附錄二　2011/12年度服務達標率

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（留言訊息）	• Telephone enquiries (voice mail messages)	• 1個工作天內	• Within 1 working day	100%
• 書面查詢	• Written enquiries	• 7個工作天內	• Within 7 working days	99.3%

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[1]	Issue result slips[1]	考試後的23個工作天內	Within 23 working days after the examination	100%

牌照
Licensing

服務類別 Service type		指標 Standard		達標率 Results
處理新牌照及續牌申請	Process new and renewal licence applications	10個工作天內[2]	Within 10 working days[2]	99.9%
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[3]	Within 10 working days[3]	99.3%

[1] 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。

[2] 由監管局收妥牌照申請、所需費用及文件之日起計，至發出牌照／營業詳情説明書（即牌照可供領取之日）為止。如監管局須將牌照申請交由牌照委員會考慮是否符合法定的「適當人選」標準，服務指標則不適用。監管局處理此類牌照申請時，須進行調查及預留時間供申請人或第三者（例如破產管理署、信託人或警務處）作出回覆，待得到回覆後，才可以決定批准或拒絕申請，因此所需時間較長。

[3] 由取消或拒絕申請之日起計；如屬破產個案，則由收到破產管理署或信託人指示之日起計。

[1] Issued by the Hong Kong Examinations and Assessment Authority, authorised by the EAA to administer the examinations

[2] From receipt of the application, the required fee and documents to the date of issuance of a licence/statement of particulars of business (ie. the date the licence is available for collection). This service target does not apply to applications requiring determination by the EAA Licensing Committee as to whether the applicant fulfils the statutory "fit and proper" requirement. A longer duration is needed for such cases because the EAA has to conduct investigations and allow time 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.

[3] From the date the application is cancelled or rejected; for bankruptcy cases, from the date of receipt of instructions from the Official Receiver's Office or the trustee-in-bankruptcy in question.

Annex 2 Achievement of performance standards in 2011/12

投訴處理 Complaints

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	99%
通知投訴人調查結果	Notify complainants of the outcome of the investigation	10個工作天內[4]	Within 10 working days[4]	98.7%
通知被投訴人(持牌人)調查結果	Notify complainees (licensees) of the outcome of the investigation	10個工作天內[5]	Within 10 working days[5]	98.9%

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	100%

持續專業進修計劃 Continuing Professional Development (CPD) Scheme

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%

4 由完成調查之日起計；假如監管局須為有關個案舉行紀律研訊，則以向被投訴人發出研訊結果通知書之日起計。

5 不包括要舉行紀律研訊的投訴個案。法例規定，監管局「須自有關決定日期起21天內，將該決定以書面通知持牌人和通知該決定所針對的任何其他人」。

4 From completion of investigation or, in the event the case is submitted for an inquiry hearing, the date of the letter notifying the complainee of the result of the hearing.

5 Excluding cases that are submitted for inquiry hearings. In these cases, the statutory requirement is for EAA "within the period of 21 days beginning on the date of the relevant decision, to notify in writing the licensee and any other person against whom the decision is made of the decision".