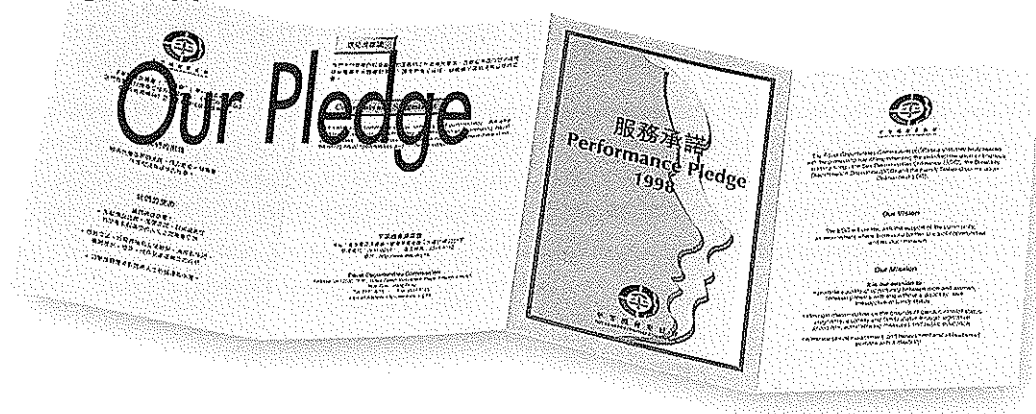


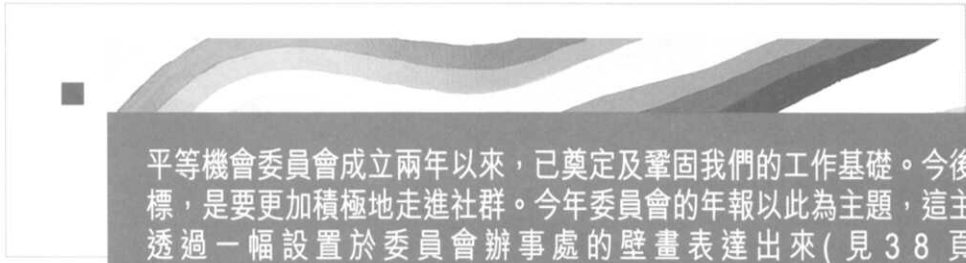
# 我們的承諾



1998年我們的服務標準及指標如下：

The service standard and the performance target we aim to achieve in 1998 are as follows :-

	服務標準	服務指標 (達到服務標準的百分比)		Service Standard	Performance Target (% meeting standard)
查詢 在辦公時間內回覆電話查詢	即時回覆	95%	Enquiry Answer telephone enquiries during office hours	immediately	95%
接見到辦事處查詢的人士	30分鐘內	95%	Interview a walk-in enquirer at EOC office	within 30 minutes	95%
回覆簡單的書面查詢	5個工作天內	95%	Reply to written enquiries on simple issues	within 5 working days	95%
回覆複雜的書面查詢	14個工作天內	95%	Reply to written enquiries on complex issues	within 14 working days	95%
投訴 對書面投訴開始採取行動	3個工作天內	100%	Complaint Initiate action on a written complaint	within 3 working days	100%
經預約安排，接見有意提出投訴的人士	5個工作天內	95%	Interview a prospective complainant asking for an appointment	within 5 working days	95%
完成處理投訴個案	6個月內	75%	Conclude a complaint case	within 6 months	75%
法律協助 對申請法律協助的人士作出回覆	8個星期內	75%	Legal Assistance Inform an applicant of the outcome of application for legal assistance	within 8 weeks	75%
公眾教育及宣傳 安排有關平等機會課題及法例的講座	2個月內	95%	Public Education and Promotion Meet requests for talks on equal opportunity issues and legislation	within 2 months	95%
處理市民以郵寄或傳真索取委員會刊物	5個工作天內	95%	Meet requests by mail or fax for EOC publications	within 5 working days	95%



平等機會委員會成立兩年以來，已奠定及鞏固我們的工作基礎。今後的目標，是要更加積極地走進社群。今年委員會的年報以此為主題，這主題亦透過一幅設置於委員會辦事處的壁畫表達出來（見38頁）。這幅名為「大同世界」的壁畫於1997年5月20日委員會一周年誌慶時揭幕。主題是平等齊參與，傷健創繽紛。賦予這壁畫特殊意義的，是甘迺迪中心的一群朋友。來自這間特殊學校的年輕畫家創作了這幅壁畫，不但流露他們的感情，同時亦顯示了他們熱切冀盼人人皆生活於平等友愛及色彩繽紛的世界中。

With the establishment and consolidation of the Equal Opportunities Commission in the past two years, our goal is now to take a more active role in reaching out to the community in the work that we do. Our Annual Report this year builds on this theme, finding visual expression through the mural "Equal Opportunities through the Colourful World of Art - Equal Opportunities for All!" that decorates the Commission's office (see page 38).

The mural, launched on our first Anniversary, 20 May 1997, is all the more special as it expresses the feelings and underlines the hopes of the artists - the children and friends of the John F. Kennedy Centre, a special school for children with a disability, for an equal and colourful world for us all!