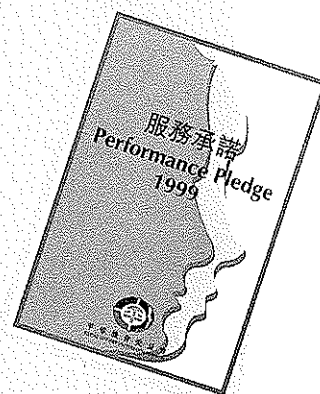


我們的承諾

Our Pledge



我們的承諾竭盡所能服務社會，以誠懇有禮的態度盡力協助市民。
1999年我們的服務標準及指標如下：

We pledge to serve the community to the best of our capabilities. We are committed to providing a courteous, helpful and efficient service. The service standard and the performance target we aim to achieve in 1999 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			Enquiry		
在辦公時間內回覆電話查詢	即時回覆	95%	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			Complaint		
對書面投訴開始採取行動	3個工作天內	100%	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			Legal Assistance		
對申請法律協助的人士作出回覆	8個星期內	75%	Inform an applicant of the outcome of application for legal assistance	within 8 weeks	75%
公眾教育及宣傳			Public Education and Promotion		
安排有關平等機會課題及法例的講座	6個星期內	95%	Meet requests for talks on equal opportunity issues and legislation	within 6 weeks	95%
處理市民以郵寄或傳真索取委員會刊物	4個工作天內	95%	Meet requests by mail or fax for EOC publications	within 4 working days	95%



“歧視不存在，世界更可愛！”
"A beautiful world - a world without discrimination"

「歧視不存在，世界更可愛」——是委員會今年年報的主題。委員會全年的傳訊刊物、宣傳工作及廣告亦是以此為基本概念。這句標語的創作靈感來自上年年報中的一幅壁畫。創作這幅壁畫的畫家是甘迺迪中心的一群學生，他們用彩色繽紛的油彩粉飾了委員會的辦公室，也將他們渴望人人皆生活於平等友愛的美麗世界呈現眼前。

The theme for our Annual Report this year builds on the slogan - "A beautiful world - a world without discrimination" which has formed the basis for all our communications, publicity and advertising during the year. This slogan builds on the concept reflected by the children of the John F. Kennedy Centre, a special school for children with a disability, in their mural at the Commission's Office, depicting a beautiful and colourful world with equal opportunities for all!