

會員熱切採用資訊科技 Members jumping at chance to use IT



自去年七月「旅行社資訊科技發展配對基金先導計劃」推出以來，第一至三輪申請的審批工作已經完成，共有六十九家會員申請到資助(成功率為百分之九十五)，資助總額超過港幣六百四十萬元。第四輪申請已於八月結束，收到二十二份申請，將於十月底審批。由於先導計劃的港幣一千萬元撥款已十去其六，議會正與政府磋商，探討政府可否繼續撥款支持旅行社運用資訊科技。

以電子方式繳付印花徵費是否可行？早在十多年前，當局就已著手研究這一問題，但礙於種種原因，這一兩年才開發了電子印花系統。由於近年在網上購買旅行團的風氣日盛，當局計劃儘早推行電子印花，現在正與議會商議所需的準備工作。待具體細節確定後，將立即通知會員。

消費者關係委員會由獨立理事擔任召集人，轄下設有小組，負責處理消費者對會員的投訴；小組由五名委員組成，過半數必須是業外委員。在委員會所處理的投訴中，不成立的比率前年為百分之六十三，去年為百分之六十六，今年一至八月則為百分之七十二。由這些明顯的事實可見，有會員以為投訴個案沒有得到公平處理的看法並無根據。

《旅遊業條例草案》雖然已提交立法會審議，但會員對於當中建議的一些規定，似乎仍有些不同意見。由於《草案》仍會繼續審議一段時間，切盼當局與立法會議員能聆聽業者的意見，並且細察行業的實際情況。希望《草案》經修訂後，日後的旅遊業監管局在監管事宜上能寬嚴合度，既不會過寬，也不會過嚴。✎

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The first three rounds of applications for subsidies under the Pilot Information Technology Development Matching Fund Scheme for Travel Agents, launched in July last year, have all been vetted, and a total of 69 members (a success rate of 95%) have been granted subsidies exceeding HK\$6.4 million in total. Twenty-two applications have been received during the fourth-round application period, which ended in August, and they will be vetted in late October. **Since more than 60% of the HK\$10 million funding has so far been granted, the TIC is now negotiating with the Government to see whether it could continue to fund IT adoption by travel agents.**

Is it feasible to pay the levy through some kind of electronic means? More than a dozen or so years ago, the authorities had already begun to study this question, but an e-levy system was not developed until a couple of years ago owing to various reasons. **Given that the trend of buying package tours online has kept growing in recent years, the authorities have planned to roll out the e-levy system as soon as possible, and are now working on necessary preparations with the TIC.** Members will be informed of the details once they are finalised.

Under the Consumer Relations Committee, whose convenor is an independent director, is a panel whose members are drawn from the Committee to handle complaints filed by consumers against travel agents. The panel is composed of five Committee members, half of whom must come from outside the trade. Of the cases handled by the Committee, 63% of them were unsubstantiated in 2015, 66% unsubstantiated in 2016, and 72% unsubstantiated from January to August in 2017. From these plain facts, the perception of some members that complaint cases are not handled in a fair manner is simply unfounded.

Although the Travel Industry Bill has already been introduced to the Legislative Council, members still seem to have some dissenting views on certain requirements proposed in the Bill. Since it will continue to be deliberated for some time, the authorities and Legislative Councillors are urged to listen to the views of traders and examine the actual situation of the industry. It is hoped that the Bill will be so amended as to make the future Travel Industry Authority have a regulatory grip that is neither too lax nor too tight. ✎

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