

附録 A Appendix A Appendix A Organisation Chart (as at 15 Sept 2014)

#### 利敏貞女士 **Miss Eliza LEE**

通訊事務總監 **Director-General of Communications** 

## 戴家珮女士

**Ms Elizabeth TAI** 

通訊事務副總監(廣播) Deputy Director-General (Broadcasting)

#### 方菊女士 **Miss Katy FONG**

助理總監 **Assistant Director** 廣播事務部 **Broadcasting Branch** 

#### 陳瑞緯先生

**Mr Eric CHAN** 

助理總監 **Assistant Director** 廣播事務部 **Broadcasting Branch** 

#### 李若愚先生

**Mr Tony LI** 

助理總監 **Assistant Director** 支援部 **Support Branch** 

•	通訊局秘書處 Communications Authority Secretariat Division	牌照管理科1 Licence Administration Division 1	牌照管理科2 Licence Administration Division 2	内容規管科 Content Regulation Division	發展科 Development Division	財務科 Finance Division	行政事務科 Administrative Services Division	公共事務科 Public Affairs Division	消費者事務科 Consumer Affairs Division	內部審計科 Internal Audit Division
	陳偉亮先生 Mr William CHAN 總行政主任 Chief Executive Officer	首席娛樂事務 管理主任	陳韻慈女士 Miss Anissa CHAN 首席娛樂事務 管理主任 Principal Entertainment Standards Control	朱嘉麗女士 Ms CHU Kar-lai 首席娛樂事務 管理主任 Principal Entertainment Standards Control	鄭志強先生 Mr C K CHENG 總電訊工程師 Chief Telecom Engineer	黄靄玲女士 Miss Ellen WONG 財務主管 Head, Finance	張淑冰女士 Miss Stephanie CHEUNG 部門秘書 Departmental Secretary	傅家敏女士 Miss Diana FU 公共事務主管 Head, Public Affairs	黃紫薇女士 Ms Jamay WONG 消費者事務主管 Head, Consumer Affairs	何炳裕先生 Mr Patrick HO 內部審計主管 Head, Internal Audit

Officer	Officer	Officer			
陳志輝先生 Mr Jimson CHAN 牌照管理組11	呂春鳳女士 Miss Becky LUI 牌照管理組21	顏姜瑜女士 Miss Jade NGAN 內容規管組1	李永康先生 Mr Alvin Ll 非應邀電子訊息組	謝燕霞女士 Ms Betty TSE 收入組	鄭杏儀女士 Miss Eva CHENG 行政事務第一組
Licence Administration Section 11	Licence Administration Section 21	Content Regulation Section 1	Unsolicited Electronic Messages Section	Revenue Section	Administrative Services Section 1
林志慧女士 Ms Connie LAM 牌照管理組12 Licence Administration Section 12	鍾德浩先生 Mr CHUNG Tak-ho 牌照管理組22 Licence Administration Section 22	蘇美芳女士 Miss Dionne SO 內容規管組2 Content Regulation Section 2	陳偉明先生 Mr Francis CHAN 對外事務組 External Affairs Section	冼翠鳳女士 Ms Yvonne SIN 會計組 Accounts Section	李鎧琴女士 Miss Cecilia LI 行政事務第二組 Administrative Services Section 2
王沛然女士 Ms Petrina WONG 牌照管理組13 Licence Administration Section 13		黎淑芬女士 Ms Addy LAI 內容規管組3 Content Regulation Section 3	趙子勝先生 Mr T S CHEW 廣播事務支援組 Broadcasting Support Section	曾昭琦女士 Miss Kaylina TSANG 供應及電影報刊辦組 Supplies & OFNAA Section	翁靜宜女士 Ms Jenny YUNG 翻譯組 Translation Section

陳家僖先生

Mr Frank CHAN 資訊科技組 Information Technology Section

#### 劉光祥先生 **Mr Danny LAU**

通訊事務副總監(電訊) **Deputy Director-General (Telecommunications)** 

#### 梁仲賢先生 **Mr Chaucer LEUNG**

助理總監 **Assistant Director** 規管事務部 **Regulatory Affairs Branch** 

規管科2

Regulatory

Division 2

黃國華先生

Mr Danny

WONG

規管組21

Regulatory

Section 21

湛兆仁先生

Mr Sidney

**TSAN** 

規管組22

Regulatory Section 22

#### 蘇達寬先生 Mr T F SO

助理總監 **Assistant Director** 執行部 **Operations Branch** 

諮詢及

頻譜管理科

Advisory &

Spectrum

Management Division

#### 卓聖德先生 **Mr Sanda CHEUK**

助理總監 **Assistant Director** 市場及競爭部 Market & Competition Branch

法律支援科 Legal Support Division

吳壽德先生 Mr Eddy NG 法律支援主管

Head.

Legal Support

陳子儀先生	
Mr T Y CHAN	
規管科主管1	

陸偉堅先生

Mr W K LUK

規管組11

Regulatory

Section 11

姚紹強先生 Mr S K YIU

規管組12

Regulatory

Section 12

規管科1

Regulatory

Division 1

#### 趙佐達先生 Mr Esmond CHIU 規管科主管2 Head. Head. Regulatory 1 Regulatory 2

規管科3

Regulatory

Division 3

何焜先生

Mr Raymond

HO

規管組31

Regulatory

Section 31

吳穎怡女士

Miss Winnie NG

規管組32

Regulatory

Section 32

#### 賴婉珊女士 Ms Helen LAI 規管科主管3 Head. Head. Regulatory 3 **Economic Analysis**

### 余艷芬女士 Ms Linda YU 經濟分析科主管

經濟分析科

**Economic** 

**Analysis** 

Division

#### 馬步豪先生 Mr P H MA 總雷訊工程師 Chief Telecom Engineer

#### 黃鎮生先生 Mr C S WONG 高級電訊監督 Senior Controller Telecom

條例執行科

Enforcement

Division

#### Miss Elaine HUI 主管1

## 市場及競爭科 Head, Market &

市場及競爭科1

Market &

Competition

Division 1

許靜芝女士

#### Competition 1 李志輝先生 Mr Jordan LEE 市場及競爭組11

Market &

Competition

Section 11

#### 蕭滿章博士 Dr Gary SHIU 市場及競爭組12 Market & Competition

Section 12

#### 鍾慧慧女士 Ms Vera CHUNG 市場及競爭組13 Market & Competition Section 13

#### 市場及競爭科2 市場及競爭科3 Market &

#### Market & Competition Competition Division 2 Division 3

#### 關順明先生 楊敬恆先生 Mr Lawrence Mr Kingsley KWAN YEUNG 市場及競爭科 市場及競爭科 主管2 主管3 Head, Market & Head, Market &

梁萃才先生 Mr Dennis LEUNG	陸家寶女士 Ms Victoria LUCK
市場及競爭組21	市場及競爭組31
Market &	Market &
Competition	Competition
Section 21	Section 31

#### 吳杏漳女士 鄧國輝先生 Ms Gladys NG 市場及競爭組22 Market & Competition

Competition 2

#### Mr Jackie TANG 市場及競爭組32 Market & Competition Section 32

Competition 3

#### 詹建寧女士 Ms Christine CHIM

規管組23 Regulatory Section 23

#### 丁立興先生 Mr L H TING 頻譜策劃組1 Spectrum Planning Section 1

李志成先生 Mr Sammy LI 頻謹笛割組2 Spectrum Planning Section 2

葉偉文先生 Mr Isaac IP 諮詢及支援組 Advisory & Support Section

> 郭榮興先生 Mr Warren **KWOK** 電訊標準組 Standards Section

李純先生 Mr Wilson LEE 貿易組 Trade Section

#### 楊展鴻先生 Mr Desmond YOUNG 市場及競爭組23 Market & Competition

Chapter 9

Section 22



## 諮詢委員會委員名單 Membership of Advisory Committees

#### 電訊規管事務諮詢委員會

(截至2014年3月31日)

## **Telecommunications Regulatory Affairs Advisory Committee** (as at 31 March 2014)

主席 <b>劉光祥先生</b> 通訊事務管理局辦公室通訊事務副總監(電訊)	Chairman Mr Danny LAU Deputy Director-General (Telecommunications), OFCA
必書 <b>梁仲賢先生</b> 通訊事務管理局辦公室助理總監(規管)	Secretary Mr Chaucer LEUNG Assistant Director (Regulatory), OFCA
委員 熊 <b>天佑博士</b> 肖費者委員會代表	Members Dr Victor HUNG Representative of Consumer Council
<b>林瑞明工程師</b> 香港工程師學會代表	Ir Andy LAM Representative of Hong Kong Institution of Engineers
<b>林宏志先生</b> □程及科技學會香港分會代表	Mr Vincent LAM Representative of Institution of Engineering and Technology Hong Kong
東錦成先生 香港通訊業聯會代表	Mr Gilbert CHAN Representative of Communications Association of Hong Kong
∕/Ir Richard MALLETT 香港電訊用戶協會代表	Mr Richard MALLETT Representative of Hong Kong Telecommunications Users Group
<b>章濤先生</b> 香港無線科技商會代表	Mr T CHEUNG Representative of Hong Kong Wireless Technology Industry Association
<b>莫乃光先生</b> 香港資訊科技商會代表	Mr Charles MOK Representative of Hong Kong Information Technology Federation
<b>鄒啟良先生</b> 中國移動香港有限公司代表	Mr Alex CHENG Representative of China Mobile Hong Kong Company Limited / China Mobile Hong Kong Corporation Limited
<b>長悅賓先生</b> 言趙電話(香港)有限公司代表	Mr Sutton CHEUNG Representative of ComNet Telecom (HK) Limited
<b>高穎賢女士</b> 香港移動通訊有限公司代表	Ms Alison KO Representative of CSL Limited
<b>幸國強先生</b> 中港網絡有限公司代表	Mr K K LUK Representative of HKC Network Limited
<b>易廣翔先生</b> 香港寛頻網絡有限公司代表	Mr Charles YEUNG Representative of Hong Kong Broadband Network Limited
<b>F家啟先生</b> 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
<b>林榮執先生</b> Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications HKT) Limited / Genius Brand Limited代表	Mr Peter LAM  Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited
<b>包偉林先生</b> 印記電話有限公司 / 和記環球電訊有限公司代表	Mr William BROWN Representative of Hutchison Global Communications Limited / Hutchison Telephone Company Limited
<b>長展輝先生</b> 新世界電訊有限公司代表	Mr Johnny CHEUNG Representative of New World Telecommunications Limited
<b>可天倫先生</b> SmarTone Communications Limited / 贁碼通電訊有限公司代表	Mr T L OR Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
<b>// S Christy DITCHBURN</b> Telstra International HK Limited and Telstra International Limited代表	Ms Christy DITCHBURN Representative of Telstra International HK Limited and Telstra International Limited
<b>可中成先生</b> 名氣通電訊固網有限公司代表	Mr Clifford HO Representative of Towngas Telecommunications Fixed Network Limited
<b>劉貴顯先生</b> FaxComm Limited代表	Mr Kenneth LAU Representative of TraxComm Limited
<b>東國萍女士</b> 九倉電訊有限公司代表	Ms Agnes TAN Representative of Wharf T&T Limited
東日鴻先生 對外固網服務 / 固定傳送者 / 綜合傳送者(對外固定 服務)持牌商界別代表	Mr Y H CHAN Representative of external FTNS / fixed carrier / unified carrier (external fixed services) licensees as a group

85

李芷華女士 流動虛擬網絡營辦商界別代表	Ms Christine LEE Representative of mobile virtual network operators (MVNOs) as a group
<b>陳毓才先生</b> 對外電訊服務營辦商界別代表	<b>Mr Stephen CHAN</b> Representative of external telecommunications service (ETS) operators as a group
<b>黃偉文先生</b> 無線電傳呼服務營辦商界別代表	Mr Raymond WONG Representative of radio paging operators as a group
<b>羅錦基先生</b> 服務營辦商牌照持牌商界別代表	Mr Allen LAW Representative of services-based operator (SBO) licensees as a group
<b>楊全盛先生</b> 中小型企業代表	Mr Eric YEUNG Representative of small and medium enterprises
林 <b>永澤先生</b> 香港警務處代表	<b>Mr W C LAM</b> Hong Kong Police Force
<b>谏婉華女士</b> 固別委任人士	<b>Ms Eva CHAN</b> Member appointed on an ad personam basis
<b>張綺雯女士</b> 個別委任人士	Ms Y M CHEUNG Member appointed on an ad personam basis
<b>莫兆華先生</b> 個別委任人士	Mr York MOK Member appointed on an ad personam basis
Dr Andrew SIMPSON 個別委任人士	<b>Dr Andrew SIMPSON</b> Member appointed on an ad personam basis
<b>徐岩博士</b> 個別委任人士	<b>Dr XU Yan</b> Member appointed on an ad personam basis

## 無線電頻譜及技術標準 諮詢委員會(截至2014年3月31日)

## Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2014)

主席 <b>蘇達寬先生</b> 通訊事務管理局辦公室助理總監(執行)	Chairman Mr T F SO Assistant Director (Operations), OFCA				
秘書 <b>丁立興先生</b> 通訊事務管理局辦公室高級電訊工程師(頻譜策劃)	Secretary Mr L H TING Senior Telecommunications Engineer (Spectrum Planning) , OFCA				
委員 鄭 <b>躍年先生</b> 消費者委員會代表	Members Mr Brian CHENG Representative of Consumer Council				
<b>李仲明先生</b> 歐盟信息通信技術委員會(港澳區)代表	Mr Michael LEE Representative of EU ICT Council in Hong Kong and Macau				
<b>張梓昌博士</b> 香港生產力促進局代表	<b>Dr Lawrence CHEUNG</b> Representative of Hong Kong Productivity Council				
<b>李志光工程師、博士</b> 香港工程師學會代表	Ir Dr C K Li Representative of The Hong Kong Institution of Engineers				
<b>何志立先生</b> 工程及科技學會香港分會代表	Mr John HO Representative of The Institution of Engineering and Technology Hong Kong				
<b>范健文先生</b> 本地電訊業界組織界別代表	Mr Eric FAN Representative of local industry associations as a group				
<b>鄭啟良先生</b> 中國移動香港有限公司代表	Mr Alex CHENG Representative of China Mobile Hong Kong Company Limited / China Mobile Hong Kong Corporation Limited				
<b>葉漢忠先生</b> 信通電話(香港)有限公司代表	Mr Dickson IP Representative of ComNet Telecom (HK) Limited				
<b>黃智鈞先生</b> 香港移動通訊有限公司代表	Mr Leslie WONG Representative of CSL Limited				
<b>陸國強先生</b> 中港網絡有限公司代表	Mr K K LUK Representative of HKC Network Limited				
<b>楊廣翔先生</b> 香港寬頻網絡有限公司代表	Mr Charles YEUNG Representative of Hong Kong Broadband Network Limited				
<b>黃旭安先生</b> Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited代表	Mr Y O WONG Representative of Hong Kong Telecommunications (HKT) Limited / PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited / Genius Brand Limited				



## 諮詢委員會委員名單 Membership of Advisory Committees

# 無線電頻譜及技術標準 諮詢委員會 (續)

## Radio Spectrum and Technical Standards Advisory Committee (continued)

<b>劉德民先生</b> 和記電話有限公司 / 和記環球電訊有限公司代表	Mr T M LAU Representative of Hutchison Telephone Company Limited / Hutchison Global Communications Limited
<b>張展輝先生</b> 新世界電訊有限公司代表	Mr Johnny CHEUNG Representative of New World Telecommunications Limited
<b>孔慶柱先生</b> Reach Networks Hong Kong Limited代表	Mr H C HUNG Representative of Reach Networks Hong Kong Limited
<b>黎世昌先生</b> SmarTone Communications Limited / 數碼通電訊有限公司代表	Mr Cyrus LAI Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
<b>Mr Jimmy LEE</b> Telstra International HK Limited and Telstra International Limited代表	Mr Jimmy LEE Representative of Telstra International HK Limited and Telstra International Limited
<b>黃耀宗先生</b> 名氣通電訊固網有限公司代表	Mr Jason WONG Representative of Towngas Telecommunications Fixed Network Limited
<b>駱偉德先生</b> TraxComm Limited代表	Mr Peter LOK Representative of TraxComm Limited
<b>楊玉彪先生</b> 九倉電訊有限公司代表	Mr Bill YEUNG Representative of Wharf T&T Limited
<b>何衞先生</b> 亞洲電視有限公司代表	Mr W HO Representative of Asia Television Limited
陳耀洲先生 電視廣播有限公司 / 無綫網絡電視有限公司代表	Mr Y C CHAN Representative of Television Broadcasts Limited / TVB Network Vision Limited
<b>于家啟先生</b> 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
<b>朱嘉遜先生</b> 電訊盈科媒體有限公司代表	Mr Carlson CHU Representative of PCCW Media Limited
林志 <b>強先生</b> 香港商業廣播有限公司代表	Mr Paul LAM Representative of Hong Kong Commercial Broadcasting Co. Ltd.
高小明先生 新城廣播有限公司代表	Mr S M KO Representative of Metro Broadcast Corporation Limited
<b>姚順達先生</b> 鳳凰優悦廣播有限公司代表	Mr S T YIU Representative of Phoenix U Radio Limited
<b>郭謙先生</b> 香港電台代表	Mr Francis KWOK Representative of Radio Television Hong Kong
<b>陳珣先生</b> 亞太通信衛星有限公司代表	Mr X CHEN Representative of APT Satellite Company Limited
黄穎琪女士 亞洲衛星有限公司代表 對外固網服務 / 固定傳送者 / 綜合傳送者(對外固定 服務)持牌商界別代表	Ms Vicky WONG Representative of Asia Satellite Telecommunications Co. Ltd. Representative of external FTNS / fixed carrier / unified carrier (external fixed services) licensees as a group
陳自強先生 服務營辦商牌照持牌商界別(只包括流動虛擬網絡營辦 商及對外電訊服務營辦商)代表	Mr Kenneth CHAN Representative of services-based operators (MVNO and ETS operators only) as a group
<b>蕭蔡庇先生</b> 業餘無線電會界別代表	Mr Johnny SIU Representative of amateur radio societies as a group
<b>薛劍偉先生</b> 本地認證機構界別代表	Mr K W SIT Representative of local certification bodies as a group
<b>霍偉雄先生</b> 民航處代表	Mr W H FOK Representative of Civil Aviation Department
<b>陳詠恩女士</b> 香港警務處代表	Ms Diana CHAN Representative of Hong Kong Police Force
<b>黃世文博士</b> 廉政公署代表	Dr S M WONG Representative of Independent Commission Against Corruption
<b>魏佩儀女士</b> 個別委任人士	Ms P Y NGAI Member appointed on an ad personam basis

## 電訊服務用戶及消費者 諮詢委員會 (截至2014年3月31日)

## **Telecommunications Users and Consumers Advisory Committee** (as at 31 March 2014)

主席	Chairman
<b>劉光祥先生</b> 通知答理民始以宏通知事教副總監(靈知)	Mr Danny LAU  Deputy Director Coneral (Telecommunications), OFCA
通訊管理局辦公室通訊事務副總監(電訊)	Deputy Director-General (Telecommunications), OFCA
秘書	Secretary Malaras MONG
<b>黃紫薇女士</b> 通訊管理局辦公室消費者事務主管	Ms Jamay WONG Head of Consumer Affairs, OFCA
	<u> </u>
委員 進深 <b>仁</b> 生	Members
<b>馮澤仁先生</b> 消費者委員會代表	Mr Alfred FUNG Representative of Consumer Council
<b>莊禮基先生</b> 香港通訊業聯會代表	Mr Ricky CHONG Representative of Communications Association of Hong Kong
	· · · · · · · · · · · · · · · · · · ·
陳利華先生	Mr Watson CHAN
香港總商會代表	Representative of Hong Kong General Chamber of Commerce
劉小慧女士	Ms Enid LOW
香港資訊科技商會代表	Representative of Hong Kong Information Technology Federation
黃雅麗女士	Ms Leona WONG
香港無線科技商會代表	Representative of Hong Kong Wireless Technology Industry Association
楊全盛先生	Mr Eric YEUNG
中小型企業代表	Representative of small and medium enterprises
梁淑儀女士	Ms Irene LEUNG
長者代表	Representative of The Aged Community
阮浩勳先生	Mr H F YUEN
<b>殘疾人士代表</b>	Representative of The Disabled
<b>俞斌先生</b>	Mr Ben YU
<b>育城元王</b> 殘疾人士代表	Representative of The Disabled
<b>冼德華先生</b> 教育局代表	Mr T W SIN Representative of Education Bureau
黄志光先生	Mr C K WONG
政府資訊科技總監辦公室代表	Representative of Office of the Government Chief Information Officer
鄭嘉麗女士	Ms Elsa CHENG
公眾人士代表	Representative as a member of the public
梁秀清女士	Ms Martha LEUNG
公眾人士代表	Representative as a member of the public
文鳳玲女士	Ms Florence MAN
公眾人士代表	Representative as a member of the public
	Mr Daniel LO
公眾人士代表	Representative as a member of the public
	Mr Thomas SUN
公眾人士代表	Representative as a member of the public
王振邦先生	Mr C B WONG
公眾人士代表	Representative as a member of the public
<b>翁</b> 珮玲女士	Ms Pauline YUNG
公眾人士代表	Representative as a member of the public
陳翠碧女士	Ms Cindy CHAN
公眾人士代表	Representative as a member of the public
陳瑞娟女士	Ms Agnes CHAN
<b>深场娟女士</b> 公眾人士代表	Representative as a member of the public
<b>黃文麗女士</b> 公眾人士代表	<b>Ms Eva WONG</b> Representative as a member of the public
	<u>'</u>
馬錦華先生	Mr K W MA
個別委任人士	Member appointed on an ad personam basis
趙善能先生	Mr Kenny CHIU
個別委任人士	Member appointed on an ad personam basis

# 附錄 C Appendix C 服務承諾2014/15 Performance Pledge 2014/15

在2013/14年度,我們在全部34項服務中有 32項均達至或超越服務表現目標。2014/15 年度的各項服務表現目標詳列如下。

我們提供的服務水平在某程度上受各種特殊 情況及繁忙期間的工作量影響。在考慮這些 因素後,我們為各項服務訂立了下列標準處 理時間:

In 2013/14, we achieved/surpassed our performance targets in 32 out of our 34 job areas. The full list of our performance targets for 2014/15 are also set out in the table below.

The level of service we provide is influenced to some extent by exceptional circumstances and workloads during peak periods. The following table takes these factors into account and sets out the standard service delivery times we aim to achieve for a wide range of services.

	2013/14年度 標準處理時間 Service Delivery Standard for 2013/14	2013/14年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2013/14	2013/14年度 實際平均服務表現 Actual Average Performance in 2013/14	表現 (括號內為服務表現目標) ge Service Delivery Standard				
處理廣播服務牌照申請 Processing of Broadcasting Service Licence Applications								
非本地電視節目服務 / 其他須領牌 電視節目服務 Non-domestic Television Programme Service/Other Licensable Television Programme Service	<b>4</b> 個月 months	100%	100%	<b>4</b> 個月 months	(100%)			

#### 處理電訊服務牌照申請

**Processing of Telecommunications Service Licence Applications** 

#### 移動無線電系統牌照

#### Mobile Radio System Licence

設立新系統 Establishment of a new system	38 個工作天 working days	98%	100%	38 個工作天 working days	(98%)
遷移/加設基地電台 Relocation / Addition of base station	<b>32</b> 個工作天 working days	98%	100%	32 個工作天 working days	(98%)
加設移動電台 Addition of mobile station 的士電台 For stations of taxis 其他電台 For other stations	<b>5</b> 個工作天 working days <b>8</b> 個工作天 working days	99% 99%	100% 100%	<b>5</b> 個工作天 working days <b>8</b> 個工作天 working days	(99%) (99%)
更換移動電台器材 Replacement of mobile station equipment 的士電台 For stations of taxis 其他電台 For other stations	<b>5</b> 個工作天 working days <b>8</b> 個工作天 working days	99% 99%	100% 100%	<b>5</b> 個工作天 working days <b>8</b> 個工作天 working days	(99%) (99%)

2013/14年度 標準處理時間 Service Delivery Standard for 2013/14 2013/14年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) | Performance for 2013/14

2013/14年度 實際平均服務表現 Actual Average in 2013/14

2014/15年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2014/15

#### 處理電訊服務牌照申請(續)

**Processing of Telecommunications Service Licence Applications** (continued)

移動無線電系統牌照(續)

Mobile Radio System Licence (continued)

	,				
更換基地電台器材 Replacement of base station equipment	<b>8</b> 個工作天 working days	99%	100%	<b>8</b> 個工作天 working days	(99%)
簽發牌照 Issue of licence	<b>8</b> 個工作天 working days	99%	100%	<b>8</b> 個工作天 working days	(99%)
無線電商牌照 Radio Dealers Licence	<b>4</b> 個工作天 working days	99%	100%	<b>4</b> 個工作天 working days	(99%)
工業、科學及醫學電子機器牌照 Industrial Scientific and Medical Electronic Machines Licence	<b>5</b> 個工作天 working days	99%	100%	<b>5</b> 個工作天 working days	(99%)
無線電測定和指令、狀態及數據 的傳達牌照 Radiodetermination and Conveyance of Commands, Status and Data Licence	<b>5</b> 個工作天 working days	99%	100%	<b>5</b> 個工作天 working days	(99%)
衛星電視共用天線牌照 Satellite Master Antenna Television Licence	<b>11</b> 個工作天 working days	98%	99.8%	11 個工作天 working days	(98%)
船舶電台牌照 Ship Station Licence	<b>9</b> 個工作天 working days	99%	100%	<b>9</b> 個工作天 working days	(99%)
業餘電台牌照 Amateur Station Licence	<b>9</b> 個工作天 working days	99%	100%	<b>9</b> 個工作天 working days	(99%)
自設對外電訊系統牌照 Self-provided External Telecommunications System Licence	<b>26</b> 個工作天 working days	99%	並無新個案 No new case	26個工作天 working days	(99%)
第一類及第二類服務營辦商牌照 Services-based Operator Licence - Class 1 and Class 2 Services	<b>14</b> 個工作天 working days	98%	100%	14個工作天 working days	(98%)
第三類服務營辦商牌照 Services-based Operator Licence – Class 3 Services	13 個工作天 working days	99%	100%	13個工作天 working days	(99%)

# 附錄 C Appendix C 服務承諾2014/15 Performance Pledge 2014/15

2013/14年度 標準處理時間 Service Delivery Standard for 2013/14

2013/14年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2013/14

2013/14年度 實際平均服務表現 Actual Average Performance in 2013/14

2014/15年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2014/15

#### 根據《海員培訓、發證和值班標準國際公約》處理證明書及簽註申請

Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)

iranning, certification and waterix	maining, Certification and watchkeeping for Seararers (STCW Convention)				
全球海上遇險和安全系統證明書 及簽註 Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement	<b>5</b> 個工作天 working days	95%	100%	<b>5</b> 個工作天 <b>(95%)</b> working days	
全球海上遇險和安全系統等值資格證明書及簽註 GMDSS Certificate of Equivalent Competency and Endorsement	<b>5</b> 個工作天 working days	95%	100%	5個工作天 Working days (95%)	
無線電干擾調查 Investigation of Radio Interference	e				
對商營服務的干擾 Interference on commercial services	在 gation <b>6</b> 個工作天內進行調查 within <b>6</b> working days	96%	100%	在6個工作天內進行調查 (96%) for working days	
對廣播服務的干擾 Interference on Investige broadcasting services	在 gation <b>9</b> 個工作天內進行調查 within <b>9</b> working days	96%	100%	在9個工作天內進行調查 (96%) Investigation within 9 working days	
處理號碼/短碼申請 Processing of Applications for Numbers/Codes					
指配電訊號碼及短碼 Assignment of telecommunications numbers and codes	<b>10</b> 個工作天 working days	100%	100%	10個工作天 working days (100%)	
查核、處理和接收交回的電訊 號碼 Checking, processing and acceptance of return of telecommunications numbers	<b>10</b> 個工作天 working days	100%	100%	10個工作天 working days <b>(100%)</b>	

2013/14年度 標準處理時間 Service Delivery Standard for 2013/14 2013/14年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2013/14

2013/14年度 實際平均服務表現 Actual Average Performance in 2013/14 2014/15年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2014/15

處理有關懷疑違反《廣播(雜項條文)條例》、《廣播條例》、《電訊條例》第IIIA部、廣播牌照條款或條件、或 廣播業務守則的廣播事宜投訴(關乎《廣播條例》競爭條文的投訴除外) Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting

Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance)

給予初步答覆 Issue of an interim reply	<b>6</b> 個工作天 working days	100%	99.9%	<b>6</b> 個工作天 working day	<sub>/s</sub> (98%) <sup>+</sup>
就無須調查的個案通知投訴人有關結果 <sup>(註A)</sup> (或如未有個案結果,則向投訴人報告進度) Inform complainants of results of cases not involving an investigation <sup>(Note A)</sup> (or report of progress to the complainant if results of cases are not ready)	<b>3</b> 個星期 weeks	100%	100%	<b>3</b> 個星期 weeks	(98%)+
就需要進行簡單調查的投訴通知投訴人有關通訊事務管理局(通訊局)的裁決(社內(或如未有通訊局的裁決,則向投訴人報告進度)Inform complainants of the Communications Authority (CA)'s decision on complaints involving a straightforward investigation(Note A) (or report of progress to the complainant if CA's decision is not ready)	<b>8</b> 個星期 weeks	100%	99.9%	<b>8</b> 個星期 Weeks	(98%)+
就需要進行複雜調查的投訴通知投訴人有關通訊局的裁決,則向投訴人報告進度) Inform complainants of the CA's decision on complaints involving a complex investigation (Note A) (or report of progress to the complainant if CA's decision is not ready)	<b>4</b> 個月 months	100%	100%	<b>4</b> 個月 months	(98%)+

註A 由收到投訴人所提供足夠資料起計

Note A Upon receipt of sufficient information from complainants

+ 由2014/15年度起,處理廣播投訴的服務表現目標將由100%微調至98%,以顧及近年處理的投訴個案數目顯著增加的 情況。

Starting from 2014/15, the performance targets for handling of broadcasting complaints will be slightly adjusted from 100% to 98% to take into account the significant increase in the number of complaint cases handled in recent years.



## 服務承諾2014/15 Appendix C Performance Pledge 2014/15

2013/14年度 標準處理時間 Service Delivery Standard for 2013/14 2013/14年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2013/14

2013/14年度 實際平均服務表現 Actual Average Performance in 2013/14

2014/15年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2014/15

處理有關電訊營辦商懷疑違反《電訊條例》或電訊服務牌照條件的消費者投訴

Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences

詳細回覆投訴人(或如未能詳細 回覆,則給予初步答覆) Full reply to complainant (or interim reply if full reply is not ready)

27 個工作天 working days

90%

100%

27 個工作天 (90%)

處理針對營辦商關乎《電訊條例》競爭條文或具誤導性或欺騙性行為的條文的投訴

Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive **Conduct Provisions of the Telecommunications Ordinance** 

完成調查(或如未完成調查,則 向投訴人報告進度)

Completion of investigation (or report of progress to the complainant if investigation is not completed)

初步調查完成後 4個月內 Within a further 4-month period after preliminary investigation

80%

100%

初步調查完成後 4個月內 Within a further 4-month period after

preliminary investigation

(80%)

處理有關營辦商懷疑違反《電訊條例》或電訊服務牌照條件的業界投訴(關乎《電訊條例》競爭條文和具誤導性 或欺騙性行為的條文的投訴除外)

Handling of Industry Complaints against Operators (except for complaints relating to Competition Provisions and Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences

完成詳細調查 (或如未完成詳細 調查,則向投訴人報告進度) Completion of full investigation (or report of progress to the complainant if full investigation is not completed)

Within 45 個工作天內 working days

90%

90%

並無新個案 No new case Within

45 個工作天內 working days

(90%)

處理有關懷疑違反《非應邀電子訊息條例》的舉報

Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance

完成詳細調查 (或如未完成詳細 調查,則向投訴人報告進度) Completion of full investigation (or report of progress to the complainant if full investigation is not completed)

Within 10 個星期內 weeks

99.5%

Within 10 個星期內 weeks

(90%)

2013/14年度 標準處理時間 Service Delivery Standard for 2013/14 2013/14年度服務表現目標 (達到服務標準的百分率) Performance Target (% Meeting Service Standard) for 2013/14

2013/14年度 實際平均服務表現 Actual Average Performance in 2013/14 2014/15年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target in Bracket) for 2014/15

#### 對有關通訊辦服務的公眾查詢及投訴作出回覆 Reply to Public Enquiries and Complaints of OFCA's Services

詳細回覆查詢(或如未能提供詳細回覆,則給予初步答覆) Full reply for enquiries (or interim reply if full reply cannot be provided)	Within <b>7</b> 個工作天內 working days	90%	100% (Note B)	Within <b>7</b> 個工作天內 <b>(90%</b> working days
詳細回覆投訴(或如未完成詳細調查,則向投訴人報告進度) Full reply for complaints (or report of progress to the complainant if full investigation is not completed)	Within <b>15</b> 個工作天內 working days	90%	90.5% (Note B)	Within 15 個工作天內 (90%)

註B 在2014年3月接獲的查詢及投訴中,超過75%與同一事宜有關,全部由公眾以14個信件範本提出。在按既定的目標衡量我們的服務表現時,以同一信件範本提出的查詢/投訴當作一個個案處理和計算。

Note B In March 2014, over 75% of the enquiries and complaints received concerned the same subject matter, and they were lodged by members of the public vide 14 letter templates. For the purpose of measuring our performance against the targets set, enquiries / complaints conveyed in the same letter template were handled and counted as a single case.

# 

#### 簽發/續牌的廣播及電訊牌照 數目及徵收的牌費

(截至2014年3月31日年度內)

#### **Broadcasting and Telecommunications Licences** Issued / Renewed and Revenue Collected

(For the year ended 31 March 2014)

成主2017年3/131日午及71/	(101 the year chaca 31 March 2014)		
牌照種類	N	牌/續牌數目 o. of Licences ed / Renewed	港元 HK\$
廣播牌照	Broadcasting Licences		
本地免費電視節目服務	Domestic Free Television Programme Service	e 2	14,895,967
本地收費電視節目服務	Domestic Pay Television Programme Service	3	11,432,406
<b> </b>  本地電視節目服務	Non-domestic Television Programme Service	e 19	1,074,202
其他須領牌電視節目服務	Other Licensable Television Programme Sen	vice 27	953,550
聲音廣播	Sound Broadcasting	5	17,934,209
電訊牌照/許可證/證書	Telecommunications Licences / Permits	Certificates	
學術機構自設電訊裝置	Academic Institution Self-provided Telecommunications Installation	1	3,500
抗空甚高頻率固定電台	Aeronautical VHF Fixed Station	39	51,250
航空器電台	Aircraft Station	305	48,512
業餘操作授權證明	Amateur ATO	857	137,120
<b>養餘電台</b>	Amateur Station	2,602	391,688
無線電廣播轉播電台	Broadcast Radio Relay Station	16	11,062
甫發牌照	Duplicate Licence	86	4,730
考試和簽發證書	Examination & Issue of Certificate	555	175,480
實驗電台	Experimental Station	95	27,950
對內/對外固定服務	Fixed Internal/External Services	47	104,905,776
用於傳送電視節目的對內固定服務	Fixed Internal Service for Transmission of Television Programme	3	20,019,415
酉店電視(發送)	Hotel Television (Transmission)	151	593,158
人口/出口許可證	Import/Export Permit	1,066	159,900
L業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic M	achine 828	74,833
多動無線電系統或專用移動無線電 系統	Mobile Radio System or Private Mobile Radio System	4,380	32,477,985
<b></b>	Mobile Services	10	176,598,120
以用無線電傳呼系統	Private Radio Paging System	14	137,840
公共無線電通訊服務	Public Radiocommunications Service	10	2,138,508
無線電商(放寬限制)	Radio Dealers (Unrestricted)	2,986	4,352,375
無線電通訊學校	Radiocommunications School	6	2,025
無線電測定以及指令、狀態及數據 傳送	Radiodetermination and Conveyance of Commands, Status and Data	128	138,067
<b></b>	Satellite Master Antenna Television	76	5,047,350
自設對外電訊系統	Self-provided External Telecommunications		6,563
<ul><li>・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・</li></ul>	Services-based Operator of Class 1 or 2 Ser	-	1,173,379
服務營辦商 — 第三類服務	Services-based Operator of Class 3 Service	510	12,205,897
<b>胎電台</b>	Ship Station	3,231	472,425
空間站傳送者	Space Station Carrier	9	1,214,500
的士無線電通訊服務	Taxi Radiocommunications Service	27	635,517
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	62	149,450
總數	Total	18,181	409,644,709