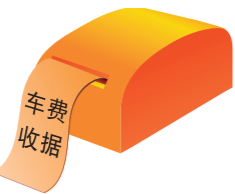




乘客须知

1. 车费收据

每辆的士均已安装收据打印机，乘客可向的士司机索取机印车费收据。如无合理辩解，的士司机不得拒绝按乘客要求发出收据，否则即属违法。如果收据打印机失灵，的士司机应发出手写收据。



2. 行李附加费

- 一般来说，司机可就下列行李，收取行李附加费：
- 每件摆放在车尾行李厢内的行李；或
- 每件摆放在车厢内而长、阔、高总和超过140厘米的行李。
- 婴儿车亦需按照上述准则缴付行李附加费。
- 残疾乘客的轮椅及拐杖无须收费。

3. 车费找续

的士司机若未能为港币500元或1000元面额的纸币提供找续，不属违法。



4. 如乘客未有佩戴安全带

- 即属违法；
- 的士司机可以拒绝接载式驾驶；及
- 乘客可被要求缴付的士车费及离开车辆。

5. 乘客须依法按表缴付的士车费

的士司机不可以透过任何方式，包括提供折扣或减收车费以招徕乘客。乘客须依法按表缴付的士车费，任何人 dishonestly 设法逃避缴费即属违法，一经定罪，可处罚款港币\$3000及监禁6个月。



Notes to Taxi Passengers

1. Fare Receipt:

Taxis are installed with a receipt printing device. Passengers can ask for a machine-printed fare receipt. It is an offence if taxi drivers refuse, without reasonable excuse, to issue receipts to passengers upon request. In case the receipt printing device fails to operate, the taxi driver should issue a hand-written receipt.



2. Additional Charge for Baggage:

- In general, additional charge for baggage may be levied on:
- every piece of baggage that is carried inside the baggage compartment; or
- every piece of baggage with total dimensions (length + width + height) exceeding 140cm that is carried inside the passenger compartment.
- Baby prams are also required to pay the additional charge for baggage according to the above guidelines.
- Wheelchairs and crutches carried by disabled passengers are free of charge.

3. Fare Change:

It is not an offence if a taxi driver cannot give change to HK\$500 or HK\$1000 notes.



4. If a Passenger Does Not Wear a Seat Belt:

- the passenger commits an offence;
- the taxi driver may refuse the hire or to drive; and
- the passenger may be required to pay the taxi fare and leave the vehicle.

5. Passenger shall pay taxi fare as recorded by the taximeter in accordance with the law

Taxi driver is not allowed to solicit passengers in any manner, including offering fare discounts or concessions. A person who dishonestly endeavours to avoid payment commits an offence and is liable on conviction to a penalty of \$3000 fine and to imprisonment for 6 months.



To establish a regular channel for passengers to show their appreciation, and to give commendation to taxi drivers who have good conduct and deliver quality service to taxi passengers, Transport Department and Quality Taxi Services Steering Committee organize "The Taxi Driver Commendation Scheme". The Scheme encourages taxi drivers to provide passengers with quality services and to raise the standards of taxi services in Hong Kong. In addition, we expect to enhance the harmonious relationship between taxi drivers and passengers by this Scheme.

优质的士服务督导委员会和运输署举办「的士司机嘉许计划」，目的是为了建立一个固定渠道，表扬行为良好及对乘客提供优质服务的士司机。这项计划可以鼓励司机提供优质服务给乘客，提升的士业界服务水平。我们亦希望透过这项计划，进一步促进的士司机与乘客之间的和谐关系。

優質的士服務督導委員會和運輸署舉辦「的士司機嘉許計劃」，目的是為了建立一個固定渠道，表揚行為良好及對乘客提供優質服務的士司機。這項計劃可以鼓勵司機提供優質服務給乘客，提升的士業界服務水平。我們亦希望透過這項計劃，進一步促進的士司機與乘客之間的和諧關係。

Taxi Driver Commendation Scheme

的士司機嘉許計劃 的士司機嘉許計劃

POSTAGE
WILL BE PAID
BY LICENSEE
郵費由
持牌人支付

NO POSTAGE
STAMP NECESSARY
IF POSTED
IN HONG KONG
如在本港投寄
毋須貼上郵票

BUSINESS REPLY SERVICE LICENCE NO. : 3567
商業回郵牌號 : 3567

香港灣仔告士打道7號入境事務大樓40樓4036室
運輸署渡輪及輔助客運部

轉交：優質的士服務督導委員會秘書處

Ferry and Paratransit Division, Transport Department
Room 4036, 40/F, Immigration Tower,
Wan Chai, Hong Kong

c/o Secretariat of the Quality Taxi Services Steering Committee

做個精明的士乘客 Be a smart taxi passenger



如對的士服務有所表揚或提出意見，請記下的士車牌號碼或的士司機證的資料（如：的士司機證號碼）。

常用電話號碼

1823電話中心：1823
警察熱線：2527 7177

交通投訴組：2889 9999
馬路的事 不容有失：1872 920
24小時免費失物熱線

如對的士服務有所表揚或提出意見，請記下的士車牌號碼或的士司機證的資料（如：的士司機證號碼）。

常用电话号码

1823电话中心：1823
警察热线：2527 7177

交通投诉组：2889 9999
马路的事 不容有失：1872 920
24小时免费失物热线

Please record the taxi registration number or information on the Taxi Driver Identity Plate (e.g. taxi driver identity plate number) if you have compliment or comment on taxi service.

Useful Telephone Number

1823 Call Centre: 1823
Police Hotline: 2527 7177

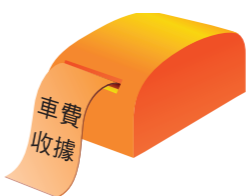
Transport Complaints Unit: 2889 9999
Road Co-op Lost and Found
24-Hour Free Hotline for
Lost Property on taxi: 1872 920



乘客須知

1. 車費收據

每輛的士均已安裝收據打印機，乘客可向的士司機索取機印車費收據。如無合理辯解，的士司機不得拒絕按乘客要求發出收據，否則即屬違法。如果收據打印機失靈，的士司機應發出手寫收據。



2. 行李附加費

- 一般來說，司機可就下列行李，收取行李附加費：
- 每件擺放在車尾行李廂內的行李；或
- 每件擺放在車廂內而長、闊、高總和超過140厘米的行李。
- 嬰兒車亦需按照上述準則繳付行李附加費。
- 殘疾乘客的輪椅及拐杖無須收費。



3. 車費找續

的士司機若未能為港幣500元或1000元面額的紙幣提供找續，不屬違法。



4. 如乘客未有佩戴安全帶

- 即屬違法；
- 的士司機可以拒絕接載式駕駛；及
- 乘客可被要求繳付的士車費及離開車輛。



5. 乘客須依法按錶繳付的士車費

的士司機不可以透過任何方式，包括提供折扣或減收車費以招徠乘客。乘客須依法按錶繳付的士車費，任何人不誠實地設法逃避繳費即屬違法，一經定罪，可處罰款港幣\$3000及監禁6個月。



第一部分 提名入資料 Part One Nominator's Information

姓名 Name : _____
地址 Address : _____
聯絡電話 Contact Tel : _____

身份 Identity : 訪港旅客 Visitor 本港居民 HK Resident

電郵 E-mail : _____

第二部分 的士司機資料 Part Two Taxi Driver's Information

姓名 Name : _____
的士車牌號碼 Taxi Registration No. : _____
的士團體 / 電召台 (如有) Taxi Association/Radio Call Station (if any) : _____

司機證號碼 Driver's Identity Plate No. : _____
聯絡電話 (如有) Contact Tel. (if any) : _____

第三部分 嘉許司機的內容 Part Three Details of Commendation to Taxi Driver

的士行程 Taxi Journey : _____ 日期 Date : _____
時間 Time : 上午 AM 下午 PM 起點 Origin : _____ 目的地 Destination : _____
嘉許原因 : _____
Reason(s) for Commendation:
 車不拾遺 Returning lost property
 駕駛態度良好 Good driving attitude
 良好語文能力 Language proficiency
 為乘客提供有用資料 Offering useful information for passengers
 其他 (請說明) Others (Please specify) : _____

主動幫助乘客 Helping passengers proactively
 誠實、誠懇和有禮 Honest, sincere and polite
 協助警方撲滅罪行 Helping Police to fight crime

* 如有的話，請附上士收據副本。
* 你可夾附信件或以另紙填寫更多嘉許內容。
* Please enclose a copy of your taxi receipt if available.
* You may attach a letter or additional sheet to describe more about your commendation.

第四部分 乘客對這次的士服務之滿意程度 Part Four Passenger Satisfaction on This Taxi Journey

項目 Item	分數 Score (0-100 分 mark)
1. 安全程度 (如：駕駛態度、旅程安全順暢) Reliability & Safety (e.g. driving manner, safe & smooth taxi ride)	
2. 對乘客提供的服務 (如：禮貌、儀容、知識) Customer Service (e.g. politeness, appearance, knowledge)	
3. 車輛狀況 (如：整潔度、舒適度、設備情況) Vehicle Condition (e.g. cleanliness, comfort, condition of equipment)	

提名入簽署 Signature of Nominator : _____
日期 Date : _____

轉介提名的機構 (如有的話) Nomination referred by (if any)

個人資料收集目的
1. 優質的士服務督導委員會及運輸署會使用透過本表格所獲得的個人資料作下列用途：
· 處理有關「的士司機嘉許計劃」的提名及遴選工作；及
· 方便優質的士服務督導委員會/運輸署在有需要時與你聯絡。

獲轉交的資料的部門/人士
2. 你透過本表格所提供的個人資料將不會向其他政府部門、決策局、被提名之的士司機或其他機構公開。

保留個人資料
3. 根據個人資料 (私隱) 條例第18及22條及附表1第6條，你有權索閱及修正你的個人資料。你的索閱權包括獲取本表格所提供的個人資料副本一份。

有關透過本表格收集個人資料的查詢，包括索閱及修正資料，應寄往香港灣仔告士打道7號入境事務大樓40樓4036室運輸督導委員會轉交運部 (轉交：優質的士服務督導委員會秘書處)。

4. 有關透過本表格收集個人資料的查詢，包括索閱及修正資料，應寄往香港灣仔告士打道7號入境事務大樓40樓4036室運輸督導委員會轉交運部 (轉交：優質的士服務督導委員會秘書處)。

Enquiries
4. Enquires concerning the personal data collected by means of this form, including the marking of access and corrections, should be addressed to Ferry and Paratransit Division, Transport Department, Room 4036, 40/F, Immigration Tower, Man O'War, Hong Kong (c/o Secretariat of the Quality Taxi Services Steering Committee).

Access to Personal Data
3. You have a right of access and correction with respect to personal data as provided for in sections 18 and 22 and principal 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by this form.

Purposes of Collection
1. The personal data provided by means of this form will be used by the Quality Taxi Services Steering Committee (QTSSC) and Transport Department for the following purposes:
· activities relating to the nomination and selection exercise of the "Taxi Driver Commendation Scheme"; and
· facilitating communication between QTSSC / Transport Department and yourself.

Classes of Transferees
2. The personal data you provided by means of this form will NOT be disclosed to other Government departments/bureaux, the taxi driver being nominated or relevant organizations.

3. You have a right of access and connection with respect to personal data as provided for in sections 18 and 22 and principal 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by this form.

4. Enquires concerning the personal data collected by means of this form, including the marking of access and corrections, should be addressed to Ferry and Paratransit Division, Transport Department, Room 4036, 40/F, Immigration Tower, Man O'War, Hong Kong (c/o Secretariat of the Quality Taxi Services Steering Committee).

已填妥的提名表格，連同的士車費收據 (如有的話)，可透過以下其中一種方式，交回優質的士服務督導委員會：
1) 郵寄 2) 傳真至：(852) 2824 2176
3) 將表格及的士車費收據 (如有的話) 掃描後，電郵至：enquiry@qtssc.org.hk。

The completed nomination form can be returned to the Quality Taxi Services Steering Committee, together with the taxi fare receipt (if any), by one of the following ways:
1) Post 2) Fax to : (852) 2824 2176
3) E-mail the scanned copy of the nomination form and taxi fare receipt (if any) to : enquiry@qtssc.org.hk.