

選舉事務處

Registration and Electoral Office

服務承諾  
Performance

Pledge

2004



本冊子介紹選舉事務處的工作，並報告我們在二零零三年的服務成績，包括我們為改善環境而採取的措施。此外，本冊子亦詳述我們擬於二零零四年達到的主要服務目標。

想投票 立刻登記最重要  
If you want to vote, register now!



想在9月的立法會選舉投票，請於  
**5月16日**或之前登記做選民。  
If you want to vote in the Legislative Council  
election in September, you must register as an  
elector on or before **16 May**.

索取申請表格或查詢 For registration forms or enquiries: 2891 1001  
[www.voterregistration.gov.hk](http://www.voterregistration.gov.hk)



想投票 立刻登記最重要  
If you want to vote, register now!



想在9月的立法會選舉投票，請於  
**5月16日**或之前登記做選民。  
If you want to vote in the Legislative Council  
election in September, you must register as an  
elector on or before **16 May**.

索取申請表格或查詢 For registration forms or enquiries: 2891 1001  
[www.voterregistration.gov.hk](http://www.voterregistration.gov.hk)



This booklet outlines the work of the Registration and Electoral Office and reports our performance achievements including our environmental improvement actions taken in 2003. It also spells out the key performance targets we aim to achieve in 2004.



## 我們的職能 Our Responsibilities

我們為選舉管理委員會(選管會)提供行政支援，以便選管會有效地執行《選舉管理委員會條例》所規定的法定職能，這項工作旨在確保選舉是以公開、誠實和公平的方式進行。我們按照選管會的指示，實施選管會就下述事項所作出的決定：

We provide the Electoral Affairs Commission with administrative support in the effective discharge of its statutory functions under the Electoral Affairs Commission Ordinance. The aim is to ensure that elections are conducted openly, honestly and fairly. Under the direction of the Electoral Affairs Commission, we implement the decisions of the Commission in relation to :

- 檢討和劃定地方選區及區議會選區的分界
- 選民登記
- 進行及監察選舉
- the review and delineation of geographical constituency and District Council constituency boundaries
- the registration of electors
- the conduct and supervision of elections

## 我們提供的服務 Our Services

### 選民登記

合資格登記為選民的人士，可隨時交回登記表格給本處。如果你在二零零四年五月十六日之前將表格送達選舉登記主任，你的名字及地址將可趕及列入於二零零四年七月發表的二零零四年正式選民登記冊內。

### Registration of Electors

Applications for registration as an elector can be sent to this Office throughout the year. If the form reaches the Electoral Registration Officer on or before 16 May 2004, your name and residential address will be included in the 2004 Final Registers of Electors to be issued in July 2004.



## 更新選民記錄

如果你在選民登記冊內的個人資料(如住址)有所更改,請立即通知選舉登記主任。如你在二零零四年六月二十九日或之前將需要更改的個人資料通知選舉登記主任,有關修改將可趕及在二零零四年正式選民登記冊反映出來。

## 如何登記為選民及更新登記資料

本處的辦事處、各區民政事務處、郵政局及公共屋邨管理處均備有免費的表格,供申請登記為選民或填報新的個人資料之用。此外,你也到本處的網站下載登記表格。市民如持有有效的數碼證書,亦可透過公共服務電子化網站(www.esd.gov.hk)作線上登記。

### Updating of Electors' Records

If your personal particulars (such as your residential address) recorded in the register have changed, please inform the Electoral Registration Officer immediately. If you notify the Electoral Registration Officer of any change of personal particulars on or before 29 June 2004, the change will be reflected in the 2004 Final Registers of Electors.



## How to register as an elector and update registration particulars

Application forms for registration as an elector or for reporting changes of personal particulars are available free of charge at our office, District Offices, Post Offices and the management offices of public housing estates. You may also download a copy of the registration form from our web site. If you are holding a valid digital certificate, you may also register on-line through the "Electronic Service Delivery" website (www.esd.gov.hk).

## 我們的承諾 Our Pledge

我們通常會在收到你的選民登記申請表格或更改資料通知書後14天內,將有關結果通知你。在選舉年度進行選民登記活動期間,我們作出回覆的時間將會稍為延長。

We will normally notify you of the result within 14 days after receiving your application for registration or change of particulars. During the voter registration drive in an election year, the response time will be slightly extended.

二零零三年  
達到目標的百分比  
Achievement in 2003

100%

二零零四年  
擬達到目標的百分比  
Target in 2004

100%

## 選舉安排通知

在選舉即將舉行時，我們會把投票通知書寄給每名登記選民，通知他選舉日期、所屬選區，以及他可前往投票的投票站地址。

### Notification of Electors of the Electoral Arrangements

When an election is to be held, we shall send a poll card to every registered elector notifying him/her of the date of election, the constituency to which he/she belongs, and the address of the polling station at which he/she may vote.

我們的承諾 Our Pledge

我們會在投票日 10 天前，把投票通知書寄給你。

We will send you the poll card 10 days before the polling day.

二零零三年  
達到目標的百分比  
Achievement in 2003

100 %

二零零四年  
擬達到目標的百分比  
Target in 2004

100 %



## 查詢服務

如對本處的服務和選舉事宜有任何查詢，請致電本處 24 小時交互式話音熱線。本處職員會在辦公時間內接聽來電。你也可用傳真、電子郵件，或郵寄方式致函本處。

### Enquiry Services

If you have any enquiries in relation to our services and elections, please call our 24-hour interactive-voice hotline. Our staff will be available to answer your call during office hours. You can also write to us by fax, by e-mail or by mail.

我們的承諾 Our Pledge

如在辦公時間內致電或親臨本處查詢，我們會全部回覆。我們亦會在收到來信或電子郵件後 10 天內回覆。

We will respond to all enquiries by telephone or in person during office hours. We will respond to letters or e-mail within 10 days after receipt.

二零零三年  
達到目標的百分比  
Achievement in 2003

100 %

二零零四年  
擬達到目標的百分比  
Target in 2004

100 %



## 關注環境 Environmental Concerns

### 我們的承諾

本處作出的選舉安排，需要耗費較多紙張以印製表格、信封、指引、地圖及登記冊。由於這些選舉安排會影響環境，因此，我們決意以負責任的態度，積極進行環境管理。

### Our Pledge

We recognize the environmental implications of our electoral arrangements, which consume a relatively large amount of paper for forms, envelopes, guidelines, maps and registers. As such, we are fully committed to responsible environmental management.

## 我們的成績

我們採取了多項措施，包括在不同的工作中多使用再造紙、回收廢紙作循環再用、鼓勵使用電子郵件，並呼籲職員在工作地點採用環保的工作方法，務求盡可能減少耗紙量。雖然曾經進行及監察大規模的二零零三年區議會選舉、三個區議會補選和二零零三年村代表選舉，但二零零三年的用紙量較二零零二年只上升了 120%。

### Our Achievement

We have adopted various measures to minimize our paper consumption. These measures include using recycled paper for various activities, recovering waste paper for recycling, encouraging use of electronic mail, and motivating our staff to adopt green practices in their work place. Despite the conduct and supervision of the large scale 2003 District Council election, 3 District Council by-elections and the 2003 Village Representative elections, paper consumption in 2003 only increased 120 % over that in 2002.

## 我們的目標

我們會繼續提高員工的環保意識和在日常運作上推廣環保措施，致力締造更加環保的工作環境。

### Our Target

We shall make continuous efforts in achieving a greener working environment by promoting staff awareness and green measures in our daily operations.



## 有效監察 Effective Monitoring

我們定會盡力達到本處的服務標準和目標。這方面是由本處總選舉事務主任密切監察的。

We are committed to doing our best to meet our performance standards and targets, which are closely monitored by the Chief Electoral Officer of this office.



## 建議或投訴 Suggestions or Complaints

歡迎你提出建議，以便本處的服務能精益求精。你可致電本處熱線、用傳真或郵寄方式致函本處，或將電子郵件傳送至本處。

如你認為本處未有妥善處理你的個案的話，你可致函本處總選舉事務主任提出投訴。

We welcome suggestions on ways to further improve our services. You may call our hotline, write to us by fax or by mail or send us e-mail.

If you feel that your case has not been dealt with adequately, you may complain by writing to the Chief Electoral Officer of this office.



## 選舉事務處

地址：香港灣仔港灣道 25 號海港中心 10 樓

查詢熱線：2891 1001

傳真：2827 4644

電子郵箱：[reoeng@reo.gcn.gov.hk](mailto:reoeng@reo.gcn.gov.hk)

網址：[www.info.gov.hk/reo](http://www.info.gov.hk/reo)

辦公時間：

星期一至五 早上八時四十五分至下午五時十五分

星期六 早上九時至中午十二時

## Registration and Electoral Office

Address：10/F, Harbour Centre, 25 Harbour Road,  
Wan Chai, Hong Kong

Enquiry Hotline：2891 1001

Fax：2827 4644

E-mail：[reoeng@reo.gov.hk](mailto:reoeng@reo.gov.hk)

Web Site Address：[www.info.gov.hk/reo](http://www.info.gov.hk/reo)

Office Hours：

8:45 am to 5:15 pm from Monday to Friday

9:00 am to 12:00 noon on Saturday