





電訊規管事務諮詢委員會  
(截至2024年3月31日)

## 主席

**趙佐達先生**

通訊事務管理局辦公室通訊事務副總監 (電訊)

## 秘書

**湛兆仁先生**

通訊事務管理局辦公室助理總監 (規管)

## 委員

**簡健恒先生**

消費者委員會代表

**陳勤業博士、工程師**

香港工程師學會代表

**李尊仁先生**

工程及科技學會香港分會代表

**黃家恆先生**

香港通訊業聯會代表

**方保僑先生**

香港資訊科技商會代表

**曾家寶先生**

世紀互聯集團有限公司代表

**毛加媛女士**

中國移動香港有限公司代表

**吳雋文先生**

中國電信國際有限公司代表

**張翠萍女士**

中國聯通 (香港) 運營有限公司代表

**葉漢忠先生**

信通電話 (香港) 有限公司代表

**劉加先生**

2 易通網絡有限公司代表

**Miss Xen LIM**

Equinix Hong Kong Limited 代表

**葉佩坤女士**

香港寬頻網絡有限公司／香港寬頻企業方案有限公司／香港寬頻企業方案香港有限公司代表

**陳偉文先生**

香港有線電視有限公司代表

**朱嘉文先生**

Hong Kong Telecommunications (HKT) Limited／香港電話有限公司及 Hong Kong Telecommunications (HKT) Limited／電訊盈科環球業務 (香港) 有限公司／Genius Brand Limited 代表

Telecommunications Regulatory Affairs  
Advisory Committee (as at 31 March 2024)

## Chairman

**Mr Esmond CHIU**

Deputy Director-General (Telecommunications), OFCA

## Secretary

**Mr Sidney TSAN**

Assistant Director (Regulatory), OFCA

## Members

**Mr Michael KAN Kin Hang**

Representative of Consumer Council

**Ir Dr Philip CHAN Kan Ip**

Representative of The Hong Kong Institution of Engineers

**Mr Ben LI**

Representative of The Institution of Engineering and Technology Hong Kong

**Mr Alex WONG**

Representative of Communications Association of Hong Kong

**Mr Francis FONG**

Representative of Hong Kong Information Technology Federation

**Mr Tony TSANG Ka Po**

Representative of VNET Group Limited

**Ms Karen MO**

Representative of China Mobile Hong Kong Company Limited

**Mr Karson NG**

Representative of China Telecom Global Limited

**Ms Sarah ZHANG Cuiping**

Representative of China Unicom (Hong Kong) Operations Limited

**Mr Dickson IP Hon Chung**

Representative of ComNet Telecom (HK) Limited

**Mr LAW Jia**

Representative of Easy Tone Network Limited

**Miss Xen LIM**

Representative of Equinix Hong Kong Limited

**Ms Sophia YAP**

Representative of Hong Kong Broadband Network Limited/HKBN Enterprise Solutions Limited/HKBN Enterprise Solutions HK Limited

**Mr Raymond CHAN**

Representative of Hong Kong Cable Television Limited

**Mr Kevin CHU**

Representative of Hong Kong Telecommunications (HKT) Limited/PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited/PCCW Global (HK) Limited/Genius Brand Limited



### 電訊規管事務諮詢委員會 (截至2024年3月31日) (續)

**黃玉興女士**

和記電話有限公司代表

**郭嘉麗小姐**

環球全域電訊有限公司代表

**吳仕彬先生**

NTT Com Asia Limited 代表

**柯天倫先生**

SmarTone Communications Limited / 數碼通電訊有限公司代表

**顏慶華先生**

名氣通電訊固網有限公司代表

**何志佳先生**

TraxComm Limited 代表

**葉淑嫻女士**

鄉村電話有限公司代表

**胡海寧先生**

Vodafone Enterprise Hong Kong Limited 代表

**周子龍先生**

綜合傳送者 (對外固定服務) 持牌商界別代表

**張翠萍女士**

流動虛擬網絡營辦商界別代表

**袁宗浩先生**

服務營辦商牌照持牌商界別代表

**許董英先生**

地區性無線寬頻服務 / 地區性無線寬頻系統 (專用) / 公共無線電通訊服務 / 無線物聯網牌照持牌商界別代表

**鄧志華工程師**

香港警務處代表

**莊哲義博士**

個別委任人士

**劉佩琪女士**

個別委任人士

**朱啟耀博士**

個別委任人士

**張穎瑤教授**

個別委任人士

### Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2024) (continued)

**Ms Juliana WONG Yuk Hing**

Representative of Hutchison Telephone Company Limited

**Miss Katherine KWOK**

Representative of HGC Global Communications Limited

**Mr Patrick NG**

Representative of NTT Com Asia Limited

**Mr OR Tin Lun**

Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited

**Mr Walter NGAN Hing Wah**

Representative of Towngas Telecommunications Fixed Network Limited

**Mr Terence HO Chi Kai**

Representative of TraxComm Limited

**Ms Clio IP**

Representative of Village Telephone Limited

**Mr HU Haining**

Representative of Vodafone Enterprise Hong Kong Limited

**Mr Julian CHOW**

Representative of Unified Carrier (External Fixed Services) Licensees as a group

**Ms Sarah ZHANG Cuiping**

Representative of Mobile Virtual Network Operators (MVNOs) as a group

**Mr YUEN Chung Ho**

Representative of Services-based Operators (SBO) Licensees as a group

**Mr TY HUI**

Representative of Localised Wireless Broadband Service / Localised Wireless Broadband System (Private) / Public Radiocommunications Service / Wireless Internet of Things Licensees as a group

**Ir TANG Chi Wah**

Representative of Hong Kong Police Force

**Dr Justin CHUANG**

Member appointed on an Ad Personam basis

**Ms Katy LAU**

Member appointed on an Ad Personam basis

**Dr Patrick TSIE Kai Yiu**

Member appointed on an Ad Personam basis

**Prof Angela ZHANG Yingjun**

Member appointed on an Ad Personam basis

無線電頻譜及技術標準諮詢委員會  
(截至2024年3月31日)

## 主席

**趙子勝先生**

通訊事務管理局辦公室助理總監 (執行)

## 秘書

**陳志鵬先生**

通訊事務管理局辦公室高級電訊工程師 (電訊標準)

## 委員

**張啟堯先生**

消費者委員會代表

**李仲明先生**

歐盟信息通訊技術委員會 (港澳區) 代表

**周浩文先生**

香港生產力促進局代表

**陳君穎工程師**

香港工程師學會代表

**曾劍鋒博士**

工程及科技學會香港分會代表

**何啟亮先生**

本地電訊業界組織界別代表

**曾家寶先生**

世紀互聯集團有限公司代表

**謝其良先生**

中國移動香港有限公司代表

**周業昇先生**

信通電話 (香港) 有限公司代表

**李友忠先生**

香港寬頻網絡有限公司 / 香港寬頻企業方案有限公司 / 香港寬頻企業方案香港有限公司代表

**邱少麟先生**

Hong Kong Telecommunications (HKT) Limited / 香港電話有限公司及 Hong Kong Telecommunications (HKT) Limited / 電訊盈科環球業務 (香港) 有限公司 / Genius Brand Limited 代表

**劉德民先生**

和記電話有限公司代表

**林偉傑先生**

環球全域電訊有限公司代表

**劉宇雄先生**

SmarTone Communications Limited / 數碼通電訊有限公司代表

**區潔詠女士**

不提供本地零售固網服務的傳送者持牌商界別代表

**吳雋文先生**

不提供本地零售固網服務的傳送者持牌商界別代表

Radio Spectrum and Technical Standards  
Advisory Committee (as at 31 March 2024)

## Chairman

**Mr T S CHEW**

Assistant Director (Operations), OFCA

## Secretary

**Mr Ivan CHAN**

Senior Telecommunications Engineer (Standards), OFCA

## Members

**Mr Jan CHEUNG Kai Yiu**

Representative of Consumer Council

**Mr Michael LEE**

Representative of EU ICT Council in Hong Kong and Macau

**Mr Herman CHOW**

Representative of Hong Kong Productivity Council

**Ir John CHAN Kwan Wing**

Representative of The Hong Kong Institution of Engineers

**Dr K F TSANG**

Representative of The Institution of Engineering and Technology Hong Kong

**Mr HO Kai Leung**

Representative of Local Industry Associations

**Mr Tony TSANG Ka Po**

Representative of VNET Group Limited

**Mr Frank XIE**

Representative of China Mobile Hong Kong Company Limited

**Mr Samuel CHAU Ip Sing**

Representative of ComNet Telecom (HK) Limited

**Mr Danny LI**

Representative of Hong Kong Broadband Network Limited/HKBN Enterprise Solutions Limited/HKBN Enterprise Solutions HK Limited

**Mr Sheldon YAU Siu Lun**

Representative of Hong Kong Telecommunications (HKT) Limited/PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited/PCCW Global (HK) Limited/Genius Brand Limited

**Mr LAU Tak Man**

Representative of Hutchison Telephone Company Limited

**Mr Voller LAM**

Representative of HGC Global Communications Limited

**Mr Dennis LAU Yu Hung**

Representative of SmarTone Communications Limited/SmarTone Mobile Communications Limited

**Ms Alice AU**

Representative of Carrier Licensees NOT Providing Domestic Retail Fixed Services as a group

**Mr Karson NG**

Representative of Carrier Licensees NOT Providing Domestic Retail Fixed Services as a group





## 無線電頻譜及技術標準諮詢委員會 (截至2024年3月31日) (續)

### 陳偉文先生

香港有線電視有限公司／奇妙電視有限公司代表

### 朱嘉遜先生

電訊盈科媒體有限公司／香港電視娛樂有限公司代表

### 甘智豪先生

電視廣播有限公司代表

### 林志強先生

香港商業廣播有限公司代表

### 高小明先生

新城廣播有限公司代表

### 朱頌君女士

香港電台代表

### 陳珣先生

亞太通信衛星有限公司代表

### 張蕤博士

亞洲衛星有限公司代表

### 孔慶柱先生

綜合傳送者 (對外固定服務) 持牌商界別代表

### 劉健豪先生

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

### 許董英先生

地區性無線寬頻服務／公共無線電通訊服務／無線物聯網牌照持牌商界別代表

### 李金泉博士

本地認證機構界別代表

### 蕭蔡庇先生

業餘無線電會界別代表

### 劉健熙先生

民航處代表

### 蕭偉基先生

香港警務處代表

### 陳慶雲先生

廉政公署代表

### 陳承斌先生

個別委任人士

### 代琳教授

個別委任人士

## Radio Spectrum and Technical Standards Advisory Committee (as at 31 March 2024) (continued)

### Mr Raymond CHAN

Representative of Hong Kong Cable Television Limited/Fantastic Television Limited

### Mr Carlson CHU

Representative of PCCW Media Limited/HK Television Entertainment Limited

### Mr Garry KUM

Representative of Television Broadcasts Limited

### Mr Paul LAM C K

Representative of Hong Kong Commercial Broadcasting Company Limited

### Mr KO Siu Ming

Representative of Metro Broadcast Corporation Limited

### Ms CHU Chung Kwan

Representative of Radio Television Hong Kong

### Mr CHEN Xun

Representative of APT Satellite Company Limited

### Dr ZHANG Rui

Representative of Asia Satellite Telecommunications Company

### Mr HUNG Hing Chu

Representative of Unified Carrier (External Fixed Services) Licensees as a group

### Mr LAU Kin Ho

Representative of Services-based Operators (MVNO and ETS Operators only) Licensees as a group

### Mr T Y HUI

Representative of Localised Wireless Broadband Service/Public Radiocommunications Service/Wireless Internet of Things Licensees as a group

### Dr LEE Kam Chuen

Representative of Local Certification Bodies as a group

### Mr Johnny SIU Choi Pai

Representative of Amateur Radio Societies as a group

### Mr LAU Kin Hei

Representative of Civil Aviation Department

### Mr SHIU Wai Kay

Representative of Hong Kong Police Force

### Mr Henry CHAN Hing Wan

Representative of Independent Commission Against Corruption

### Mr CHAN Shing Pun

Member appointed on an Ad Personam basis

### Prof DAI Lin

Member appointed on an Ad Personam basis

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## 附錄 B Appendix B

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

#### 電訊服務用戶及消費者諮詢委員會 (截至2024年3月31日)

##### 主席

**趙佐達先生**

通訊事務管理局辦公室通訊事務副總監 (電訊)

##### 秘書

**黃紫薇女士**

通訊事務管理局辦公室消費者事務主管

##### 委員

**何應富先生**

消費者委員會代表

**莊禮基先生**

香港通訊業聯會代表

**許遵發先生**

香港總商會代表

**李勁華先生**

香港無線科技商會代表

**黎卓斌先生**

中小型企業代表

**連庭傑先生**

教育局代表

**楊自治先生**

長者服務代表

**鍾智明先生**

弱能人士代表

**邵日贊先生**

弱能人士代表

**陳建倫先生**

公眾人士代表 \*

#### Telecommunications Users and Consumers Advisory Committee (as at 31 March 2024)

##### Chairman

**Mr Esmond CHIU**

Deputy Director-General (Telecommunications), OFCA

##### Secretary

**Ms Jamay WONG**

Head of Consumer Affairs, OFCA

##### Members

**Mr Francis HO Ying Foo**

Representative of Consumer Council

**Mr Ricky CHONG**

Representative of Communications Association of Hong Kong

**Mr Fred SHEU**

Representative of The Hong Kong General Chamber of Commerce

**Mr Keith LI**

Representative of Hong Kong Wireless Technology Industry Association

**Mr Michael LAI Cheuk Pun**

Representatives of Small and Medium Enterprises

**Mr Henry LIN Ting Kit**

Representative of Education Bureau

**Mr Alex YEUNG Chi Chi**

Representative of the Aged Community

**Mr CHUNG Chi Ming**

Representative of the Disabled Community

**Mr Tsan SIU Yat Chan**

Representative of the Disabled Community

**Mr CHAN Kin Lun**

Representative as a Member of the Public\*



### 電訊服務用戶及消費者諮詢委員會 (截至2024年3月31日) (續)

**陳佩怡女士**  
公眾人士代表

**鄭慧君女士**  
公眾人士代表

**張凱晴女士**  
公眾人士代表 \*

**許立德先生**  
公眾人士代表

**孔憲正先生**  
公眾人士代表

**龔衍鳴先生**  
公眾人士代表

**郭嘉穎女士**  
公眾人士代表

**劉堅偉博士，MH**  
公眾人士代表

**劉佩琪女士**  
公眾人士代表

**曾立基先生**  
公眾人士代表

**余雅芳女士**  
公眾人士代表

**樓家強先生，MH，JP**  
個別委任人士

**鄧健華博士**  
個別委任人士

\* 透過青年委員自薦計劃獲委任

\* Appointed through the Member Self-recommendation Scheme for Youth

### Telecommunications Users and Consumers Advisory Committee (as at 31 March 2024) (continued)

**Ms CHAN Pui Yi**  
Representative as a Member of the Public

**Ms CHENG Wai Kwan**  
Representative as a Member of the Public

**Ms Peony CHEUNG Hoi Ching**  
Representative as a Member of the Public\*

**Mr HUI Lap Tak**  
Representative as a Member of the Public

**Mr HUNG Hin Ching**  
Representative as a Member of the Public

**Mr Brian KUNG Yin Ming**  
Representative as a Member of the Public

**Ms Natalie KWOK Kavin**  
Representative as a Member of the Public

**Dr Eric LAU Kin Wai, MH**  
Representative as a Member of the Public

**Ms Katy LAU**  
Representative as a Member of the Public

**Mr Richard TSANG Lap Ki**  
Representative as a Member of the Public

**Ms Avon YUE Nga Fong**  
Representative as a Member of the Public

**Mr LAU Ka Keung, MH, JP**  
Member appointed on an Ad Personam basis

**Dr TANG Kin Wa**  
Member appointed on an Ad Personam basis



在2023／24年度，我們在全部54項服務中均達至或超越服務表現目標。2024／25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 2023/24, we achieved/surpassed all performance targets in our 54 job areas. The full list of our performance targets for 2024/25 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.

服務 Services	2023／24年度 標準處理時間 Service Delivery Standard for 2023/24	2023／24年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2023/24	2023／24年度 實際平均服務表現 Actual Average Performance in 2023/24	2024／25年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2024/25
<b>處理廣播服務牌照申請</b> 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	4 個月 months	100%	100%	4 個月 months (100%)
<b>處理電訊服務牌照申請／登記</b> Processing of Telecommunications Service Licence Applications/Registrations				
<b>移動無線電系統牌照</b> 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	32 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	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
● 其他電台 For other stations	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
更換移動電台器材 Replacement of mobile station equipment				
● 的士電台 For stations of taxis	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
● 其他電台 For other stations	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
更換基地電台器材 Replacement of base station equipment	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)
簽發牌照 Issue of licence	8 個工作天 working days	99%	100%	8 個工作天 working days (99%)


**服務**  
**Services**

2023/24年度 標準處理時間 Service Delivery Standard for 2023/24	2023/24年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2023/24	2023/24年度 實際平均服務表現 Actual Average Performance in 2023/24	2024/25年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2024/25
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**處理電訊服務牌照申請／登記（續）**
**Processing of Telecommunications Service Licence Applications/Registrations (continued)**

無線電商牌照 Radio Dealers Licence	4 個工作天 working days	99%	100%	4 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	5 個工作天 working days	99%	100%	5 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 Radio Determination and Conveyance of Commands, Status and Data Licence	5 個工作天 working days	99%	100%	5 個工作天 working days (99%)
衛星電視共用天線牌照 Satellite Master Antenna Television Licence				
● 新申請 New application	11 個工作天 working days	98%	100%	11 個工作天 working days (98%)
● 續牌 Renewal	11 個工作天 working days	98%	100%	11 個工作天 working days (98%)
船舶電台牌照 Ship Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
業餘電台牌照 Amateur Station Licence	9 個工作天 working days	99%	100%	9 個工作天 working days (99%)
自設對外電訊系統牌照 Self-provided External Telecommunications System Licence	26 個工作天 working days	99%	沒有新個案 No new case	26 個工作天 working days (99%)
服務營辦商牌照 Services-based Operators Licence				
回覆新申請 Response to new application				
● 第一類及第二類服務 Class 1 & Class 2 Service(s)	14 個工作天 working days	98%	100%	14 個工作天 working days (98%)
● 第三類服務 Class 3 Service(s)	13 個工作天 working days	99%	100%	13 個工作天 working days (99%)
批准簽發牌照 Approval for issue of licence	3 個月 months	98%	100%	3 個月 months (98%)
綜合傳送者牌照 Unified Carrier Licence				
回覆新申請 Response to new application	5 個工作天 working days	98%	100%	5 個工作天 working days (98%)
公共無線電通訊服務牌照 Public Radiocommunications Service Licence				
回覆新申請 Response to new application	5 個工作天 working days	98%	沒有新個案 No new case	5 個工作天 working days (98%)
批准簽發牌照 Approval for issue of licence	4 個月 months	98%	沒有新個案 No new case	4 個月 months (98%)

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附錄 C  
Appendix C服務承諾  
Performance Pledge服務  
Services2023/24年度  
標準處理時間  
Service Delivery  
Standard  
for 2023/242023/24年度服務表現目標  
(達到服務標準的百分率)  
Performance Target  
(% meeting service  
standard) for 2023/242023/24年度  
實際平均服務表現  
Actual Average  
Performance in  
2023/242024/25年度標準處理時間  
(括號內為服務表現目標)  
Service Delivery Standard  
(Performance Target) for  
2024/25

## 處理電訊服務牌照申請／登記（續）

## Processing of Telecommunications Service Licence Applications/Registrations (continued)

服務 Services	2023/24年度 標準處理時間 Service Delivery Standard for 2023/24	2023/24年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2023/24	2023/24年度 實際平均服務表現 Actual Average Performance in 2023/24	2024/25年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2024/25
<b>無線物聯網牌照</b> Wireless Internet of Things Licence				
回覆新申請 Response to new application	5 個工作天 working days	98%	沒有新個案 No new case	5 個工作天 (98%) working days
批准簽發牌照 Approval for issue of licence	4 個月 months	98%	沒有新個案 No new case	4 個月 (98%) months
<b>航空器電台牌照</b> Aircraft Station Licence				
	5 個工作天 working days	98%	100%	5 個工作天 (註 A) (98%) working days (Note A)
<b>無線電廣播轉播電台牌照</b> Broadcast Radio Relay Station Licence				
	15 個工作天 working days	98%	沒有新個案 No new case	15 個工作天 (98%) working days
<b>酒店電視（發送）牌照</b> Hotel Television (Transmission) Licence				
新申請 New Application	15 個工作天 working days	98%	100%	15 個工作天 (98%) working days
續牌 Renewal	11 個工作天 working days	98%	100%	11 個工作天 (98%) working days
<b>要約提供電訊服務類別牌照－登記</b> Class Licence for Offer of Telecommunications Services – Registration				
	14 個工作天 working days	99%	100%	14 個工作天 (99%) working days
<b>提供公共無線區域網絡服務類別牌照－登記</b> Class Licence for Provision of Public Wireless Local Area Network Services – Registration				
	14 個工作天 working days	99%	100%	14 個工作天 (99%) working days
<b>出口及入口許可證</b> Import and Export Permit				
	於櫃檯以現金或易 辦事付款即時辦 理；以支票或繳費 靈付款需3個工作天 Immediately over counter upon payment by cash or EPS, or 3 working days by cheques or PPS	98%	100%	於櫃檯以現金或易 辦事付款即時辦 理；以支票或繳費 靈付款需3個工作天 Immediately over counter upon payment by cash or EPS, or 3 working days by cheques or PPS (98%)
<b>轉運通知書</b> Transhipment Notification				
	即日內 Within the same day	98%	100%	即日內 (98%) Within the same day
<b>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</b> Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)				
<b>全球海上遇險和安全系統證明書及簽註</b> Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement				
	5 個工作天 working days	95%	100%	5 個工作天 (95%) working days


**服務**  
**Services**

 2023/24年度  
 標準處理時間  
 Service Delivery  
 Standard  
 for 2023/24

 2023/24年度服務表現目標  
 (達到服務標準的百分率)  
 Performance Target  
 (% meeting service  
 standard) for 2023/24

 2023/24年度  
 實際平均服務表現  
 Actual Average  
 Performance in  
 2023/24

 2024/25年度標準處理時間  
 (括號內為服務表現目標)  
 Service Delivery Standard  
 (Performance Target) for  
 2024/25

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

 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

 5 個工作天  
 working days

95%

100%

 5 個工作天 (95%)  
 working days

**無線電干擾調查**  
**Investigation of Radio Interference**

 對商營服務的干擾  
 Interference on commercial services

 在6個工作天內  
 進行調查  
 Investigation within  
 6 working days

96%

100%

 在6個工作天內  
 進行調查 (96%)  
 Investigation within  
 6 working days

 對廣播服務的干擾  
 Interference on broadcasting services

 在9個工作天內  
 進行調查  
 Investigation within  
 9 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

 8 個工作天  
 working days

90%

100%

 8 個工作天 (90%)  
 working days

 查核、處理和接受退還的電訊號碼  
 Checking, processing and acceptance of  
 return of telecommunications numbers

 10 個工作天  
 working days

100%

100%

 10 個工作天 (100%)  
 working days

**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**
**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**

 給予初步答覆  
 Issue of an interim reply

 6 個工作天  
 working days

98%

100%

 6 個工作天 (98%)  
 working days

 就無須調查的個案通知投訴人  
 有關結果<sup>(註B)</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 B)</sup>  
 (or report of progress to the complainant  
 if results of cases are not ready)

 3 個星期  
 weeks

98%

100%

 3 個星期 (98%)  
 weeks

 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<sup>(註B)</sup> (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<sup>(Note B)</sup>  
 (or report of progress to the complainant  
 if CA's decision is not ready)

 8 個星期  
 weeks

98%

98.8%

 8 個星期 (98%)  
 weeks



# 8

## 附錄 C Appendix C

### 服務承諾 Performance Pledge

#### 服務 Services

2023/24年度  
標準處理時間  
Service Delivery  
Standard  
for 2023/24

2023/24年度服務表現目標  
(達到服務標準的百分率)  
Performance Target  
(% meeting service  
standard) for 2023/24

2023/24年度  
實際平均服務表現  
Actual Average  
Performance in  
2023/24

2024/25年度標準處理時間  
(括號內為服務表現目標)  
Service Delivery Standard  
(Performance Target) for  
2024/25

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(續)

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 (continued)

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<sup>(註B)</sup>(或如未有通訊局的裁決,則向投訴人報告進度)

Inform complainants of CA's decision on complaints involving a complex investigation<sup>(Note B)</sup> (or report of progress to the complainant if CA's decision is not ready)

4個月  
months

98%

100%

4個月  
months (98%)

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(關乎《電訊條例》第7Q條的投訴除外)

Handling of Consumer Complaints against Telecommunications Operators (except for complaints relating to Section 7Q of the Telecommunications Ordinance) 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%

沒有新個案  
No new case

27個工作天  
working days (90%)

處理就《電訊條例》第7Q條提出的查詢及對營辦商作出的投訴

Handling of Enquiries and Complaints against Operators relating to Section 7Q of the Telecommunications Ordinance

詳細回覆查詢(或如未能詳細回覆,則給予初步答覆)

For enquiries, issue full reply (or interim reply if full reply is not ready)

Within  
14個工作天內  
working days

90%

100%

Within  
14個工作天內  
working days (90%)

詳細回覆投訴<sup>(註B)</sup>(或如未能詳細回覆,則給予初步答覆)

For complaints, issue full reply<sup>(Note B)</sup> (or interim reply if full reply is not ready)

Within  
12個星期內  
weeks

90%

沒有新個案  
No new case

Within  
12個星期內  
weeks (90%)

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》第7Q條的投訴除外)

Handling of Industry Complaints against Operators (except for complaints relating to Section 7Q 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%

沒有新個案  
No new case

Within  
45個工作天內  
working days (90%)

## 2023/24 Trading Fund Report 營運基金報告書



### 服務 Services

2023/24年度 標準處理時間 Service Delivery Standard for 2023/24	2023/24年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2023/24	2023/24年度 實際平均服務表現 Actual Average Performance in 2023/24	2024/25年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2024/25
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### 處理有關廣播及電訊服務持牌人懷疑違反《商品說明條例》的公平營商條文的查詢及投訴 Handling of Enquiries and Complaints against Broadcasting and Telecommunications Licensees on Suspected Contravention of the Fair Trading Sections of the Trade Descriptions Ordinance

<p>詳細回覆查詢（或如未能詳細回覆，則給予初步答覆） For enquiries, issue full reply (or interim reply if full reply is not ready)</p>	<p>Within 7 個工作天內 working days</p>	90%	100%	<p>Within 7 個工作天內 working days (90%)</p>
<p>如未能就投訴提供個案結果，則向投訴人發出個案處理進度通知 For complaints, issue case progress to the complainant if the case result is not ready</p>	<p>確認接獲投訴後 3個月內 Within 3 months upon acknowledgement of receipt of the complaint</p>	90%	100%	<p>確認接獲投訴後 3個月內 Within 3 months upon acknowledgement of receipt of the complaint (90%)</p>

### 處理有關廣播及電訊業界業務實體懷疑違反《競爭條例》的查詢及投訴 Handling of Enquiries and Complaints against Undertakings in the Broadcasting and Telecommunications Sectors on Suspected Contravention of the Competition Ordinance

<p>詳細回覆查詢（或如未能詳細回覆，則給予初步答覆） For enquiries, issue full reply (or interim reply if full reply is not ready)</p>	<p>Within 14 個工作天內 working days</p>	90%	100%	<p>Within 14 個工作天內 working days (90%)</p>
<p>詳細回覆投訴<sup>(註B)</sup>（或如未能詳細回覆，則給予初步答覆） For complaints, issue full reply (Note B) (or interim reply if full reply is not ready)</p>	<p>Within 28 個工作天內 working days</p>	90%	100%	<p>Within 28 個工作天內 working days (90%)</p>

### 處理有關懷疑違反《非應邀電子訊息條例》的舉報 Handling of Reports on the Suspected Contravention of the Unsolicited Electronic Messages Ordinance

<p>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)</p>	<p>Within 10 個星期內 weeks</p>	90%	100%	<p>Within 10 個星期內 weeks (90%)</p>
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### 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

<p>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)</p>	<p>Within 7 個工作天內 working days</p>	90%	100%	<p>Within 7 個工作天內 working days (90%)</p>
<p>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)</p>	<p>Within 15 個工作天內 working days</p>	90%	100%	<p>Within 15 個工作天內 working days (90%)</p>

註A 如有關申請可轉介民航處作進一步處理，通訊辦會發信知會申請人。

Note A OFCA will issue a letter to the applicant if its application can be referred to the Civil Aviation Department for further processing.

註B 由收到投訴人所提供足夠資料起計。

Note B Upon receipt of sufficient information from complainants.



## 8

附錄 D  
Appendix D牌照簽發及續牌  
Licences Issued and Renewed簽發／續牌的廣播及電訊  
牌照數目及徵收的牌費

(截至2024年3月31日年度內)

Broadcasting and Telecommunications Licences  
Issued/Renewed and Revenue Collected

(For the year ended 31 March 2024)

牌照種類	Type of Licences	發牌／續牌數目 No. of Licences Issued/Renewed	港元 HK\$
<b>廣播牌照</b>	<b>Broadcasting Licences</b>		
本地免費／收費電視節目服務	Domestic Free/Pay Television Programme Service	4	27,329,284
非本地電視節目服務	Non-domestic Television Programme Service	9	525,490
其他須領牌電視節目服務	Other Licensable Television Programme Service	21	676,000
聲音廣播	Sound Broadcasting	2	10,316,188
<b>電訊牌照／許可證／證書</b>	<b>Telecommunications Licences/Permits/Certificates</b>		
航空甚高頻率固定電台	Aeronautical VHF Fixed Station	35	51,000
航空器電台	Aircraft Station	311	51,462
業餘操作授權證明	Amateur ATO	802	128,320
業餘電台	Amateur Station	2,649	396,025
無線電廣播轉播電台	Broadcast Radio Relay Station	12	8,750
補發牌照	Duplicate Licence	198	10,890
考試和簽發證書	Examination & Issue of Certificate	1,230	219,990
實驗電台	Experimental Station	69	20,150
對內／對外固定服務	Fixed Internal/External Services	51	106,089,214
酒店電視（發送）	Hotel Television (Transmission)	172	688,313
入口／出口許可證	Import/Export Permit	508	76,200
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	2,279	196,487
移動無線電系統或專用移動無線電系統	Mobile Radio System or Private Mobile Radio System	3,127	29,050,444
流動服務	Mobile Services	8	188,715,099
私用無線電傳呼系統	Private Radio Paging System	3	4,250
公共無線電通訊服務	Public Radiocommunications Service	6	1,014,327
無線電商（放寬限制）	Radio Dealers (Unrestricted)	4,492	6,459,000
無線電通訊學校	Radiocommunications School	7	2,150
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	172	183,124
衛星電視共用天線	Satellite Master Antenna Television	62	4,357,162
自設對外電訊系統	Self-provided External Telecommunications System	8	8,687
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	23	1,564,232
服務營辦商第三類服務	Services-based Operator of Class 3 Service	165	20,401,187
船舶電台	Ship Station	4,575	699,412
空間站傳送者	Space Station Carrier	10	1,725,000
的士無線電通訊服務	Taxi Radiocommunications Service	12	312,863
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	44	109,200
無線物聯網／地區性無線寬頻服務	Wireless Internet of Things/Localised Wireless Broadband Service	5	700,383
<b>總數</b>	<b>Total</b>	<b>21,071</b>	<b>402,090,283</b>