

## 我們的承諾

## Our 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。2000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 2000 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)
<b>查詢</b>			<b>Enquiry</b>		
• 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%
<b>投訴</b>			<b>Complaint</b>		
• 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%
<b>法律協助</b>			<b>Legal Assistance</b>		
• 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%
<b>公眾教育及宣傳</b>			<b>Public Education and Promotion</b>		
• 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	3個工作天內	95%	• Meet requests by mail or fax for EOC publications	within 3 working days	95%