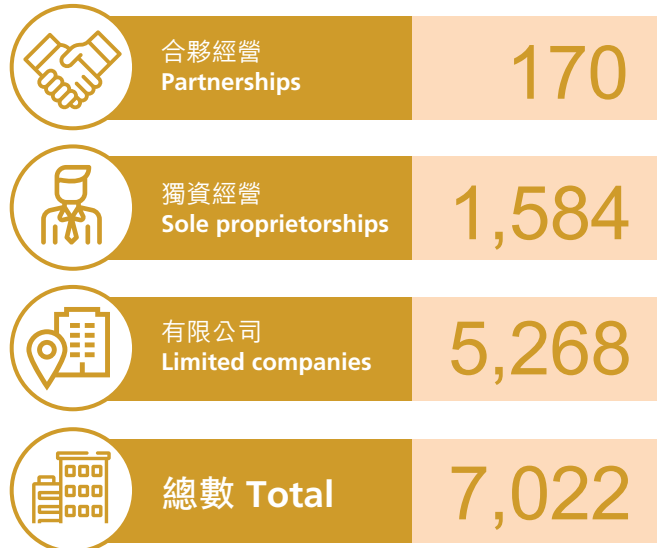
考試及考試日期 Examination and date	
參加人數 No. of candidates	合格率 Pass rate

(考試因2019冠狀病毒疫情而取消)
(Examinations cancelled due to COVID-19)

牌照數目 截至2020年8月31日 Number of licences (As at 31/8/2020)



營業詳情說明書 (截至2020年8月31日) Number of statements of particulars of business (As at 31/8/2020)



開立的投訴 (2020年1月至8月) Number of complaint cases opened (January to August 2020)

203

已處理的投訴個案結果* (2020年1月至8月) Results of completed complaint cases*

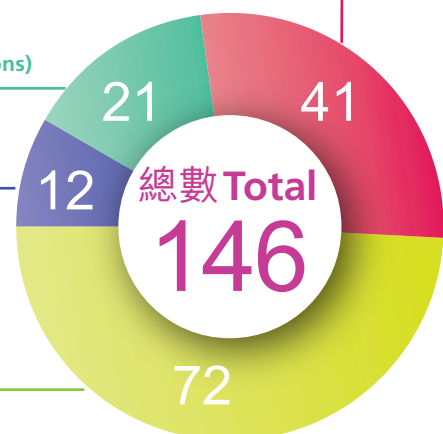
(January to August 2020)

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Others (include cases withdrawn or closed because of other reasons)

資料不足
Insufficient information to pursue

指稱不成立
Unsubstantiated

指稱成立
Substantiated



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

巡查次數 (2020年1月至8月)

Number of compliance inspections

(January to August 2020)



巡查發現主動調查的個案 (2020年1月至8月)

Number of cases arising from self-initiated investigations during inspections

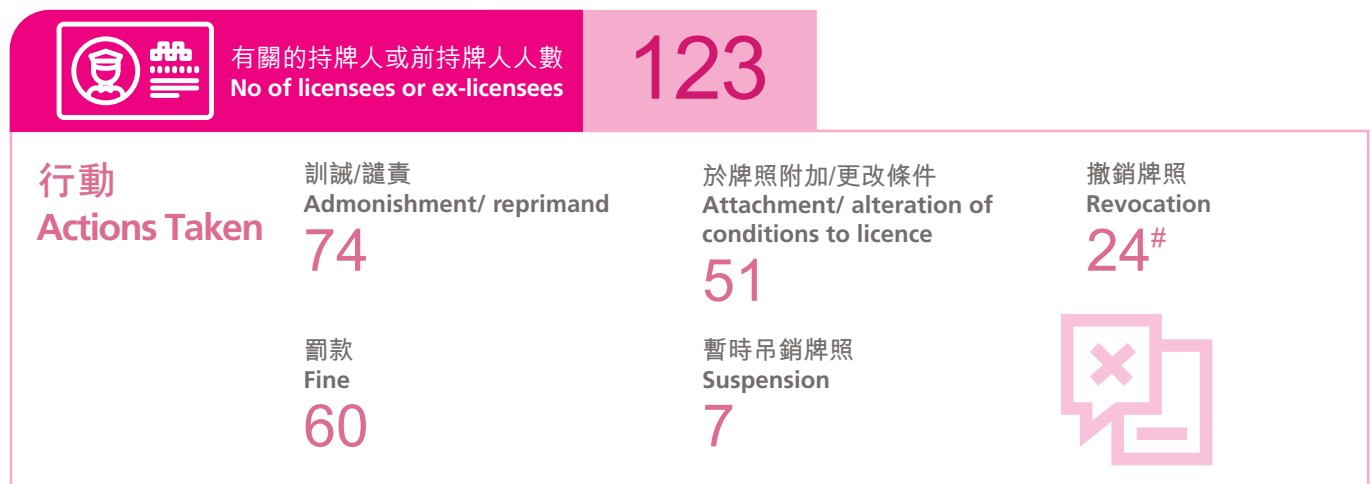
(January to August 2020)



* 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* (2020年1月至8月)

Actions taken against licensees or ex-licensees* (January to August 2020)



* 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 Estate Agents Ordinance. Some actions may be disciplinary in nature and others not, and they include the attachment of conditions to licences whether upon issuance or otherwise.

這些個案由牌照委員會裁定。理由是持牌人不再符合相關發牌條件。

These cases were decided by the Licensing Committee on the ground that the licensees concerned no longer meet the relevant licensing requirements.