

交通投訴組

Transport Complaints Unit



交通投訴組處理市民就交通運輸事宜提出的投訴和建議時，會直接聯絡有關部門或交通機構，確保有關機構認真而迅速地處理有關投訴和建議。二零零三年內，交通投訴組擬備了四份季報，提交交諮會審閱並公開讓市民閱覽。該組在二零零三年的工作報告載於附件C。

交諮會注意到二零零三年交通投訴組接獲的投訴及建議總數下降了1.4%，由二零零二年的15 332宗減至15 118宗。投訴主要針對公共交通服務 (67%)、執法事宜 (16%) 及交通情況 (11%)。有關政府部門及公共交通機構已因應市民的投訴，採取行動或措施加以改善，詳細內容載於工作報告內。交通投訴組小組委員會會繼續密切監察各項措施的成效，並且在需要時提出其他建議。

我們一直透過各種途徑宣傳交通投訴組的服務，鼓勵市民提出投訴和建議。這些途徑包括：在公共運輸交匯處、巴士總站及渡輪碼頭加設報告板；在的士及專線小巴內張貼宣傳標貼；定期在電視及電台播放宣傳短片／聲帶。我們會定期安排交通投訴組職員接受培訓，以改進他們處理投訴的技巧和效率。



In the course of handling complaints and suggestions from the public on transport matters, the Transport Complaints Unit (TCU) would contact the relevant authorities or transport services operators direct to ensure that the cases received are accorded due attention and processed expeditiously. Four quarterly reports were prepared by the TCU in 2003. The reports were submitted to the TAC for consideration and released for public information. The full report for 2003 is at Annex C.

For the year 2003, the TAC noted that the total number of complaints and suggestions received had decreased by 1.4% from 15 332 to 15 118 when compared with that of 2002. The major areas of complaints were related to public transport services (67%), enforcement matters (16%) and traffic conditions (11%). The relevant Government departments and public transport operators had taken actions/measures to address the concerns raised by the complainants. The details are set out in the full report. The TCU Sub-Committee will continue to monitor closely the effectiveness of the measures and suggest additional measures where such are necessary.

We have been publicising the services of the TCU through various channels to encourage the public to make complaints as well as suggestions. They include putting up signboards at public transport interchanges, bus termini and ferry piers; displaying stickers inside taxis and green minibuses; and regularly broadcasting TV and radio announcements of public interest. Regular training are provided for the staff of the TCU to improve their skills and efficiency in handling complaints.