



趙佐達先生
Mr Esmond CHIU
通訊事務副總監（電訊）
Deputy Director-General (Telecommunications)

湛兆仁先生
Mr Sidney TSAN
助理總監
Assistant Director
規管事務部
Regulatory Affairs Branch

趙子勝先生
Mr T S CHEW
助理總監
Assistant Director
執行部
Operations Branch

吳壽德先生
Mr Eddy NG
助理總監
Assistant Director
市場及競爭部
Market & Competition Branch

規管科1
Regulatory
Division 1

規管科2
Regulatory
Division 2

諮詢及頻譜管理科
Advisory & Spectrum
Management
Division

條例執行科
Enforcement
Division

市場及競爭科1
Market & Competition
Division 1

市場及競爭科2
Market & Competition
Division 2

李純先生
Mr S LEE
規管科主任1
Head,
Regulatory 1

楊展鴻先生
Mr Desmond YOUNG
規管科主任2
Head,
Regulatory 2

葉威雨先生
Mr Tony YIP
總電訊工程師
Chief Telecom Engineer

胡百明先生
Mr PM WOO
高級電訊監督
Senior Controller
Telecom

詹建寧女士
Ms Christine CHIM
市場及競爭科主任1
Head, Market &
Competition 1

鄭秉輝先生
Mr Benson CHENG
市場及競爭科主任2
Head, Market &
Competition 2

李昌煥先生
Mr Wilson LEE
規管組11
Regulatory Section
11

李志輝先生
Mr Jordan LEE
規管組21
Regulatory Section
21

周榮生先生
Mr Charles CHOW
頻譜策劃組1
Spectrum Planning
Section 1

伍家禮先生
Mr Patrick NG
無線電監察組
Radio Monitoring
Unit

李永康先生
Mr Alvin LI
市場及競爭組11
Market &
Competition Section
11

陳成忠先生
Mr S C CHAN
市場及競爭組21
Market &
Competition Section
21

楊家樂先生
Mr K L YEUNG
規管組12
Regulatory Section
12

鍾慧慧女士
Ms Vera CHUNG
規管組22
Regulatory Section
22

薛劍偉先生
Mr Ken SIT
頻譜策劃組2
Spectrum Planning
Section 2

李欣庭先生
Mr Y T LEE
調查及檢控組
Investigation & Prosecution
Sub-Section

梁萃才先生
Mr Dennis LEUNG
市場及競爭組12
Market &
Competition Section
12

吳杏濶女士
Ms Gladys NG
市場及競爭組22
Market &
Competition Section
22

盧子謙先生
Mr Andrew LO
規管組13
Regulatory Section
13

陳建良先生
Mr Michael CHAN
規管組23
Regulatory Section
23

李肇華博士
Dr Yvonne LEE
諮詢及支援組
Advisory & Support
Section

姚海祺先生
Mr Willie YIU
檢察及發牌組
Inspection & Licensing
Sub-Section

陳志雄先生
Mr C H CHAN
電訊標準組
Standards Section

何永申先生
Mr W S HO
規管及訓練組
Regulatory & Training
Sub-Section

電訊規管事務諮詢委員會
(截至2023年3月31日)

主席

卓聖德先生，JP

通訊事務管理局辦公室通訊事務副總監（電訊）

秘書

許靜芝小姐

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

譚國雄先生

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

郭秋賢先生

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 2023)

Chairman

Mr Sanda CHEUK, JP

Deputy Director-General (Telecommunications), OFCA

Secretary

Miss Elaine HUI

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 (HKIE)

Mr Ben LI

Representative of The Institution of Engineering and Technology Hong Kong (IETHK)

Mr Alex WONG

Representative of Communications Association of Hong Kong (CAHK)

Mr Francis FONG

Representative of Hong Kong Information Technology Federation

Mr Tony TSANG

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

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

Mr Larry TAM

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 Lionel KWOK

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2023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

劉貴顯先生

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

王德明先生

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

張穎瑋教授

個別委任人士

Telecommunications Regulatory Affairs Advisory Committee (as at 31 March 2023) (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 Kenneth LAU Kwai Hin

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 Henry WANG

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2023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

鄧啟濂先生

通訊事務管理局辦公室高級電訊工程師 (頻譜策劃)

委員

郭永賢博士

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

Radio Spectrum and Technical Standards
Advisory Committee (as at 31 March 2023)

Chairman

Mr T S CHEW

Assistant Director (Operations), OFCA

Secretary

Mr Alex TANG

Senior Telecommunications Engineer (Spectrum Planning), OFCA

Members

Dr Keith KWOK Wing Yin

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

無線電頻譜及技術標準諮詢委員會 (截至2023年3月31日) (續)

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

郭秋賢先生

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

張蕤博士

亞洲衛星有限公司代表

陳珣先生

亞太通信衛星有限公司代表

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

王德明先生

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

蕭蔭庇先生

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 2023) (continued)

Mr Karson NG

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

Mr Lionel KWOK

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

Dr ZHANG Rui

Representative of Asia Satellite Telecommunications Company Limited

Mr CHEN Xun

Representative of APT Satellite Company Limited

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 Henry WANG

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

電訊服務用戶及消費者諮詢委員會
(截至2023年3月31日)

主席

卓聖德先生，JP

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

陳佩怡女士

公眾人士代表

陳建倫先生

公眾人士代表*

Telecommunications Users and Consumers
Advisory Committee (as at 31 March 2023)

Chairman

Mr Sanda CHEUK, JP

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 Lai Kei

Representative of Communications Association of Hong Kong (CAHK)

Mr Fred SHEU

Representative of The Hong Kong General Chamber of Commerce

Mr Keith LI

Representative of Hong Kong Wireless Technology Industry Association (HKWTIA)

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 SIU Yat Chan

Representative of the Disabled Community

Ms CHAN Pui Yi

Representative as a Member of the Public

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2023年3月31日) (續)

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

鄧健華博士
個別委任人士

樓家強先生, MH, JP
個別委任人士

**Telecommunications Users and Consumers
Advisory Committee (as at 31 March 2023) (continued)**

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

Dr TANG Kin Wa
Member appointed on an Ad Personam basis

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

* 透過青年委員自薦計劃獲委任

* Appointed through the Member Self-recommendation Scheme for Youth

在2022／23年度，我們在全部54項服務中均達至或超越服務表現目標。2023／24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 2022/23, we achieved/surpassed all performance targets in our 54 job areas. The full list of our performance targets for 2023/24 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	2022／23年度 標準處理時間 Service Delivery Standard for 2022/23	2022／23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022／23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023／24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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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	4 個月 months	100%	沒有申請 No application	4 個月 months (100%)
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處理電訊服務牌照申請／登記

Processing of Telecommunications Service Licence Applications/Registrations

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	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%)

服務 Services	2022/23年度 標準處理時間 Service Delivery Standard for 2022/23	2022/23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022/23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023/24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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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)

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%)
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%	100%	26 個工作天 working days (99%)

服務 Services	2022/23年度 標準處理時間 Service Delivery Standard for 2022/23	2022/23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022/23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023/24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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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)

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%)
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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%)

無線物聯網牌照

Wireless Internet of Things 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%)
批准簽發牌照 Approval for issue of licence	4 個月 months	98%	100%	4 個月 months	(98%)
航空器電台牌照 Aircraft Station Licence	5 個工作天 working days	98%	100%	5 個工作天 ^(註A) working days ^(Note A)	(98%)
無線電廣播轉播電台牌照 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 working days	(98%)

服務 Services	2022/23年度 標準處理時間 Service Delivery Standard for 2022/23	2022/23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022/23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023/24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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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)

酒店電視 (發送) 牌照

Hotel Television (Transmission) Licence

新申請 New Application	15 個工作天 working days	98%	100%	15 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%)
要約提供電訊服務類別牌照 – 登記 Class Licence for Offer of Telecommunications Services – Registration	14 個工作天 working days	99%	100%	14 個工作天 working days (99%)
提供公共無線區域網絡服務類別牌照 – 登記 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 working days (99%)
出口及入口許可證 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%)
轉運通知書 Transshipment Notification	即日內 Within the same day	98%	100%	即日內 Within the same day (98%)

服務 Services	2022/23年度 標準處理時間 Service Delivery Standard for 2022/23	2022/23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022/23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023/24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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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)

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	5 個工作天 working days	95%	100%	5 個工作天 working days (95%)
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 working days (95%)

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 Investigation within 6 working days (96%)
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 Investigation within 9 working days (96%)

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 working days (90%)
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 working days (100%)

服務 Services	2022/23年度 標準處理時間 Service Delivery Standard for 2022/23	2022/23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022/23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023/24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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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 working days (98%)
就無須調查的個案通知投訴人有關結果 ^(註B) (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 ^(Note B) (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 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 ^(註B) (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 B) (or report of progress to the complainant if the CA's decision is not ready)	8 個星期 weeks	98%	99.2%	8 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 ^(註B) (或如未有通訊局的裁決, 則向投訴人報告進度) Inform complainants of the CA's decision on complaints involving a complex investigation ^(Note B) (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

服務 Services	2022/23年度 標準處理時間 Service Delivery Standard for 2022/23	2022/23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022/23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023/24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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	
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)	14個工作天內 Within 14 working days	90%	100%	
詳細回覆投訴 ^(註B) (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)	12個星期內 Within 12 weeks	90%	沒有新個案 No new case	
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)	45個工作天內 Within 45 working days	90%	沒有新個案 No new case	
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				
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)	7個工作天內 Within 7 working days	90%	100%	

服務 Services	2022/23年度 標準處理時間 Service Delivery Standard for 2022/23	2022/23年度服務表現目標 (達到服務標準的百分率) Performance Target (% meeting service standard) for 2022/23	2022/23年度 實際平均服務表現 Actual Average Performance in 2022/23	2023/24年度標準處理時間 (括號內為服務表現目標) Service Delivery Standard (Performance Target) for 2023/24
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	確認接獲投訴後3個月內 Within 3 months upon acknowledgement of receipt of the complaint	90%	100%	確認接獲投訴後3個月內 Within 3 months upon acknowledgement of receipt of the complaint (90%)
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				
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)	14個工作天內 Within 14 working days	90%	100%	14個工作天內 Within 14 working days (90%)
詳細回覆投訴 ^(註B) (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)	28個工作天內 Within 28 working days	90%	沒有新個案 No new case	28個工作天內 Within 28 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 the 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)	10個星期內 Within 10 weeks	90%	100%	10個星期內 Within 10 weeks (90%)
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)	7個工作天內 Within 7 working days	90%	100%	7個工作天內 Within 7 working days (90%)
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)	15個工作天內 Within 15 working days	90%	100%	15個工作天內 Within 15 working days (90%)

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.

簽發／續牌的廣播及電訊
牌照數目及徵收的牌費

截至2023年3月31日年度內

Broadcasting and Telecommunications Licences Issued/
Renewed and Revenue Collected

For the year ended 31 March 2023

牌照種類	Type of Licences	發牌／續牌數目 No. of Licences Issued/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	3	21,043,590
本地收費電視節目服務	Domestic Pay Television Programme Service	2	9,716,474
非本地電視節目服務	Non-domestic Television Programme Service	9	539,540
其他須領牌電視節目服務	Other Licensable Television Programme Service	20	632,400
聲音廣播	Sound Broadcasting	2	10,018,587
電訊牌照／許可證／證書	Telecommunications Licences/Permits/Certificates		
航空甚高頻率固定電台	Aeronautical VHF Fixed Station	36	52,125
航空器電台	Aircraft Station	383	56,850
業餘操作授權證明	Amateur ATO	570	91,200
業餘電台	Amateur Station	2,645	388,938
無線電廣播轉播電台	Broadcast Radio Relay Station	12	9,000
補發牌照	Duplicate Licence	178	9,790
考試和簽發證書	Examination & Issue of Certificate	1,519	245,550
實驗電台	Experimental Station	67	20,900
對內／對外固定服務	Fixed Internal/External Services	50	108,438,186
酒店電視（發送）	Hotel Television (Transmission)	168	684,217
入口／出口許可證	Import/Export Permit	357	53,550
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	2,125	179,007
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	3,268	29,436,872
流動服務	Mobile Services	8	184,531,333
私用無線電傳呼系統	Private Radio Paging System	3	5,225
公共無線電通訊服務	Public Radiocommunications Service	7	1,136,352
無線電商（放寬限制）	Radio Dealers (Unrestricted)	4,111	5,831,375
無線電通訊學校	Radiocommunications School	7	2,100
無線電測定以及指令、狀態及數據傳送	Radiodetermination and Conveyance of Commands, Status and Data	162	191,732
衛星電視共用天線	Satellite Master Antenna Television	69	4,486,700
自設對外電訊系統	Self-provided External Telecommunications System	9	18,125
服務營辦商第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	22	1,221,622
服務營辦商第三類服務	Services-based Operator of Class 3 Service	348	20,212,151
船舶電台	Ship Station	4,728	733,062
空間站傳送者	Space Station Carrier	10	1,462,500
的士無線電通訊服務	Taxi Radiocommunications Service	16	361,450
闊頻帶鏈路中繼電台	Wide Band Link & Relay Station	44	117,400
無線物聯網／地區性無線寬頻服務	Wireless Internet of Things/Localised Wireless Broadband Service	5	612,300
總數	Total	20,963	402,540,203