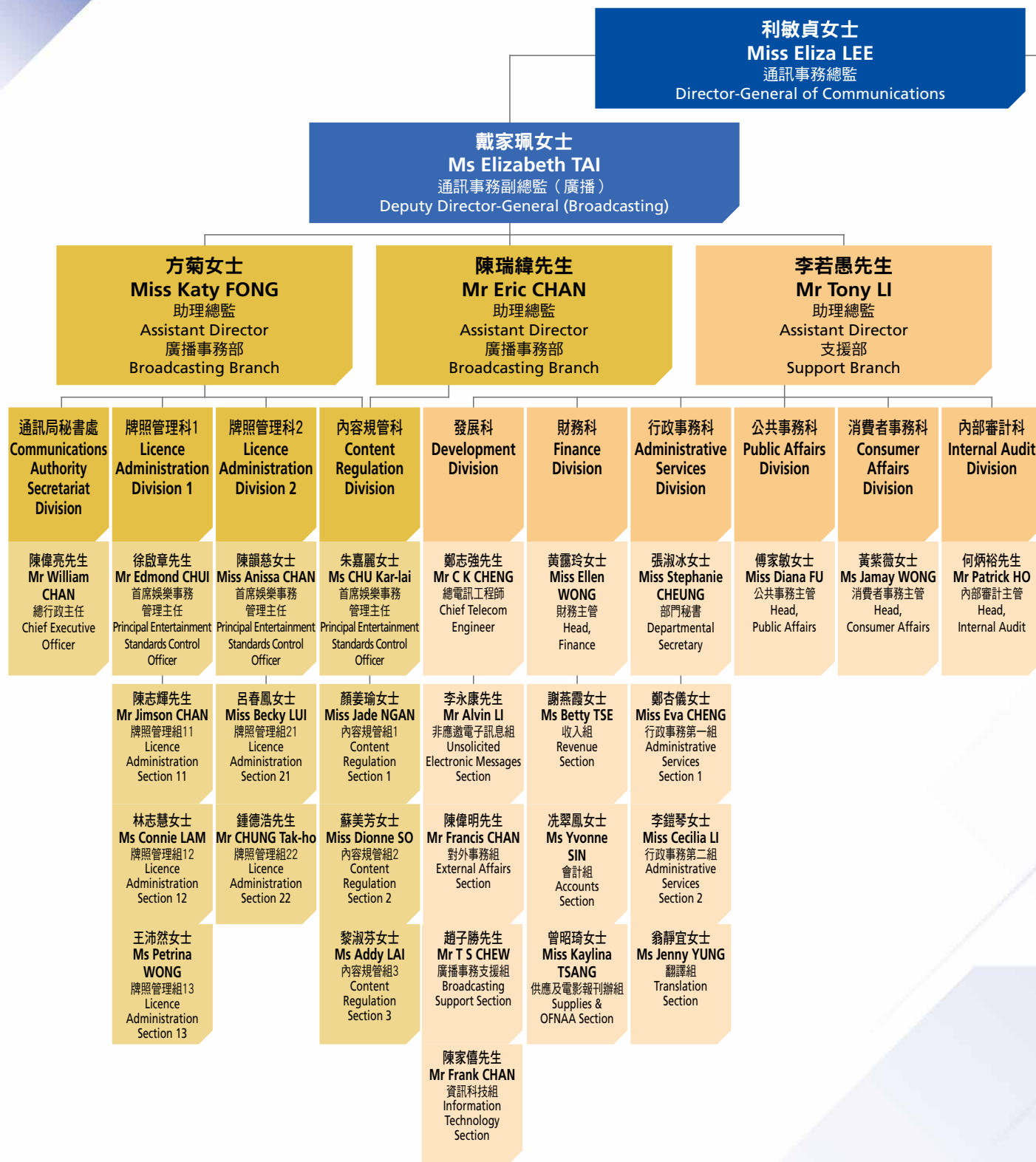
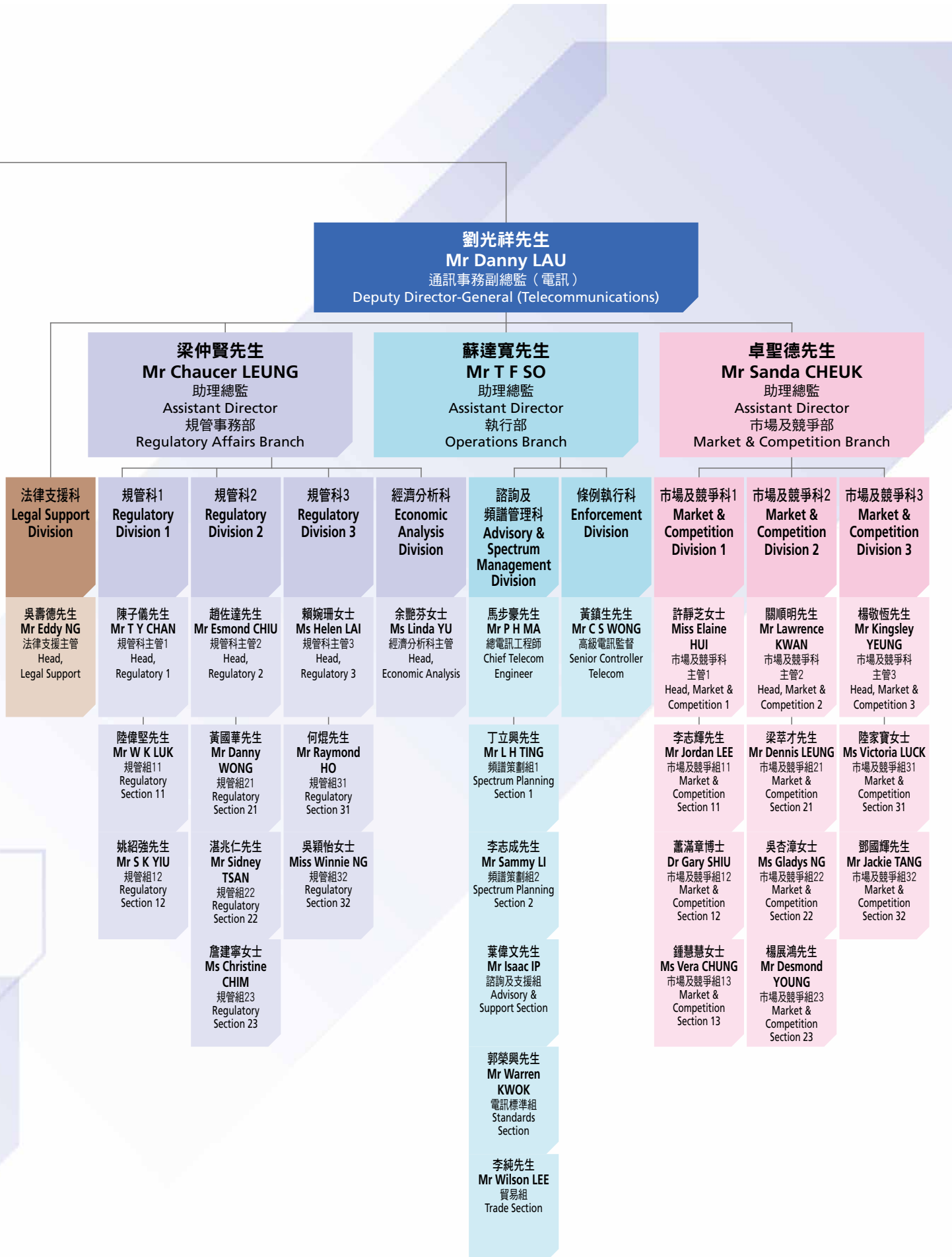


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附錄 A
Appendix A

組織架構 (截至2014年9月15日)
Organisation Chart (as at 15 Sept 2014)





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附錄 B
Appendix B

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 劉光祥先生 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
秘書 梁仲賢先生 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 熊天佑博士 消費者委員會代表	Members Dr Victor HUNG Representative of Consumer Council
林瑞明工程師 香港工程師學會代表	Ir Andy LAM Representative of Hong Kong Institution of Engineers
林宏志先生 工程及科技學會香港分會代表	Mr Vincent LAM Representative of Institution of Engineering and Technology Hong Kong
陳錦成先生 香港通訊業聯會代表	Mr Gilbert CHAN Representative of Communications Association of Hong Kong
Mr Richard MALLETT 香港電訊用戶協會代表	Mr Richard MALLETT Representative of Hong Kong Telecommunications Users Group
章濤先生 香港無線科技商會代表	Mr T CHEUNG Representative of Hong Kong Wireless Technology Industry Association
莫乃光先生 香港資訊科技商會代表	Mr Charles MOK Representative of Hong Kong Information Technology Federation
鄭啟良先生 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
張悅賓先生 信通電話(香港)有限公司代表	Mr Sutton CHEUNG Representative of ComNet Telecom (HK) Limited
高穎賢女士 香港移動通訊有限公司代表	Ms Alison KO Representative of CSL Limited
陸國強先生 中港網絡有限公司代表	Mr K K LUK Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	Mr Charles YEUNG Representative of Hong Kong Broadband Network Limited
于家啟先生 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
林榮執先生 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
鮑偉林先生 和記電話有限公司 / 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
張展輝先生 新世界電訊有限公司代表	Mr Johnny CHEUNG Representative of New World Telecommunications Limited
柯天倫先生 SmarTone Communications Limited / 數碼通電訊有限公司代表	Mr T L OR Representative of SmarTone Communications Limited / SmarTone Mobile Communications Limited
Ms Christy DITCHBURN Telstra International HK Limited and Telstra International Limited代表	Ms Christy DITCHBURN Representative of Telstra International HK Limited and Telstra International Limited
何中成先生 名氣通電訊固網有限公司代表	Mr Clifford HO Representative of Towngas Telecommunications Fixed Network Limited
劉貴顯先生 TraxComm Limited代表	Mr Kenneth LAU Representative of TraxComm Limited
陳國萍女士 九倉電訊有限公司代表	Ms Agnes TAN Representative of Wharf T&T Limited
陳日鴻先生 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

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
陳毓才先生 對外電訊服務營辦商界別代表	Mr Stephen CHAN Representative of external telecommunications service (ETS) operators as a group
黃偉文先生 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
羅錦基先生 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
楊全盛先生 中小型企業代表	Mr Eric YEUNG Representative of small and medium enterprises
林永澤先生 香港警務處代表	Mr W C LAM Hong Kong Police Force
陳婉華女士 個別委任人士	Ms Eva CHAN Member appointed on an ad personam basis
張綺雯女士 個別委任人士	Ms Y M CHEUNG Member appointed on an ad personam basis
莫兆華先生 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	Dr Andrew SIMPSON Member appointed on an ad personam basis
徐岩博士 個別委任人士	Dr XU Yan 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 蘇達寬先生 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 丁立興先生 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 鄭躍年先生 消費者委員會代表	Members Mr Brian CHENG Representative of Consumer Council
李仲明先生 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
張梓昌博士 香港生產力促進局代表	Dr Lawrence CHEUNG Representative of Hong Kong Productivity Council
李志光工程師、博士 香港工程師學會代表	Ir Dr C K Li Representative of The Hong Kong Institution of Engineers
何志立先生 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
范健文先生 本地電訊業界組織界別代表	Mr Eric FAN Representative of local industry associations as a group
鄭啟良先生 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
葉漢忠先生 信通電話 (香港) 有限公司代表	Mr Dickson IP Representative of ComNet Telecom (HK) Limited
黃智鈞先生 香港移動通訊有限公司代表	Mr Leslie WONG Representative of CSL Limited
陸國強先生 中港網絡有限公司代表	Mr K K LUK Representative of HKC Network Limited
楊廣翔先生 香港寬頻網絡有限公司代表	Mr Charles YEUNG Representative of Hong Kong Broadband Network Limited
黃旭安先生 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

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附錄 B
Appendix B

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)

劉德民先生 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
張展輝先生 新世界電訊有限公司代表	Mr Johnny CHEUNG Representative of New World Telecommunications Limited
孔慶柱先生 Reach Networks Hong Kong Limited代表	Mr H C HUNG Representative of Reach Networks Hong Kong Limited
黎世昌先生 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
Mr Jimmy LEE Telstra International HK Limited and Telstra International Limited代表	Mr Jimmy LEE Representative of Telstra International HK Limited and Telstra International Limited
黃耀宗先生 名氣通電訊固網有限公司代表	Mr Jason WONG Representative of Towngas Telecommunications Fixed Network Limited
駱偉德先生 TraxComm Limited代表	Mr Peter LOK Representative of TraxComm Limited
楊玉彪先生 九倉電訊有限公司代表	Mr Bill YEUNG Representative of Wharf T&T Limited
何衛先生 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
于家啟先生 香港有線電視有限公司代表	Mr Simon YU Representative of Hong Kong Cable Television Limited
朱嘉遜先生 電訊盈科媒體有限公司代表	Mr Carlson CHU Representative of PCCW Media Limited
林志強先生 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
姚順達先生 鳳凰優悅廣播有限公司代表	Mr S T YIU Representative of Phoenix U Radio Limited
郭謙先生 香港電台代表	Mr Francis KWOK Representative of Radio Television Hong Kong
陳珣先生 亞太通信衛星有限公司代表	Mr X CHEN Representative of APT Satellite Company Limited
黃穎琪女士 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
蕭蔡庇先生 業餘無線電會界別代表	Mr Johnny SIU Representative of amateur radio societies as a group
薛劍偉先生 本地認證機構界別代表	Mr K W SIT Representative of local certification bodies as a group
霍偉雄先生 民航處代表	Mr W H FOK Representative of Civil Aviation Department
陳詠恩女士 香港警務處代表	Ms Diana CHAN Representative of Hong Kong Police Force
黃世文博士 廉政公署代表	Dr S M WONG Representative of Independent Commission Against Corruption
魏佩儀女士 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 劉光祥先生 通訊管理局辦公室通訊事務副總監 (電訊)	Chairman Mr Danny LAU Deputy Director-General (Telecommunications), OFCA
秘書 黃紫薇女士 通訊管理局辦公室消費者事務主管	Secretary Ms Jamay WONG Head of Consumer Affairs, OFCA
委員 馮澤仁先生 消費者委員會代表	Members Mr Alfred FUNG Representative of Consumer Council
莊禮基先生 香港通訊業聯會代表	Mr Ricky CHONG Representative of Communications Association of Hong Kong
陳利華先生 香港總商會代表	Mr Watson CHAN Representative of Hong Kong General Chamber of Commerce
劉小慧女士 香港資訊科技商會代表	Ms Enid LOW Representative of Hong Kong Information Technology Federation
黃雅麗女士 香港無線科技商會代表	Ms Leona WONG Representative of Hong Kong Wireless Technology Industry Association
楊全盛先生 中小型企業代表	Mr Eric YEUNG Representative of small and medium enterprises
梁淑儀女士 長者代表	Ms Irene LEUNG Representative of The Aged Community
阮浩勳先生 殘疾人士代表	Mr H F YUEN Representative of The Disabled
俞斌先生 殘疾人士代表	Mr Ben YU Representative of The Disabled
冼德華先生 教育局代表	Mr T W SIN Representative of Education Bureau
黃志光先生 政府資訊科技總監辦公室代表	Mr C K WONG Representative of Office of the Government Chief Information Officer
鄭嘉麗女士 公眾人士代表	Ms Elsa CHENG Representative as a member of the public
梁秀清女士 公眾人士代表	Ms Martha LEUNG Representative as a member of the public
文鳳玲女士 公眾人士代表	Ms Florence MAN Representative as a member of the public
盧偉民先生 公眾人士代表	Mr Daniel LO Representative as a member of the public
孫焯德先生 公眾人士代表	Mr Thomas SUN Representative as a member of the public
王振邦先生 公眾人士代表	Mr C B WONG Representative as a member of the public
翁珮玲女士 公眾人士代表	Ms Pauline YUNG Representative as a member of the public
陳翠碧女士 公眾人士代表	Ms Cindy CHAN Representative as a member of the public
陳瑞娟女士 公眾人士代表	Ms Agnes CHAN Representative as a member of the public
黃文麗女士 公眾人士代表	Ms Eva WONG Representative as a member of the public
馬錦華先生 個別委任人士	Mr K W MA Member appointed on an ad personam basis
趙善能先生 個別委任人士	Mr Kenny CHIU Member appointed on an ad personam basis

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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。

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.

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：

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	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%	100%	4 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	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 taxis 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 taxis 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%)

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
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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	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 Radiodetermination 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	11 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	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%	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	14 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%)

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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)				
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 Investigation within 6 個工作天內進行調查 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 Investigation within 9 個工作天內進行調查 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	10 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	10 個工作天 working days	100%	100%	10 個工作天 working days (100%)

	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
<p>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III A部、廣播牌照條款或條件、或廣播業務守則的廣播事宜投訴(關於《廣播條例》競爭條文的投訴除外)</p> <p>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)</p>				
給予初步答覆 Issue of an interim reply	6 個工作天 working days	100%	99.9%	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A)(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 A) (or report of progress to the complainant if results of cases are not ready)	3 個星期 weeks	100%	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A)(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)	8 個星期 weeks	100%	99.9%	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A)(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 A) (or report of progress to the complainant if CA's decision is not ready)	4 個月 months	100%	100%	4 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.

9

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
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 working days (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%	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	90%	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
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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

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 7 個工作天內 working days	90%	100% ^(註B)	Within 7 個工作天內 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)	Within 15 個工作天內 working days	90%	90.5% ^(註B)	Within 15 個工作天內 working days (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 via 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.

9 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)

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	2	14,895,967
本地收費電視節目服務	Domestic Pay Television Programme Service	3	11,432,406
非本地電視節目服務	Non-domestic Television Programme Service	19	1,074,202
其他須領牌電視節目服務	Other Licensable Television Programme Service	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
航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
業餘電台	Amateur Station	2,602	391,688
無線電廣播轉播電台	Broadcast Radio Relay Station	16	11,062
補發牌照	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
酒店電視(發送)	Hotel Television (Transmission)	151	593,158
入口／出口許可證	Import/Export Permit	1,066	159,900
工業、科學及醫學電子器材	Industrial, Scientific & Medical Electronic Machine	828	74,833
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	4,380	32,477,985
流動服務	Mobile Services	10	176,598,120
私用無線電傳呼系統	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
衛星電視共用天線	Satellite Master Antenna Television	76	5,047,350
自設對外電訊系統	Self-provided External Telecommunications System	9	6,563
服務營辦商 — 第一類或第二類服務	Services-based Operator of Class 1 or 2 Service	16	1,173,379
服務營辦商 — 第三類服務	Services-based Operator of Class 3 Service	510	12,205,897
船舶電台	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