

運輸署牌照及駕駛事務顧客聯絡小組通訊

TRANSPORT DEPARTMENT LICENSING AND DRIVING SERVICES CUSTOMER LIAISON GROUP NEWSLETTER

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全心全意 以誠待人
PUTTING OUR HEARTS INTO IT

服務市民
SERVING THE COMMUNITY

運輸署牌照及 駕駛事務 顧客聯絡小組 第三十二次會議

32nd Meeting of Licensing and Driving Services Customer Liaison Group of Transport Department

小組成員、嘉賓講者與牌照及駕駛事務組同事於會議後合照
Group photo of CLG members, guest speakers and colleagues of the Licensing Section and Driving Services Section after the meeting.



牌照及駕駛事務顧客聯絡小組第32次會議已於2002年12月14日(星期六)上午舉行。

是次會議共有19位小組成員出席。會議首先由新任顧客聯絡小組主席助理署長(行政及牌照)黃振亞女士致辭,並鼓勵各小組成員繼續提出意見,使駕駛事務組及牌照事務組的服務質素可以不斷提升。

會議當日的主題是向小組成員介紹於2002年9月正式推行的駕駛改進計劃。為使各顧客聯絡小組成員更深入了解駕駛改進計劃,是次會議除了由本署的總運輸主任(駕駛事務)樊容權先生講解該計劃外,還特別邀請了工聯會職業再訓練中心的助理主任黃智美小姐及導師鄧國輝先生簡介部份駕駛改進課程內容(工聯會職業再訓練中心為現時四所開辦駕駛改進課程的其中一所學校)。黃智美小姐和鄧國輝先生於會上以清晰的講解輔以生動的投影片,令小組成員得以加深對駕駛改進課程的了解及興趣。

於簡介後,小組成員就教材內容、如何輔助學員改進駕駛態度及評估課程有效性等幾方面都提出不少寶貴意見。

The 32nd meeting of the Licensing and Driving Services Customer Liaison Group was held in the morning on Saturday, 14 December 2002.

A total of 19 members attended the meeting. Ms. Zina WONG, Assistant Commissioner/Administration and Licensing, the new Chairperson of the Customer Liaison Group, addressed the meeting and encouraged members to continue to give their views so that the service quality of the Driving Services Section and Licensing Section could be continuously enhanced.

The main theme of the meeting was to introduce to members the Driver Improvement Scheme, which was implemented in September 2002. Mr. Vincent FAN, our Chief Transport Officer/Driving Services, explained the main purpose of the Scheme at the meeting. In order to give members a better understanding of the Scheme, the Customer Liaison Group also invited Ms WONG Chi-mei and Mr. TANG Kwok-fai, Assistant Director and instructor of The Hong Kong Federation of Trade Union Occupational Retraining Centre Limited respectively, to brief members on some of the driving improvement course content (The Hong Kong Federation of Trade Union Occupational Retraining Centre Limited is one of the four schools currently running the driver improvement course). The vivid and clear presentation by Ms WONG and Mr. TANG enhanced members' interest and understanding of the course.

After the briefing, the members made valuable comments on a number of aspects of the Scheme such as the content of course material, assistance to learners for improving their driving attitude and assessment on the effectiveness of the course.



小組主席黃振亞女士頒贈紀念品給工聯會職業再訓練中心的黃智美小姐及鄧國輝先生



Chairperson of Customer Liaison Group presented souvenirs to Ms WONG chi-mei and Mr TANG kwok-fai of The Hong Kong Federation of Trade Union Occupational Retraining Centre Limited.

香港牌照事務處大堂裝修工程

Renovation of the Kong Kong Licensing Office Waiting Hall

香港牌照事務處的大堂翻新工程已於2002年10月完成。大堂的設計以展現時代感和照顧顧客需要為主要概念。翻新後的大堂設置了輪候排隊設施、充足填寫表格的地方以及電子資訊顯示屏以提供有關運輸署和牌照服務的資訊。另外，大堂的詢問處亦比以往「醒目」和「突出」，以令顧客更容易找到詢問處的位置，從而更快取得所需服務。

The renovation of the waiting hall of the Hong Kong Licensing Office was completed in October 2002. The design of the waiting hall aims at providing our customers with a user-friendly and modern environment. The renovated hall provides customized queuing system, adequate area for form filling and a digital information display unit to provide information about Transport Department and licensing services to customers. Moreover, the enquiry counter at the lobby is more eye-catching and prominent than before, and will enable customers to find it more easily, thus getting the service needed more quickly.



市民在輪候牌照服務時，觀看電子顯示屏所提供的資訊。
While awaiting applications being processed, the public lay back and watch the display of information.



填寫表格的長檯採用新設計，不但美觀，更有擺放常用表格的位置，方便市民取用。
The writing benches are of new design. Not only of better outlook, they also have pigeon holes filled with the most popular application forms for easy public access.



輪候的市民，可以清楚地憑燈號顯示前往適當的櫃位遞交申請。
The queuing public can easily identify and proceed to the appropriate counter for licensing service.

牌照事務新措施

New Initiatives on Licensing Services

為不斷提升牌照服務的水平，由2002年10月28日起，運輸署推行了一系列新的牌照事務措施：

(一) 新款的駕駛執照

新款的駕駛執照上印有區徽及香港特別行政區的字樣。執照以綠色為背景，並印上白色線條組成的「HK」字樣，象徵香港的道路和橋樑。新款的執照不僅看來更醒目，而執照上一目了然的駕駛資格亦更方便市民閱讀。



(二) 新的牌照表格

我們推出了5款新的牌照表格以取代舊有的11款表格。我們已盡量將所需填寫的資料簡化，同時亦將申請人需注意的事項清楚列明，務求申請人在填寫表格時更為方便。這些新表格以較優質的紙張印製，但成本較低，因為所需的紙張較少。在採用這些新表格後，每年印製表格所需的費用將可節省40%。



此外，我們亦製備了一本新的「怎樣申請駕駛執照」的小冊子，以清楚介紹有關如何申請駕駛執照的指引及程序。顧客可在各運輸署牌照事務處及各區民政事務處的諮詢服務中心索取。市民亦可在運輸署網頁瀏覽該小冊子內容，網址為 http://www.info.gov.hk/td/chi/services/drive_index.html。

To continuously enhance the standard of our licensing services, with effect from 28 October 2002, the Transport Department implemented various new initiatives in the licensing offices.

(1) Newly Designed Driving Licence

The newly designed driving licence bears the Regional Emblem and the words Hong Kong Special Administrative Region. It is green coloured background imprinted with white stripes to show the letters "hk" as well as to symbolize the roads and bridges in Hong Kong. The newly designed driving licence is not only more smart-looking, but also more user-friendly because of improved clarity in driving entitlement.

(2) New Licensing Forms

We introduced five new licensing forms to replace eleven old forms. We tried our best to simplify all the information required to be filled out in the new forms, and set out the notes for applicants clearly to facilitate the completion of the forms. These new forms are of better quality paper but at a lower cost because less paper is used. There will be 40% saving in production of forms each year after introduction of these new forms.



We have also produced an information booklet "How to Apply for a Driving Licence" to provide clear guidelines and procedures on how to apply for a driving licence. Customers can obtain the booklet at the Licensing Offices of the Transport Department and the Public Enquiry Services Centres of the District Offices. The content of the booklet is also uploaded onto the Transport Department home page, the web site address is http://www.info.gov.hk/td/eng/services/drive_index.html.

顧客服務主任試驗計劃

Customer Service Officer Pilot Scheme



香港牌照事務處顧客服務主任穿上整齊工作服
Customer Service Offices of the Hong Kong Licensing Office in working gear.

我們於香港牌照事務處推行了一項顧客服務主任試驗計劃。在詢問處工作的同事會穿上工作服，這使他們不但看來更專業，而且更讓在大堂等候的顧客容易辨認他們。顧客服務主任會答覆市民的查詢，並會協助顧客獲得良好的牌照服務。

運輸署將發出第一組別私人駕駛教師執照

運輸署將發出一百七十三個第一組別私人駕駛教師執照(可以教授私家車及輕型貨車)。現行的駕駛訓練政策是要維持有穩定及充足的私人駕駛教師數量。運輸署於一九九九及二〇〇〇年曾廣泛諮詢業內人士及立法會交通事務委員會成員，並會按照已獲得各方同意的方法簽發新執照，以填補因自然流失而出現私人駕駛教師的空缺。

- 以在一九九九年的有效第一組別私人駕駛教師執照(第一組別教師執照)的平均數目(即1050個)為參考;
- 倘有效的第一組別教師執照數目下降至參考數目的大約百分之九十以下，便須發出新執照以填補數量;
- 根據最近的檢討顯示，在二零零二年五月至十月期間，第一組別教師執照的平均數目為877個，因此目前須發出173個執照。

第一組別私人駕駛教師執照申請期為2002年12月19日至2003年1月10日。為使每一位申請人都有均等機會，現行法例已規定若申請人數超出第一組別教師執照的發牌名額(即173個)，將會進行抽籤，每份申請均會獲配一個次序編號。運輸署將依照抽籤的先後次序，向符合上述資格的申請者發出測驗邀請，直至第一組別教師執照額滿為止。至於測驗則分為兩部份：筆試及路試。申請者必須在取得筆試及格才會獲邀參加路試；在兩部份均取得及格成績的申請者將合資格獲發第一組別教師執照。

A Customer Service Officer pilot scheme has been launched at the Hong Kong Licensing Office. Staff working at the enquiry counter will put on their working gear. They not only look more professional, but can be easily identified by the customers in the waiting hall. They will answer enquiries of the public and assist customers in getting good licensing services.

Transport Department to issue Group 1 Private Driving Instructor Licences

Transport Department will issue 173 Group 1 Private Driving Instructor (PDI) Licences (for driving instruction of private cars and light goods vehicles). It is the existing driver-training policy to maintain a stable and sufficient supply of PDIs. Following extensive consultations with the trade and members of LegCo Transport Panel in 1999 and 2000, new licences will be issued to replenish the loss through natural wastage in the ways as agreed.

- the average number of valid Group 1 PDI licences in 1999 (i.e. 1,050 licences) will be used as a reference;
- when the number of valid Group 1 PDI licences falls below about 90 per cent of the reference, new licences will be issued to replenish the supply; and
- the latest review shows that the average number of Group 1 PDI licences was 877 during May to October 2002; therefore 173 licences are being issued now.

The application period for Group 1 PDI Licences was 19 December 2002 to 10 January 2003. In order to maintain fairness among all applicants, there is already a provision in the existing law that if the number of eligible applicants exceeds the total of 173 Group 1 PDI licences to be issued, a ballot will be held and each application will be allotted a priority number. Subject to the availability of the Group PDI licences to be issued, applicants who meet the qualification stipulated above will be invited to take the test according to their balloted priority number. The test is divided into two parts: the written test and the road test. Only applicants who have passed the written test will be invited to take the road test. Applicants who pass both parts will be qualified for the Group 1 PDI licences.

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