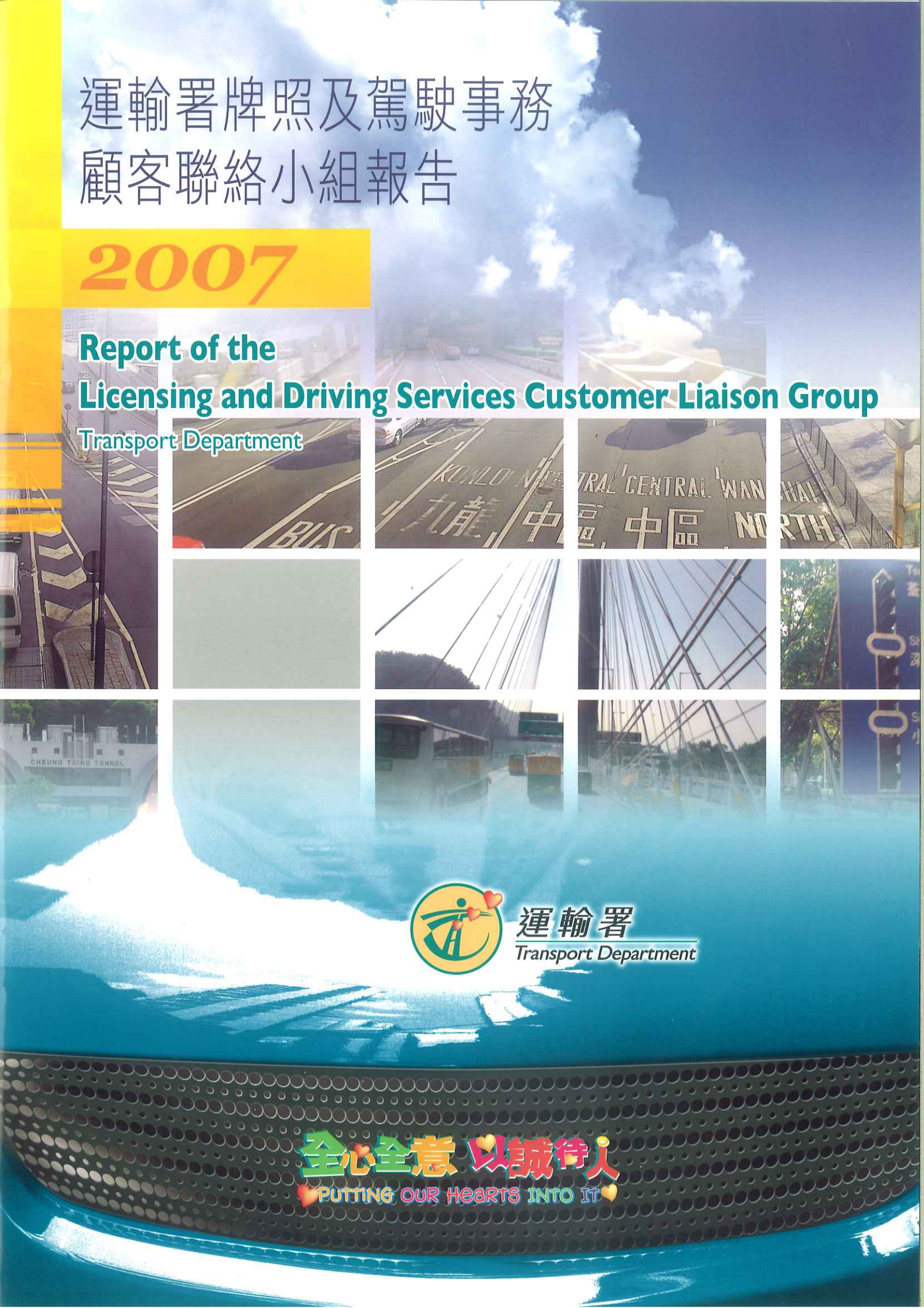


# 運輸署牌照及駕駛事務 顧客聯絡小組報告

## 2007

### Report of the Licensing and Driving Services Customer Liaison Group

Transport Department



運輸署  
Transport Department

全心全意 以誠待人  
PUTTING OUR HEARTS INTO IT

運輸署的  
**抱負、使命及信念**



*Transport Department's*  
**Vision, Mission and Values**



## 抱負

我們會提供世界上最優良的運輸系統，以安全、可靠、高效率、環保及令使用者與營辦商同感滿意為尚。

## 使命

我們會在 —

- 規劃、監管、服務及管理各方面追求卓越成就。
- 與政府有關部門、運輸服務營辦商及市民的工作往還中，採取積極主動的態度。

## 信念

我們會 —

- 發揮潛能，各盡所長
- 公平開放，細意關懷
- 承擔責任
- 積極進取
- 力求至善

## Vision

We will provide the world's best transport system which is safe, reliable, efficient, environmentally friendly and satisfying to both users and operators.

## Mission

We will –

- excel in our key roles of planner, regulator, service provider and manager.
- take the initiative with our partners – in Government, among transport operators and the public.

## Values

We will -

- bring out the best in people
- be fair, open and caring
- take responsibility
- be proactive
- strive for excellence

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## 序言

運輸署牌照及駕駛事務顧客聯絡小組（簡稱顧客聯絡小組）於1993年成立\*，旨在鼓勵顧客參與監察運輸署轄下的牌照服務及駕駛事務，並就有關服務提供意見，使服務不斷改善，符合以客為本的宗旨。在過去14年，顧客聯絡小組擔當了牌照事務組及駕駛事務組與顧客之間重要的橋樑。

每年，運輸署為顧客聯絡小組成員安排參觀不同的運輸服務機構、運輸設施及討論會議，讓小組成員更深入了解牌照事務組及駕駛事務組的日常運作，使小組成員能更有效地就各項服務提供意見。過去，顧客聯絡小組提供了不少有建設性的建議，讓我們更能就顧客的需要，不斷提昇服務質素。

運輸署牌照事務組及駕駛事務組本著「全心全意 以誠待人」的精神，會繼續積極與顧客聯絡小組成員及顧客溝通，用心去了解他們的需要及聆聽他們的意見，從而制定更切合市民需要的服務。

\*註：運輸署牌照部於2001年10月進行了重組，由牌照部改組為牌照事務組及駕駛事務組。為配合有關重組，牌照部顧客聯絡小組亦易名為「牌照及駕駛事務顧客聯絡小組」。

## Foreword

Licensing and Driving Services Customer Liaison Group (thereafter called CLG) has been established since 1993\* to enable our customers to participate in monitoring licensing and driving services, and to advise on how to make them more customer-oriented. In the past 14 years, CLG had served as a bridge between Licensing Section / Driving Services Section and the customers.

Each year, meetings and visits to various transport service institutes and transport facilities had been arranged for members. The objective of these activities is to give members a better understanding of the operations of Licensing Section and Driving Services Section so that they can provide comments on our various services effectively. In the past, CLG had put forward a number of suggestions which enabled us to continuously improve our service quality to meet the needs of the customers.

In pursuance of the “Putting Our Hearts into It” spirit, Licensing Section and Driving Services Section will continue to communicate with our service users proactively, understand their needs and listen to their views with our hearts so as to develop appropriate policies.

\* Note: The Licensing Division was reorganized in October 2001 to become the Licensing Section and the Driving Services Section. Consequential to the reorganization, the Licensing Division Customer Liaison Group has been renamed “Licensing and Driving Services Customer Liaison Group”.

# 牌照及駕駛事務 顧客聯絡小組活動

## Activities of Licensing and Driving Services Customer Liaison Group

顧客聯絡小組在2007年1月至12月期間舉行了以下活動。  
During the period from January to December 2007,  
the following activities were organized for CLG.

### 1. 「最佳牌照服務獎 / 最佳駕駛考試服務獎 2006/2007」頒獎典禮

Prize Presentation Ceremony for  
“Best Licensing Service Awards / Best Driving Service  
Awards 2006/2007”





「最佳牌照服務獎 / 最佳駕駛考試服務獎 2006/2007」選舉旨在鼓勵牌照事務組和駕駛事務組所有提供高質素服務的前線同事，表揚他們履行及實踐部門對公眾的承諾。是次選舉活動於2006年11月20日至24日進行，期間共收到超過7 700份的提名表格，而獲提名的員工超過250人。

運輸署署長於2007年2月1日舉行的頒獎典禮上，頒發獎項給各得獎者和得獎團體。小組成員亦踴躍出席當日的頒獎典禮，以表示他們對這項活動的支持，並與得獎者及運輸署管理層交流提供優質顧客服務的心得。



The “Best Licensing Service Awards / Best Driving Service Awards 2006/2007” election was held to give encouragement and recognition to the frontline staff who provided best customer services to the public and fulfilled the performance pledge of the Department. Candidates were the frontline staff of the Transport Department Licensing Section and Driving Services Section. The election was held from 20 to 24 November 2006 during which more than 7 700 nominations for over 250 staff had been received.

The Commissioner for Transport presented the awards to the individual and group award winners at the Award Presentation Ceremony held on 1 February 2007. CLG members also participated in the ceremony to show their support and share their experience in provision of quality customer service with winners and the senior management of the Transport Department.



## II. 顧客聯絡小組第四十五次會議及 參觀深圳灣口岸（香港口岸）旅檢大樓及 交通安排

The 45th CLG Meeting and  
Visit to Shenzhen Bay Port (Hong Kong Port)



顧客聯絡小組第四十五次會議於2007年10月30日舉行，共有23位小組成員出席。顧客聯絡小組於當日先在運輸署舉行會議，並由小組主席助理署長（行政及牌照）呂瑩女士向小組成員簡介深圳灣口岸（香港口岸）及跨境車輛使用該處的安排。經簡介後，小組成員對深圳灣公路大橋的設備、惡劣天氣下的交通安排及跨境車輛使用該處的措施等有進一步的認識，小組成員和主席並就有關交通安排交流不少意見。

會議後，小組成員隨即前往深圳灣口岸（香港口岸）旅檢大樓，以進行實地視察。小組成員到達目的地後，並由入境事務處總入境事務主任帶領及講解深圳灣口岸（香港口岸）旅檢大樓及私家車的過境設施。透過總入境事務主任及其他入境事務處職員詳細的講解，小組成員對於過境車輛及邊境運作有更深入的了解。



The 45th CLG meeting was held in the afternoon on 30 October 2007 and attended by 23 CLG members. The CLG meeting was held at the Transport Department first on that day. Ms. LUI Ying, Assistant Commissioner/ Administration and Licensing, Chairman of the CLG introduced the Hong Kong Port Area of the Shenzhen Bay Port and the traffic arrangement for cross-boundary vehicles. After the briefing, the CLG members had a better understanding on the facilities of the Shenzhen Bay Bridge, traffic arrangement during inclement weather and the traffic arrangement for cross-boundary vehicle. The CLG members and the Chairman then exchanged views on this subject.

Following the meeting, the CLG members conducted a visit to the Shenzhen Bay Port (Hong Kong Port). The officers of the Immigration Department led the CLG members to tour around and introduce the operation of the passenger terminal and the private car kiosk nearby. With the detailed explanation by the officers of the Immigration Department on site, the CLG members had a thorough understanding of the cross boundary vehicles and the operation at boundary control area.



### III. 「最佳牌照服務獎 / 駕駛考試服務獎 2007/2008」選舉

#### “Best Licensing Service Awards / Best Driving Service Awards 2007/2008” Election

「最佳牌照 / 駕駛考試服務獎2007/2008」於2007年11月26日至30日舉行。是次選舉獲得市民踴躍支持，在為期一週的選舉中，共收到超過8 800份的提名表格，而獲提名的員工超過300人，反應熱烈。

一如往年，「最佳牌照 / 駕駛考試服務獎2007/2008」設有獎項共41個，當中包括9個「最佳讚賞句語獎」以表揚獲得市民讚賞句語的職員。全體顧客聯絡小組成員一同評審選出9個「最佳讚賞句語獎」，而小組代表亦為該次選舉擔任監票工作，覆核選舉結果。

The “Best Licensing Service Awards / Best Driving Service Awards 2007/2008” Election was held from 26 to 30 November 2007. It was well supported by the public. During the one-week election, more than 8 800 nominations for over 300 staff had been received. The response was very encouraging.

Same as the last election, there were a total of 41 awards, including 9 Best Commendation Awards to appraise the frontline staff with customer’s commendation. All CLG members were invited to participate in the election of the Best Commendation Awards, while CLG representatives also served as observers for counting of votes.



## 牌照及駕駛事務顧客聯絡小組成員組合

(截至2007年12月31日)

### Membership Composition of Licensing and Driving Services Customer Liaison Group

(As at 31 December 2007)

#### 主席

呂瑩女士

運輸署助理署長 (行政及牌照)

#### Chairman

Miss LUI Ying

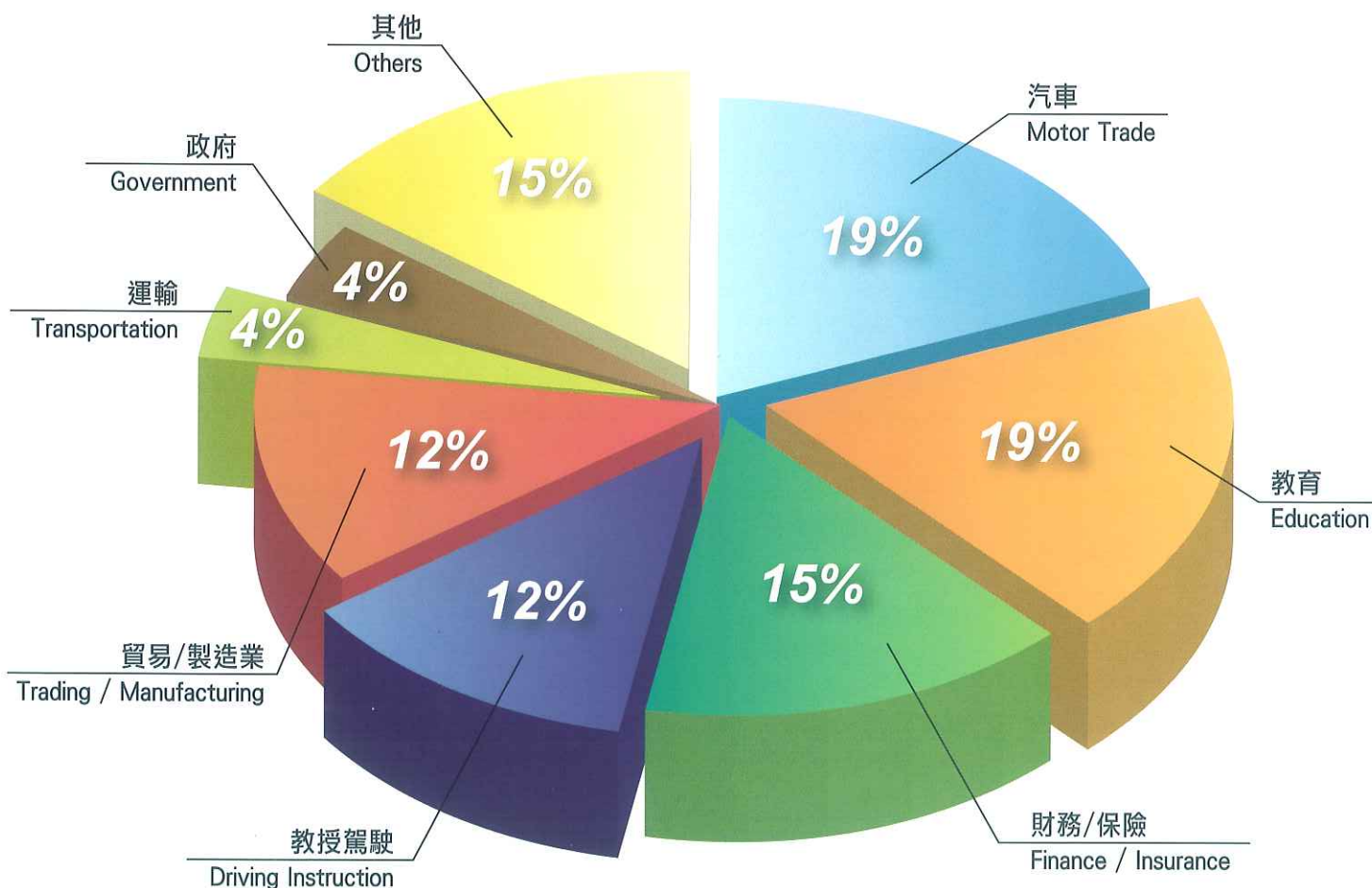
Assistant Commissioner for Transport (Administration and Licensing)

#### 成員

截至2007年12月31日，顧客聯絡小組共有26名成員。小組成員來自以下不同的行業：

#### Members

As at 31 December 2007, there were a total of 26 CLG members. They came from various walks of life, as shown as follows:



# 牌照及駕駛事務顧客聯絡小組成員

(截至2007年12月31日)

## Members of Licensing and Driving Services Customer Liaison Group

(As at 31 December 2007)



程明基先生  
Mr. CHING Ming Kei



蔡學英女士  
Ms. CHOI Hok Ying



方樹輝先生  
Mr. FONG Shue Fai



何智偉先生  
Mr. HO Chi Wai



鄺東榮先生  
Mr. KWONG Tung Wing,  
Albert



黎嘉勢先生  
Mr. LAI Ka Sai



黎敬添先生  
Mr. LAI King Tim



黎文錦先生  
Mr. LAI Man Kam



林勁松先生  
Mr. LAM King Chung



劉炳林先生  
Mr. LAU Ping Lam



劉新強先生  
Mr. LAU Sun Keung



凌麗容女士  
Ms. LING Lai Yun, Grace



羅少雄先生  
Mr. LAW Siu Hung, Paul



盧影嬋女士  
Ms. LO Ying Sim, Simtty



駱昌漢先生  
Mr. LOK Cheong Hon



伍海山先生 \*  
Mr. NG Hoi-shan \*



吳永基先生  
Mr. NG Wing Ki



蕭喜臨先生  
Mr. SIU Hi Lam, Alick



蘇振邦先生  
Mr. SO Chun-bong



方三馨博士  
Dr. Rathaphattaya  
Sumphand



崔穎翔先生  
Mr. TSUI Wing Cheung



尹錦安先生  
Mr. WAN Kam On



王松生先生  
Mr. WONG Chung Sang



黃國權先生  
Mr. WONG Kwok Kuen



邱何恩德博士  
Dr. Katherine YAU



楊繼文先生  
Mr. YEUNG Kai Mun,  
Clement

備註：

\* 於2007年1月1日起獲委任的新成員

**Remark:**

\* Newly appointed member with effect from  
1 January 2007.

# 牌照及駕駛事務顧客聯絡小組 通訊/年報編輯委員會委員 (截至2007年12月31日)

Members of Licensing and Driving Services Customer Liaison Group  
Newsletter/ Annual Report Editorial Panel (As at 31 December 2007)

邱何恩德博士  
Dr. Katherine YAU

尹錦安先生  
Mr. WAN Kam On

林勁松先生  
Mr. LAM King Chung

羅少雄先生  
Mr. LAW Siu Hung, Paul



# 運輸署首長級職員名單 (截至2007年12月31日)

Senior Directorate Officers in Transport Department (As at 31 December 2007)

運輸署署長 Commissioner for Transport	黃志光太平紳士 Mr. Alan WONG Chi-kong, JP
運輸署副署長 (公共運輸事務及管理) Deputy Commissioner for Transport (Transport Services & Management)	葉麗清太平紳士 Ms Carolina YIP Lai-ching, JP
運輸署副署長 (策劃及技術服務) Deputy Commissioner for Transport (Planning and Technical Services)	劉家強太平紳士 Mr. LAU Ka-keung, JP
運輸署助理署長 (行政及牌照) Assistant Commissioner for Transport (Administration and Licensing)	呂瑩女士 Miss LUI Ying
運輸署助理署長 (技術服務) Assistant Commissioner for Transport (Technical Services)	曾景文先生 Mr. TSANG King-man
運輸署助理署長 (管理及輔助客運) Assistant Commissioner for Transport (Management and Paratransit)	何裕文先生 Mr. Don HO Yue-man
運輸署助理署長 (策劃) Assistant Commissioner for Transport (Planning)	杜錦標先生 Mr. TO Kam-biu
運輸署助理署長 (巴士及鐵路) Assistant Commissioner for Transport (Bus and Railway)	袁立本先生 Mr. Albert YUEN Lap-pun
運輸署助理署長 (市區) Assistant Commissioner for Transport (Urban)	盧劍聰太平紳士 Mr. Anthony LOO Khim-chung, JP
運輸署助理署長 (新界) Assistant Commissioner for Transport (New Territories)	羅鳳屏女士 Miss Cindy LAW Fung-ping

## 處理牌照及駕駛事務的高層管理人員

(截至2007年12月31日)

### Senior Management Handling Licensing and Driving Services

(As at 31 December 2007)

<b>行政及牌照科 Administration and Licensing Branch</b>	
運輸署助理署長 (行政及牌照) Assistant Commissioner for Transport (Administration & Licensing)	呂瑩女士 Miss LUI Ying
<b>I. 牌照電腦計劃及牌照事務部 - 牌照事務組 VALID &amp; Licensing Division - Licensing Section</b>	
首席行政主任 (牌照電腦計劃及牌照事務) Principal Executive Officer (VALID & Licensing)	陳周玲玲女士 Mrs Margaret CHAN CHOW Ling-ling
總行政主任 (牌照事務) Chief Executive Officer (Licensing)	李麗萍女士 Ms Amy LI Lai-ping
高級行政主任 (牌照) Senior Executive Officer (Licensing)	黎偉強先生 Mr. Jack LAI Wai-keung
高級行政主任 (車輛檢驗及記錄) Senior Executive Officer (Vehicle Inspection and Records)	梁世均先生 Mr. Kelvin LEUNG Sai-kwan
高級行政主任 (車輛登記號碼) Senior Executive Officer (Vehicle Registration Marks)	譚美兒女士 Ms Clara TAM Mei-ye
<b>II. 駕駛事務組 Driving Services Section</b>	
總運輸主任 (駕駛事務) Chief Transport Officer (Driving Services)	阮康誠先生 Mr. Honson YUEN Hong-shing
高級行政主任 (駕駛考試) Senior Executive Officer (Driving Test)	梁尚義先生 Mr. Raymond LEUNG Sheung-ye

## 有關運輸事務的一般查詢電話

### Telephone Numbers for General Enquiries on Transport Matters

1823政府熱線 1823 Citizen's Easy Link		1823
<b>運輸署 Transport Department</b>		
牌照事務處： Licensing Offices	香港 Hong Kong	2804 2600
	九龍 Kowloon	2150 7728
	觀塘 Kwun Tong	2775 6835
	沙田 Shatin	2606 1468
公共車輛分組： Public Vehicles Unit	巴士 Bus	2804 2574
	公共小巴 Public Light Bus	2804 2500
	私家小巴 Private Bus	2804 2263
	的士 Taxi	2804 2450
	出租汽車 Hire Car	2804 2577
過境服務分組 Cross Boundary Unit		2543 2114
駕駛考試排期 Driving Test Appointments		2771 7723
車牌拍賣 Auction of Registration Marks		2867 4721
車輛記錄辦事處 Vehicle Records Office		2867 4691
<b>運輸及房屋局 Transport and Housing Bureau</b>		
交通投訴組 Transport Complaints Unit		2889 9999



運輸署

*Transport Department*

## 運輸署牌照及駕駛事務顧客聯絡小組

Licensing and Driving Services Customer Liaison Group  
Transport Department

牌照及駕駛事務顧客聯絡小組2007年報編輯委員會成員

Members of 2007 Licensing and Driving Services Customer Liaison Group  
Annual Report Editorial Panel

邱何恩德博士

Dr. Katherine YAU

尹錦安先生

Mr. WAN Kam On

林勁松先生

Mr. LAM King Chung

羅少雄先生

Mr. LAW Siu Hung, Paul