

監管局職員獲頒發「2022申訴專員嘉許獎」 EAA staff received "The Ombudsman's Award" 2022

監管局兩名職員獲頒發「2022申訴專員嘉許獎—公職人員獎」，表揚他們處理查詢時的專業表現和積極態度。

申訴專員嘉許獎頒獎典禮於2022年11月16日舉行。監管局人力資源部馮寶琪女士及牌照部呂浚銘先生，憑藉着處理查詢時的出色表現，分別獲頒發「公職人員獎」，成為以積極正面的態度服務大眾的好榜樣。

Two EAA staff members received "The Ombudsman's Award" 2022 for "Officers of Public Organisations" in recognition of their professionalism and positive attitude in enquiries handling.

The Ombudsman's Awards Presentation Ceremony was held on 16 November 2022. Ms Kate Fung from the Human Resources Section and Mr Derek Lui from the Licensing Section, received individual awards for their outstanding performance in handling enquiries. Both awardees had set good examples by adopting a positive attitude to serve the public.



馮寶琪女士（右）從申訴專員趙慧賢女士手中接過獎座。
Ms Kate Fung (right) receives the award from The Ombudsman, Ms Winnie Chiu.



呂浚銘先生（右）從申訴專員趙慧賢女士手中接過獎座。
Mr Derek Lui (right) receives the award from The Ombudsman, Ms Winnie Chiu.

地產代理監管局2021/22年度年報 The EAA's 2021/22 Annual Report

監管局的2021/22年度年報經已出版。2022年對監管局來說是特別的一年，它標誌着地產代理規管制度已經成立25年。

年報概述了監管局規管地產代理業界執業的主要工作及截至2022年3月31日財政年度的財務回顧，並重點記載監管局在年內積極克服2019冠狀病毒疫情帶來的挑戰及持續推動地產代理業界回饋社會的工作。此外，年報亦記錄了監管局一貫的把關、執法、推動業界提升專業水平及加強消費者教育的工作。年報的電子版本已上載到監管局網站：www.eaa.org.hk

The 2021/22 Annual Report of the EAA has been published. 2022 is a special year for the EAA as it marks the 25th anniversary of the establishment of the regulatory regime for the estate agency trade.

The Report summarises the EAA's regulatory work and its financial statement for the fiscal year ended 31 March 2022. It also highlights the EAA's efforts in overcoming the challenges brought by the COVID-19 pandemic, engaging the trade in giving back to the community and records the EAA's consistent work in various aspects. The electronic version of the Report is also available at: www.eaa.org.hk

