

引言

Introduction

交通諮詢委員會

交通諮詢委員會 (交諮會) 在一九六五年十二月成立，是由香港特別行政區行政長官委任的非法定機構，負責就運輸政策廣泛涉及的事宜以及有關交通事務的重要建議，向行政長官會同行政會議提出意見，以改善本港客貨運的流通。

交諮會現由15名非官方成員和3名官方成員組成。非官方成員以個人的身分獲得委任。他們來自學術界、商界、教育界、金融界、法律界和社會服務界等不同界別，在運輸界沒有直接的既得利益。交諮會提出的意見不偏不倚，並能平衡各方的利益。

交諮會通常每月舉行一次會議，以研究重要的交通事宜。當局會把有關交通運輸範疇的重要建議提交交諮會考慮，委員也會主動討論市民關注的事項。在交諮會會議上，討論的事項包括主要鐵路和道路計劃、公共交通服務改善措施，以及與道路安全有關的措施。每次會議結束後，交諮會主席會向傳媒簡報會上討論的事項，讓市民得悉會議的內容。至於較複雜的事項，交諮會會致函當局詳述意見。有關決定落實後，交諮會提出的意見便會公開。

交通投訴組在一九八零年成立，隸屬交諮會，負責接受和處理市民就交通運輸事宜提出的投訴和建議。組內有17名職員，由一名總行政主任掌管。該組接到投訴或建議後，會直接聯絡政府有關部門或交通服務機構，確保有關機構從速處理該投訴或建議，並會密切監察有關方面的跟進行動，盡快答覆投訴人。此外，該組更會擬備季報和年報，公開讓市民閱覽。

Transport Advisory Committee

The Transport Advisory Committee (TAC) was established in December 1965. It is a non-statutory body appointed by the Chief Executive of the Hong Kong Special Administrative Region. It is responsible for advising the Chief Executive-in-Council on broad issues of transport policy and major transport-related proposals with a view to improving the movement of both people and freight in Hong Kong.

At present, the TAC comprises 15 non-official and 3 official members. The non-official members are appointed in their personal capacity. They come from a wide-ranging background, including academic, business, education, financial, legal and social services fields and have no direct vested interest in the transport sector. Advice tendered by the TAC is frank and impartial, balancing the interests of all parties.

The TAC usually meets once a month to examine major transport issues. While the Administration will submit major transport-related proposals to the TAC for its deliberation, TAC members also initiate subjects of public concern for discussion at TAC meetings. Matters discussed at TAC meetings include major railway and road projects, initiatives to improve public transport services, and road safety-related measures. It has been an established arrangement for the TAC Chairman to meet and brief the media after each meeting to keep the public abreast of TAC's discussions. The TAC also provides its detailed advice on complex issues in writing to the Administration. The advice tendered by the TAC will be published after the final decisions have been taken.

The Transport Complaints Unit (TCU) was established under the TAC in 1980 to receive and handle complaints and suggestions from the public on transport matters. Upon receipt of a complaint or a suggestion, the TCU, which comprises 17 staff members and is headed by an Executive Secretary, would contact the relevant government department or transport service operator direct to ensure that it is processed expeditiously. The TCU will closely monitor the follow-up actions taken by the responsible parties and will reply to the complainants promptly. In addition, the TCU prepares quarterly and annual reports, which are also published for public information.

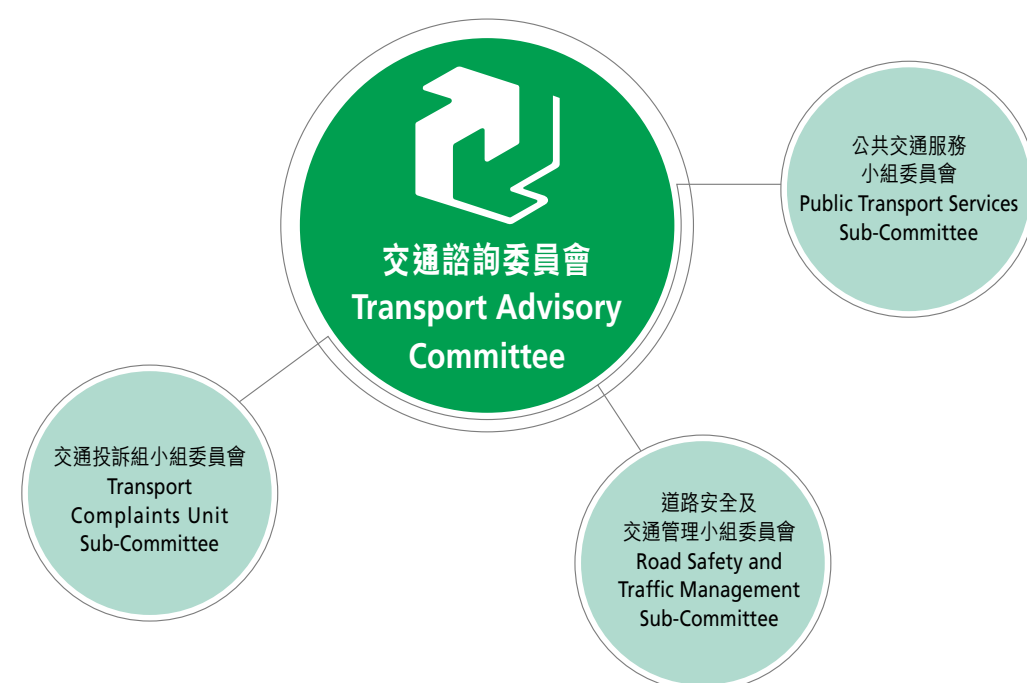


交諮會轄下的小組委員會

目前，交諮會轄下設有三個小組委員會，即交通投訴組小組委員會、公共交通服務小組委員會，以及道路安全及交通管理小組委員會。

交通投訴組小組委員會在一九八二年年中成立，負責監督交通投訴組的運作。交通投訴組若接獲值得注意的投訴和建議，小組委員會會先加以研究，然後決定應否提交交諮會深入審議。

交諮會其後在一九九九年年中再成立兩個小組委員會，分別負責與公共交通服務以及道路安全和交通管理有關的事宜，以便成員可集中深入討論具體的議題。影響深遠的主要交通政策，通常會交由小組委員會先行審議，然後再提交交諮會考慮。此安排可確保複雜的交通事宜在較早階段就能經過深入討論，讓交諮會可以全面權衡各方面的利弊輕重，才作出結論。



Sub-Committees established under the TAC

At present, three sub-committees are set up under the TAC, viz the TCU Sub-Committee, the Public Transport Services Sub-Committee and the Road Safety and Traffic Management Sub-Committee.

The TCU Sub-Committee was established in mid-1982 to oversee the operation of the TCU. The Sub-Committee also considers noteworthy complaints and suggestions received by the TCU and determines whether they should be referred to the TAC for more detailed deliberations.

To enable more focused and in-depth discussion on specific subjects, two other sub-committees were formed in mid-1999 to cover matters related to public transport services and traffic management respectively. Major transport policy issues having far-reaching implications are usually considered by the sub-committees before they are submitted to the TAC. This enables more detailed discussion on complex transport issues at an early stage, ensuring that all aspects of the issues are thoroughly explored before the TAC comes to a view on the subject.