

# 服務承諾

## Performance Pledge

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

We pledge to serve the community to the best of our abilities. We are committed to providing a courteous, helpful and efficient service. The service standard and the performance target we aim to achieve are as follows:

	服務標準 Service Standard	服務指標 (達到服務標準的百分比) Performance Target (% meeting standard)
<b>查詢 Enquiry</b>		
在辦公時間內回覆電話查詢 Answer telephone enquiries during office hours	即時回覆 Immediately	95%
接見到辦事處查詢的人士 Interview a walk-in enquirer at EOC office	30 分鐘內 within 30 minutes	95%
回覆複雜的書面查詢 Reply to written enquiries on complex issues	14 個工作天內 within 14 working days	95%
<b>投訴 Complaint</b>		
對書面投訴開始採取行動 Initiate action on a written complaint	3 個工作天內 within 3 working days	100%
經預約安排，接見有意提出投訴的人士 Interview a prospective complainant asking for an appointment	5 個工作天內 within 5 working days	95%
完成處理投訴個案 Conclude a complaint case	6 個月內 within 6 months	75%
<b>法律協助 Legal Assistance</b>		
審批法律協助的申請並回覆申請者 Make a decision and inform an applicant of the outcome of application for legal assistance	3 個月內 within 3 months	85%
<b>公眾教育及宣傳 Public Education and Promotion</b>		
安排有關平等機會課題及法例的講座 Meet requests for talks on equal opportunity issues and legislation	6 個星期內 within 6 weeks	95%
處理市民以郵寄或傳真索取委員會刊物 Meet requests by mail or fax for EOC publications	3 個工作天內 within 3 working days	95%
回覆安排團體到訪的要求 Meet requests for guided group visits	5 個工作天內 within 5 working days	95%
舉行主要推廣活動的次數 Convene major promotional events	12 個月內 within 12 months	60 項/activities
參與平機會培訓服務的參加者的滿意程度 Participants satisfied with the training services provided by the EOC	滿意 satisfactory	70%

