



運輸署

Transport Department



香港特別行政區政府
運輸署牌照及駕駛事務
顧客聯絡小組報告

2002



2002 Report of the
Licensing and Driving Services Customer Liaison Group
Transport Department
The Government of the
Hong Kong Special Administrative Region



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

香港特別行政區政府
運輸署牌照及駕駛事務顧客聯絡小組2002年報告
2002 Report of the
Licensing and Driving Services Customer Liaison Group
Transport Department
The Government of the
Hong Kong Special Administrative Region

目錄
Contents

	頁數 Page
序言 Foreword	4 - 5
第一章 Chapter 1	6 - 11
第二章 Chapter 2	12 - 16
附錄I Appendix I	17 - 19
附錄II Appendix II	20
附錄III Appendix III	20
附錄IV Appendix IV	21
附錄V Appendix V	21

序言

Foreword

全心全意 以誠待人

♥ PUTTING OUR HEARTS INTO IT ♥



「全心全意·以誠待人」運動在2001年展開，到了2002年獲得更全面的發展。「全心全意·以誠待人」是關於我們決心悉力以赴，與同事、顧客和夥伴保持融洽關係；在待人接物時，均細意關懷，全情投入；以及爭取最佳成績，以滿足各方真正需要。這項運動是關於我們對人對事採取積極的態度。「全心全意·以誠待人」運動成為我們實踐本署「抱負、使命及信念」的重要基礎。

本署牌照事務組及駕駛事務組本著這個精神，採取積極的態度與顧客溝通和保持融洽關係，並且不斷提昇服務質素，以滿足顧客的真正需要。

牌照及駕駛事務顧客聯絡小組一直以來都是牌照事務組及駕駛事務組與顧客溝通的重要橋樑。顧客聯絡小組於1993年成立*，每年，我們都會透過定期會議，參觀不同機構及設施，向小組成員介紹牌照事務組和駕駛事務組各方面的工作和政策，以便小組成員對本署的服務有更深入的理解和就各項服務提出意見，讓我們能深入了解顧客所需，從而制定切合顧客需要的服務方針。

牌照及駕駛事務顧客聯絡小組在2003年便踏入十週年。顧客聯絡小組在過去十年對牌照服務及駕駛事務提供了很多有建設性的意見和建議，使這兩方面服務的質素得以不斷提昇，與時並進。日後，我們仍會本著「全心全意·以誠待人」的精神，積極與小組成員和市民溝通，繼續朝著世界上最優良的運輸系統這目標邁進。

*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」。

The "Putting Our Hearts into It" programme which commenced in 2001 has gained momentum during 2002. "Putting our Hearts into It" is all about our determination to do our best, in harmony with our colleagues, customers and partners. It is about treating people with care and attention and getting the best results which meet real needs. It is about making a positive difference. The "Hearts" spirit has become a cornerstone to achieving our vision, mission and values.

In pursuance of this "Heart" spirit, our Licensing Section and Driving Services Section adopt a positive attitude to communicate and maintain a harmonious relationship with the customers, and endeavor to improve service quality continuously to meet the genuine needs of the customers.

The Licensing and Driving Services Customer Liaison Group (CLG) has all along been an important bridge of communication between Licensing Section /Driving Services Section and the customers. The CLG was established in 1993*. Through regular meetings and visits to different institutes and facilities every year, we brief CLG members about various activities and policies of licensing and driving services, so that they can have a better understanding and give comments on our services. This enables us to understand the needs of our customers and develop service policies to meet their requirements.

The CLG has entered its 10th years of operation in 2003. In the past 10 years, CLG members have made invaluable contributions to licensing and driving services by offering constructive comments and suggestions, with which we were able to make continuous improvement to these services to keep abreast of the times. In future, we will continue to actively communicate with CLG members and the public and work towards the objective of providing the world's best transport system.

*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 retitled "Licensing and Driving Services Customer Liaison Group".

小組活動

Activities of Customer Liaison Group (CLG)

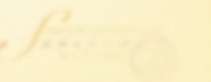
牌照及駕駛事務顧客聯絡小組在2002年1月至12月期間共舉行了多次會議及活動。

During the period from January to December 2002, several meetings were held and various activities were organized by the CLG.

「牌照事務組及駕駛事務組」 2002最佳客戶服務獎」選舉 Licensing Section and Driving Services Section - Best Customer Service Award 2002

投票日期 Voting Period: 21.01.2002 - 25.01.2002

歡迎您投票支持 · Welcome Your Votes and Support



1. 2002年2月28日

「牌照事務組及駕駛事務組－2002年最佳客戶服務獎」

牌照事務組及駕駛事務組最佳客戶服務獎選舉活動於2002年1月21日至25日進行。此項選舉的目的是為了鼓勵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。顧客聯絡小組代表為「2002年最佳客戶服務獎」選舉擔任監票工作，而小組成員亦出席於2002年2月28日舉行的頒獎典禮，以表示他們對這活動的支持。

1. 28 February 2002

“Licensing Section and Driving Services Section - Best Customer Service Award 2002”

The “Licensing Section and Driving Services Section - Best Customer Service Award 2002” was held from 21 to 25 January 2002. The objective of the award was to give encouragement and recognition to the frontline staff who provided high quality services for and fulfilling the performance pledge of the Department to the public. Representatives of the CLG also served as observers for counting of votes. CLG members also participated in the award presentation ceremony held on 28 February 2002 to show their support.



2. 2002年3月8日 第三十次會議



顧客聯絡小組成員出席2002年3月8日舉行的第三十次會議。會上，首席行政主任(牌照電腦計劃及牌照事務)周慧芬女士向各小組成員簡介牌照事務組及駕駛事務組的工作新動向。其他牌照事務組和駕駛事務組的代表亦分別匯報各組在2001年的工作情況及展望來年的計劃。



2. 8 March 2002 The 30th meeting



CLG members participated in our 30th meeting held on 8 March 2002. At the meeting, Miss Amy CHOW, Principle Executive Officer/VALID & Licensing, briefed members on the latest development of the work of Licensing Section and Driving Services Section. Representatives of Licensing and Driving Services Sections also reported the work progress of their Sections in 2001 and introduced the future plans to be carried out in the coming year.

3. 2002年8月10日 第三十一次會議



顧客聯絡小組成員出席2002年8月10日舉行的第三十一次會議。為加強運輸署與市民之間的溝通和提昇牌照及駕駛考試兩項服務的質素，牌照事務組及駕駛事務組的代表與小組各成員討論這兩方面的服務，小組成員並提出了不少有助提高服務質素的意見。

3. 10 August 2002 The 31st meeting

CLG members attended the 31st meeting held on 10 August 2002. To strengthen communication between TD and the public and improve the licensing and driving test services, discussion on these two aspects of services were carried out between representatives of Licensing Section and Driving Services Section and CLG members. At the meeting, CLG members put forward a number of suggestions that would help enhancement of service quality.





4. 2002年12月14日 第三十二次會議

為讓顧客聯絡小組成員對2002年9月推行的駕駛改進計劃有更深入了解，我們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於2002年12月14日的會議上，為小組成員講解部份駕駛改進課程的內容。各小組成員除了對駕駛改進課程有進一步的了解外，亦就該課程的推行提出寶貴的意見。

*註：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。



IV. 14 December 2002 The 32nd meeting

In order to give CLG members a more thorough understanding of the Driver Improvement Scheme introduced in September 2002, we 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* respectively, to brief members on selected topics of the driving improvement course at our meeting held on 14 December 2002. The CLG members also made valuable suggestion on the contents of the course.

*Note: Hong Kong Federation of Trade Union Occupational Retraining Centre is one of the four schools currently running the Driving Improvement courses.



意見和回應

Comments and Responses



顧客聯絡小組成員對牌照及駕駛事務的服務提供了不少有建設性的意見和建議，這對於我們在不斷提昇服務質素方面，有很大的幫助。

CLG members provided many constructive comments and suggestions in respect of licensing and driving services, which were very helpful in our efforts to continuously improving our service quality.



顧客意見
CUSTOMER SUGGESTION



顧客讚賞
CUSTOMER APPRECIATION

牌照服務 與時並進
OUR LICENSING SERVICES
KEEP PACE WITH HONG KONG

意見

1 以往的「最佳客戶服務獎選舉」表格，只有數項既定的提名原因給投票的市民選擇，而這些選擇項目可能未完全切合個別同事的表現。

回應

我們於2003年舉辦的「最佳牌照服務獎2003」及「最佳駕駛考試服務獎2003」選舉活動採用了全新的表格，表格上預留空間，供市民填寫提名原因，讓他們能確切地表達意見，同事亦可清楚知道自己獲讚賞的原因，從中得到更大的鼓勵。得到顧客聯絡小組成員意見的啟發，牌照事務組更在2002年年底推出「顧客讚賞表格」及「顧客意見表格」，擺放在牌照事務處各服務櫃位前，讓市民在辦理牌照申請後，可即時表達就該櫃位的服務或事務處的整體表現表達意見。事實上，自從新安排推出之後，同事們所接獲的讚賞激增，充分顯露顧客對他們的服務質素及工作效率的肯定。



Comment

In the old nomination form for "Best Customer Services Award", nominators could only choose from a few pre-set nomination reasons which might not fully reflect the performance of the officers nominated.

Response

In the "Best Licensing Service Award 2003" and "Best Driving Test Service Award 2003", new nomination forms were designed. Blank space was provided in the form for the public to fill in the reasons of nomination so that they could express their views precisely. The nominated officers would also know why they were being appreciated. This would result in greater encouragement. Inspired by the ideas of CLG members, Licensing Section introduced "Customer Appreciation Form" and "Customer Suggestion Form" at the end of 2002. These forms are available at the service counters in various Licensing Offices. After making licence applications at the counters, members of the public can immediately reflect their views on the service they received or the overall performance of the licensing office. As a matter of fact, after the introduction of the new arrangements, the number of appreciations received by our colleagues increased significantly, which reflected the customers' recognition of our front-line service quality and efficiency.



意見

2

小組成員建議加強各項服務的申請手續和詳情的宣傳，讓市民更方便和快捷地獲得資料。

回應

現時，市民可透過運輸署網頁 www.info.gov.hk/td 和政府熱線1823取得大部份有關牌照和駕駛事務的資料，我們會不時更新資料，以確保市民能獲得正確的資訊。

在2002年，我們推出了五款新的牌照表格以代替舊有的十一款表格。我們已盡量簡化所需填寫的資料，同時將申請人需注意的事項清楚列明於表格上，使市民在填寫申請表時，更清楚知道辦理各項申請的詳情。此外，為了讓市民更容易了解駕駛執照的申請手續，我們於2002年特別製備了一本「怎樣申請駕駛執照」的小冊子。該小冊子詳列各類駕駛執照的申請條件和程序，供市民於各牌照事務處和各區民政事務處的諮詢服務中心免費索取。



Comment

CLG members suggested that the publicity on application procedures for various services should be strengthened, so that the public may obtain the information more conveniently and efficiently.

Response

At present, the public can obtain most information in connection with licensing and driving services through TD's homepage www.info.gov.hk/td and 1823 Citizens' Easy Link. Such information will be updated from time to time to ensure that the public will have correct information.

In 2002, we introduced 5 new licensing forms to replace eleven old forms. We tried our best to simplify the form and set out clear guidelines to facilitate the public in making various applications. Apart from this, we produced an information booklet "How to Apply for a Driving Licence" in 2002. This booklet sets out in detail the application eligibility and procedures for various driving licences. The booklet is distributed at various Licensing Offices and the Public Enquiry Services Centres of District Offices.



意見 3

小組成員建議更新牌照事務處及駕駛考試中心的設施。

回應

繼九龍牌照事務處於2000年搬遷至九龍政府合署後，沙田牌照事務處亦於2002年4月遷往沙田政府合署。新的沙田牌照事務處面積較舊址寬敞，顯示資訊的設備亦較完善，市民可在更舒適的環境辦理牌照的申請。

香港牌照事務處的大堂翻新工程已於2002年10月完工。大堂的設計，除了展現時代感外，亦顧及顧客的需要，如設置排隊輪候設施和增加填寫表格的地方。

在駕駛考試中心方面，為了向考生提供更優質的顧客服務和改善同事的工作環境，掃桿埔駕駛考試中心在2001年年底至2002年2月期間，進行了多項改善工程，包括：清拆舊辦公室並重建一個全新的辦公室，安裝備有空調的考生座位間，及添置新的傢俬。駕駛考試中心內亦同時添置了新的廣播系統、閉路電視和汽水售賣機等。於2002年10月，兩個全新的洗手間亦已安裝完成，以供運輸署員工和考生使用。

Comment

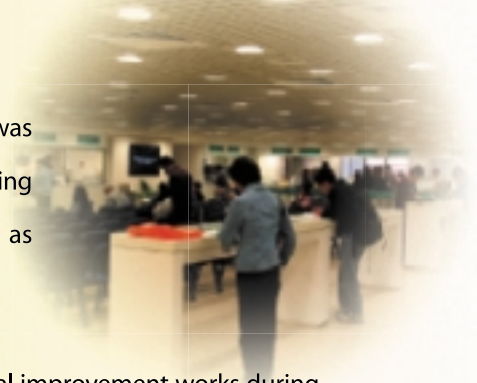
CLG members suggested upgrading the facilities at Licensing Offices and Driving Test Centres.

Response

Upon the relocation of Kowloon Licensing Office to Kowloon Government Offices in 2000, Shatin Licensing Office was also relocated to Shatin Government Offices in April 2002. The new Shatin Licensing Office is not only more spacious but also equipped with more advanced information display facilities. The new office provides a more comfortable environment for the public.

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 modern and user-friendly environment, such as providing customized queuing system and additional areas for form filling.

As for driving test centres, So Kon Po Driving Test Centre underwent several improvement works during the period between the end of 2001 and February 2002. As a result, it provides better customer service for the candidates and improve the colleagues' working environment. Improvements include demolition of the old office and reconstruction of a new and refurbished one with the provision of air-conditioned seating areas for candidates and installation of new PA system, close circuit TV and soft drink vending-machine in the driving test centre. In October 2002, two new washrooms were also installed for the use of colleagues and candidates.



附錄 I Appendix I

顧客聯絡小組成員

Membership Composition of Customer Liaison Group

截至2002年12月31日 • As at 31 December 2002

主席

黃振亞女士
運輸署助理署長 (行政及牌照)

Chairman

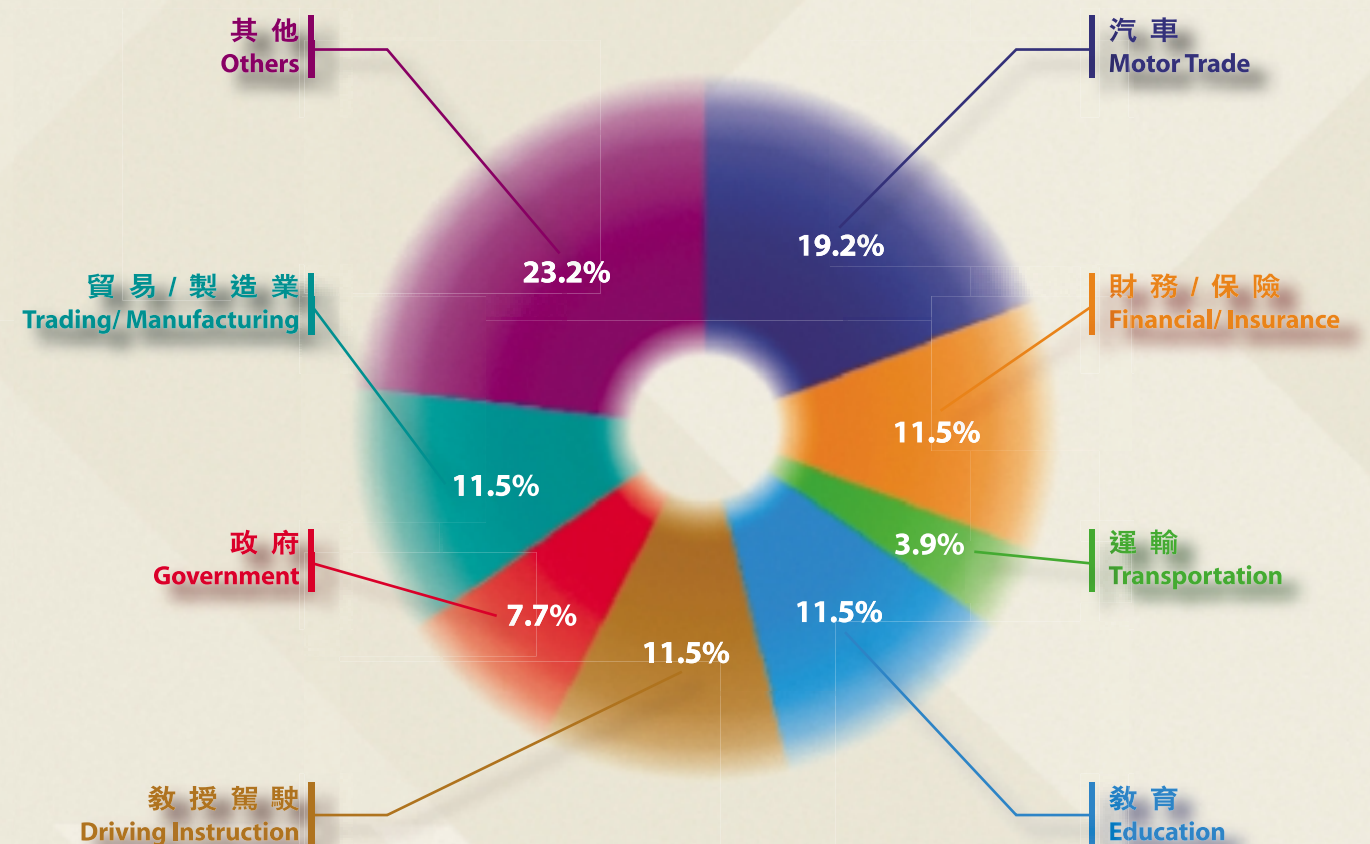
Ms. Zina WONG
Assistant Commissioner for Transport (Administration and Licensing)

成員

截至2002年12月31日，顧客聯絡小組共有26名來自社會各階層的成員。他們來自以下不同的行業：

Members

As at 31 December 2002, there were 26 CLG members who have come from various walks of life. A breakdown of CLG members by industrial sectors is as follows:





運輸署
Transport Department

**牌照及駕駛事務
顧客聯絡小組成員**
Membership Composition of
Licensing and Driving Services
Customer Liaison Group



邱何恩德 博士
Dr. Katherine YAU



尹錦安 先生
Mr. WAN Kam On



王松生 先生
Mr. WONG Chung Sang



方三馨 先生
Mr. Rathaphattaya Sumphand



伍 煥 先生
Mr. NG Fong



伍國偉 先生
Mr. NG Kwok Wai, Eric



池偉才 先生
Mr. CHEE Wai Choi



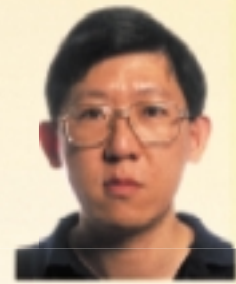
何智偉 先生
Mr. HO Chi Wai



吳永基 先生
Mr. NG Wing Ki



周珊珊 女士
Ms CHOW Shan Shan



林勁松 先生
Mr. LAM King Chung



崔穎翔 先生
Mr. TSUI Wing Cheung



黃國權 先生
Mr. WONG Kwok Kuen



劉炳林 先生
Mr. LAU Ping Lam



劉新強 先生
Mr. LAU San Keung



蔡學英 女士
Ms CHOI Hok Ying



黎文錦 先生
Mr. LAI Man Kam



黎嘉勢 先生
Mr. LAI Ka Sai



黎敬添 先生
Mr. LAI King Tim



駱昌漢 先生
Mr. LOK Cheong Hon



盧影嫻 女士
Ms LO Ying Sim, Simtty



蕭喜臨 先生
Mr. SIU Hei Lam, Ellick



羅少雄 先生
Mr. LAW Siu Hung, Paul



羅凌麗容 女士
Mrs LAW Ling Lai Yung, Grace



方樹輝 先生
Mr. FONG Shue Fai



陳克倫 先生
Mr. CHAN Hak Lun

顧客聯絡小組通訊/年報編輯委員會委員 Members of CLG Newsletter/ Annual Report Editorial Panel

截至2002年12月31日 • As at 31 December 2002



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(助理署長或以上)職員 Senior Directorate in the Transport Department

截至2002年12月31日 • As at 31 December 2002

1. 霍文 先生 Mr. Robert Footman	運輸署署長 Commissioner for Transport
2. 李胡卓珞 女士 Mrs. Judy LI	運輸署副署長 (公共運輸事務及管理) Deputy Commissioner for Transport (Transport Services and Management)
3. 譚澄邦 先生 Mr. Thomas Thumb	運輸署副署長 (策劃及技術服務) Deputy Commissioner for Transport (Planning and Technical Services)
4. 黃振亞 女士 Ms. Zina WONG	運輸署助理署長 (行政及牌照) Assistant Commissioner for Transport (Administration and Licensing)
5. 楊榮贊 先生 Mr. Alex YEUNG	運輸署助理署長 (技術服務) Assistant Commissioner for Transport (Technical Services)
6. 葉文光 先生 Mr. Stephen IP	運輸署助理署長 (管理及輔助客運) Assistant Commissioner for Transport (Management and Paratransit)
7. 高朗勳 先生 Mr. Brian W Grogan	運輸署助理署長 (策劃) Assistant Commissioner for Transport (Planning)
8. 葉麗清 女士 Ms. Carolina YIP	運輸署助理署長 (巴士及鐵路) Assistant Commissioner for Transport (Bus and Railway)
9. 李樹銘 先生 Mr. LI Shu Ming	運輸署助理署長 (市區) Assistant Commissioner for Transport (Urban)
10. 陸汝均 先生 Mr. Peter LUK	運輸署助理署長 (新界) Assistant Commissioner for Transport (New Territories)

處理牌照及駕駛服務的高層管理職員 Senior Management Handling Licensing and Driving Services

截至2002年12月31日 • As at 31 December 2002

行政及牌照科 Administration and Licensing Branch	
黃振亞 女士 Ms. Zina WONG	運輸署助理署長 (行政及牌照) Assistant Commissioner for Transport (Administration & Licensing)
I. 牌照電腦計劃、牌照事務及檢控部 – 牌照事務組 VALID, Licensing & Prosecution Division – Licensing Section	
周慧芬 女士 Ms. Amy CHOW	首席行政主任 (牌照電腦計劃、牌照事務及檢控) Principal Executive Officer (VALID, Licensing and Prosecution)
黃永輝 先生 Mr. Samuel WONG	總行政主任 (牌照事務) Chief Executive Officer (Licensing)
甄寶賢 女士 Ms. Loretta YAN	高級行政主任 (牌照) Senior Executive Officer (Licensing)
羅桂芳 女士 Ms. May LAW	高級行政主任 (車輛檢驗及紀錄) Senior Executive Officer (Vehicle Inspection and Records)
II. 駕駛事務組 Driving Services Section	
樊容權 先生 Mr. Vincent FAN	總運輸主任 (駕駛事務) Chief Transport Officer (Driving Services)
姚璧臣 先生 Mr. P.S. YIU	高級行政主任 (駕駛考試) Senior Executive Officer (Driving Test)

有關運輸事務的一般查詢電話 Telephone Numbers for General Enquiries on Transport Matters

運輸署 Transport Department		
1823 政府熱線 1823 Citizens' easy Link		1823
牌照事務處 Licensing Offices:	香港 Hong Kong	2804 2636
	九龍 Kowloon	2150 7728
	觀塘 Kwun Tong	2775 6835
	沙田 Sha Tin	2606 1468
公共車輛 Public Vehicles:	巴士 Bus	2804 2574
	公共小巴 Public Light Bus	2804 2500
	私家小巴 Private Light Bus	2804 2263
	的士 Taxi	2804 2450
	出租汽車 Hire Car	2804 2577
	過境車輛 Cross Boundary Vehicles	2543 2114
駕駛考試排期 Driving Test Appointments		2804 2584
車牌拍賣 Auction of Registration Marks		2867 4721
車輛記錄辦事處 Vehicle Records Office		2867 4691
環境運輸及工務局 Environment, Transport and Works Bureau		
交通投訴組 Transport Complaints Unit		2889 9999



運輸署

Transport Department

香港特別行政區政府

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

The Government of the

Hong Kong Special Administrative Region

顧客聯絡小組2002年報告編輯委員會

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