

運輸署網站
TD website
(www.td.gov.hk)



的士服務質素委員會網站
CTSQ website
(www.ctsq.org.hk)



香港的士服務指引 (網上版本)
Hong Kong Taxi Service Guidelines
(Internet version)



本指引的內容，包括但不限於所有文本、平面圖像、圖畫、圖片、照片以及數據或其他資料的匯編，均受版權保障。香港特別行政區政府是本指引內所有版權作品的擁有人，除非預先得到香港運輸署的書面授權，否則嚴禁複製、改編、分發、發布或向公眾提供該等版權作品。運輸署在本指引所載的資料只供參考之用，最新資料可向運輸署查詢。雖然本署已盡力確保本指引的資料準確，但本署不會明示或隱含保證或擔保該等資料均準確無誤。香港特區政府及運輸署不會對任何錯誤或遺漏承擔法律責任。

The content available in the Hong Kong Taxi Service Guidelines (the Guidelines), including but not limited to all text, graphics, drawings, diagrams, photographs and compilation of data or other materials are protected by copyright. The Government of the Hong Kong Special Administrative Region (HKSAR) is the owner of all copyright works contained in the Guidelines. Any reproduction, adaptation, distribution, dissemination or making available of such copyright works to the public is strictly prohibited unless prior written authorisation is obtained from the Transport Department (TD) of Hong Kong. The Guidelines contains data compiled by TD for reference only. The latest information / data can be obtained from TD. Whilst TD endeavours to ensure that the information in the Guidelines is correct, no warranty or guarantee, express or implied, is given as to its accuracy. The Government of HKSAR and TD accept no liability for any error or omission.

2024年5月修訂版

香港的士服務指引

HONG KONG TAXI SERVICE GUIDELINES



目錄

Content

引言 Page 1-2頁

Introduction

第一部份 (Part 1)

經營範圍 Page 3-4頁

Permitted operating areas

載客量 Page 5-6頁

Carrying capacity

收費 Page 5-8頁

Fares

攜帶行李 Page 9-10頁

Carriage of baggage

的士車費收據 Page 11-12頁

Taxi fare receipt

點字和摸讀字車輛登記號碼牌 Page 11-12頁

Braille and tactile registration mark plate

殘疾乘客在限制區上落車證明書 Page 13-14頁

Certificate for Picking Up or Setting Down of
Passengers with Disabilities in Restricted Zones

第二部份 (Part 2)

司機的責任及須注意的行為 Page 15-28頁

Obligations and conduct of drivers

酒後駕駛及藥後駕駛引起的問題 Page 29-32頁

Problems caused by drink driving and drug driving

的士車主 / 代理人的責任 Page 33-36頁

Responsibility of taxi owners/agents

乘客須注意的行為 Page 37-38頁

Conduct of passengers

安全帶 Page 39-40頁

Seat belt

的士車費找續 Page 41-42頁

Giving change

尋找失物 Page 41-42頁

Lost property

第三部份 (Part 3)

常見違規行為及罰則 Page 43-44頁

Common malpractices and penalties

第四部份 (Part 4)

表揚及投訴的士服務渠道 Page 45-46頁

Commendation or complaints on taxi service

第五部份 (Part 5)

常用資訊 Page 47-48頁

Useful information

引言

的士服務與市民的日常生活息息相關，亦是不少海外訪港旅客經常使用的交通服務。因此，為提升香港的國際形象，優良之的士服務質素擔當著一個非常重要的角色。

為提升的士服務質素，的士司機、車主及代理人各自有責任。的士乘客亦有責任按其本份，以締造一個稱心愉快之的士行程。

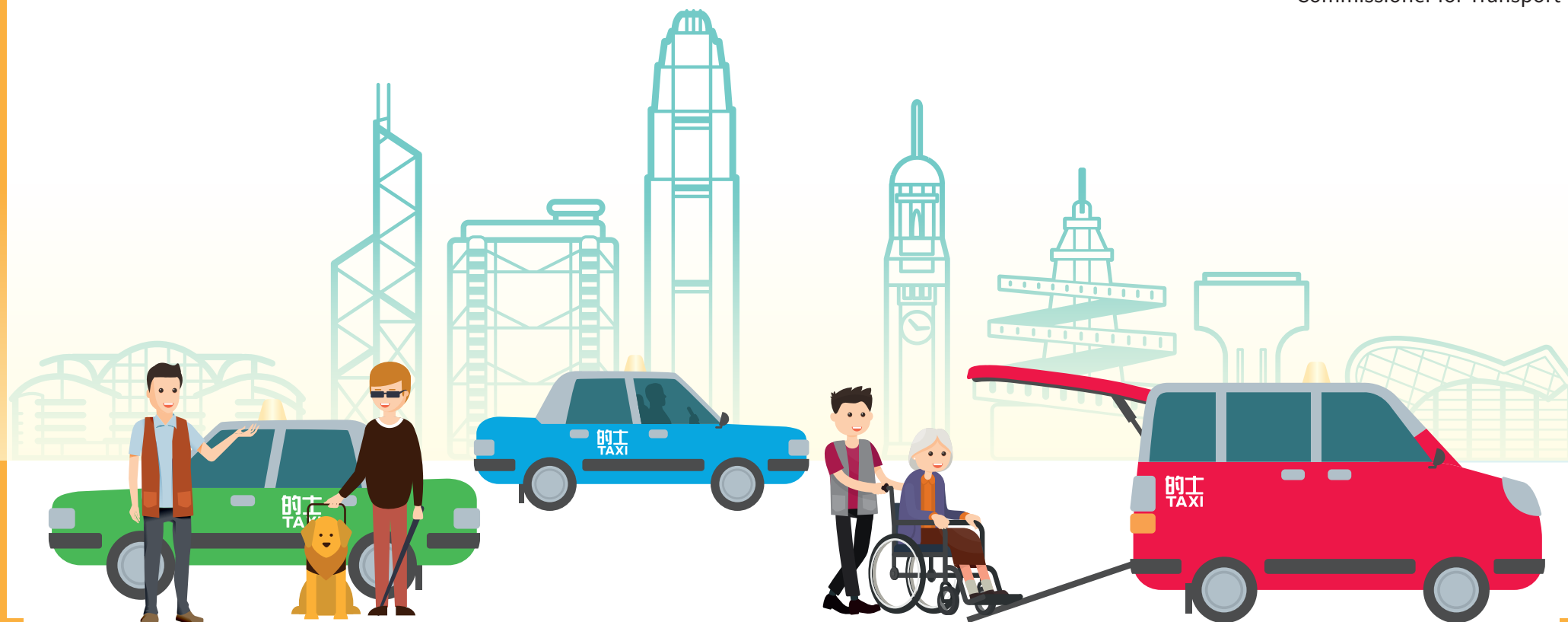
運輸署署長

Introduction

Taxi service is closely related to our daily lives. It is also a mode of transport service frequently used by overseas visitors coming to Hong Kong. Hence, quality taxi service plays a vital role in enhancing the international image of Hong Kong.

Taxi drivers, owners and agents have their respective roles in enhancing the quality of taxi service. Taxi passengers should also do their part to make the taxi journeys pleasant and enjoyable.

Commissioner for Transport



經營範圍

本港有3類的士，各有不同的經營範圍：

1. 市區的士 (紅色的士)：可在香港任何地區行走 (東涌道及南大嶼山的道路除外)。



2. 新界的士 (綠色的士)：可在以下地區行走

- 屯門區
- 元朗區
- 大埔區
- 北區
- 馬鞍山區
- 西貢區大部分地方 (將軍澳新市鎮除外)
- 落馬洲管制站 (由晚上十一時正至翌日早上六時三十分)
- 落馬洲支線公共運輸交匯處
- 深圳灣口岸港方口岸區



並可沿指定路線接載乘客往返以下地點：

- 赤鱲角香港國際機場的客運大樓和地面運輸中心
- 港珠澳大橋香港口岸公共運輸交匯處
- 香港迪士尼樂園
- 青衣鐵路站
- 荃灣鐵路站
- 坑口鐵路站
- 沙田威爾斯親王醫院
- 將軍澳醫院急症室
- 沙田馬場
- 觀塘順利邨



3. 大嶼山的士 (藍色的士)：只限在大嶼山、赤鱲角及港珠澳大橋香港口岸公共運輸交匯處行走。

Permitted operating areas

There are 3 types of taxis in Hong Kong with different permitted operating areas :

1. Urban taxis (red taxis): available for hire throughout Hong Kong (except Tung Chung Road and roads in South Lantau).

2. New Territories taxis (green taxis): available for hire in

- Tuen Mun District
- Yuen Long District
- Tai Po District
- North District
- Ma On Shan District
- Most areas of Sai Kung District (except Tseung Kwan O New Town)
- Lok Ma Chau Control Point (from 11:00 pm to 6:30 am of the following day)
- Lok Ma Chau Spur Line Public Transport Interchange (PTI)
- Shenzhen Bay Port Hong Kong Port Area

They are also permitted to carry passengers along specified routes to/from the following locations:

- Passenger Terminals and the Ground Transportation Centre of the Hong Kong International Airport in Chek Lap Kok
- The PTI at the Hong Kong Port of the Hong Kong-Zhuhai-Macao Bridge (HZMB)
- Hong Kong Disneyland
- Tsing Yi Railway Station
- Tsuen Wan Railway Station
- Hang Hau Railway Station
- Prince of Wales Hospital in Sha Tin
- The Accident and Emergency Department of Tseng Kwan O Hospital
- Sha Tin Racecourse
- Shun Lee Estate in Kwun Tong

3. Lantau taxis (blue taxis): available for hire on Lantau Island, Chek Lap Kok and the PTI at the Hong Kong Port of the HZMB.

載客量

每輛的士的乘客座位數目，會展示在車頭及車尾的綠色半圓形字牌上。視乎車輛設計，的士最高乘客座位數目是六個。

在計算的士可接載的乘客人數時：

- 不足3歲的兒童不計算在內；及
- 三名年滿3歲或3歲以上的兒童，如每人身高不超過1.3米則算作兩人計算。



如將接載的乘客人數超出法定限額，司機有權拒絕乘客租用。

收費

乘客須依法按照計程錶（俗稱「咪錶」）所顯示的金額繳付的士車費，並按情況另付規定的附加費用。任何人不誠實地設法逃避繳付的士車費，即屬違法。

的士收費表展示於車廂內的左尾門及左前門（或左面儀表板）。

計程錶上顯示的車費幣值為港幣。金額按的士被租用時所行駛的車程及等候時間合併計算。乘客須在下列情況另付規定的附加費用：

- 以電召方式預約的士；
- 攜帶個人行李，擺放在車廂內的輕便手提行李除外，有關費用按每件計算（詳情請參閱下文「攜帶行李」事項）；
- 攜帶動物或鳥類，有關費用按每隻計算；或
- 行經收費隧道、收費道路或收費區。

Carrying capacity

The seating capacity of each taxi can be found on the green semi-circular plates displayed on the front and back of the vehicle. Subject to the vehicle design, the maximum passenger seating capacity of a taxi is six.

In counting the number of persons that may be carried in a taxi:

- a child under the age of 3 years is not counted; and
- three children aged 3 or above with each not exceeding 1.3 metres in height are counted as two persons.

If the number of passengers to be carried exceeds the statutory limit, the driver may refuse to accept the hire.

Fares

Passengers are required to pay taxi fare as recorded on the taximeter in accordance with the law, as well as the additional fares according to the circumstances. A person commits an offence if the person dishonestly endeavours to avoid taxi fare payment.

Fare tables are displayed inside the taxi compartment on the rear and front left side doors (or on the left side of the dashboard).

The fare on a taximeter is in Hong Kong dollars and cents, and is calculated on the basis of the distance travelled together with any waiting time incurred while the taxi is hired. Taxi passengers are required to pay additional fares:

- if the taxi is hired through a telephone booking;
- for each baggage carried except light personal hand baggage carried inside the passenger compartment (see “Carriage of baggage” below);
- for each animal or bird carried; or
- if the hire involves the use of toll tunnel, toll road or toll area.

收費

行經收費隧道的附加費是以下列方式計算：

1. 過海隧道：

附加費的金額相等於司機於車程中所付的隧道費，另加上指定回程費。在下列情況下，乘客毋須繳付回程費：

- 車程的最終目的地非位於海港的另一方；或
- 在過海的士站上車。

2. 其他收費隧道：

附加費的金額相等於司機於車程中所付的隧道費。乘客毋須繳付回程費。

Fares

The additional fares for using toll tunnels are charged in the following manner:

1. Cross-harbour tunnels:

The additional fare is the tunnel toll paid by the taxi driver plus a specified return toll. The return toll is not payable by the passenger if:

- the final destination is not on the opposite side of the harbour; or
- the hire begins from a cross-harbour taxi stand.

2. Toll tunnels other than cross-harbour tunnels:

The additional fare is the tunnel toll paid by the taxi driver. No return toll should be charged.



攜帶行李

乘客可於車廂內攜帶輕便的個人手提行李，而毋須繳付額外費用。有關行李必須包裹妥當，如屬危險或厭惡性質的物品，一律禁止攜帶上車。大型手提行李須放入車尾行李箱，以免損壞車廂。

司機可就每件擺放在車尾行李箱內的行李；或每件擺放在車廂內而長、闊、高總和超過140厘米的行李，收取行李附加費。而在量度行李尺寸時，是以放上的士時的狀態計算。嬰兒車亦需按照上述準則繳付行李附加費。

香港的士沒有限制運載乘客所攜帶行李之數目，但行李必須適當地固定在車輛上。

殘疾乘客賴以行動的輪椅及拐杖毋須繳付額外費用。

如果乘客攜帶動物或鳥類，司機可酌情決定是否接載該動物或鳥類。若乘客所攜帶的動物或鳥類引致的士有任何損壞，乘客須負責賠償。

法例規定，除個人手提行李外，的士不可以用作運載貨物，所以乘客不應使用的士作運載貨物用途。



Carriage of baggage

A passenger may carry light personal hand baggage inside the passenger compartment free of charge. Personal hand baggage should be securely wrapped, and should not be of a dangerous or offensive nature. Bulky baggage should be carried inside the luggage compartment to avoid causing damage to the vehicle.

Baggage charge may be levied on every piece of baggage that is carried inside the luggage compartment, and every piece of baggage with total dimensions (length + width + height) exceeding 140 cm that is carried inside the passenger compartment. The dimensions of baggage should be calculated based on the measurements at the time when they are put into the taxi. Baby carriages are also subject to additional charges for baggage according to the above guidelines.

There is no limit on the number of baggage carried by passengers inside a taxi in Hong Kong but the loads must be properly secured.

No additional charge should be levied on wheelchairs and crutches carried by passengers with disabilities.

Animals or birds may be carried at the discretion of the driver. The passenger is responsible for any damage caused to the vehicle by animals or birds.

Under the law, a taxi is not allowed to carry any goods other than personal hand baggage. Hence, passengers should not use taxis for transportation of goods.

的士車費收據

的士已安裝收據打印設備，乘客可向司機索取機印收據。

如收據打印設備失靈，司機應按法例規定的格式發出手寫收據及盡快安排修理收據打印設備。

如政府已批准調整的士收費，而收費錶和收據打印設備未能趕及在生效日期作出調校，司機應先在機印收據上寫上新收費，然後才發給乘客。

手寫的士車費收據的樣本
Sample of hand-written taxi fare receipt

的士車號:
Taxi No.: _____

上車日期: _____年____月____日
Date: _____Yr., ____Mth., ____D.

下車時間:
End Time: _____

咪錶顯示收費:
Meter Fare: _____

附加費:
Surcharge(s): _____

總收費:
Total Taxi Fare: _____

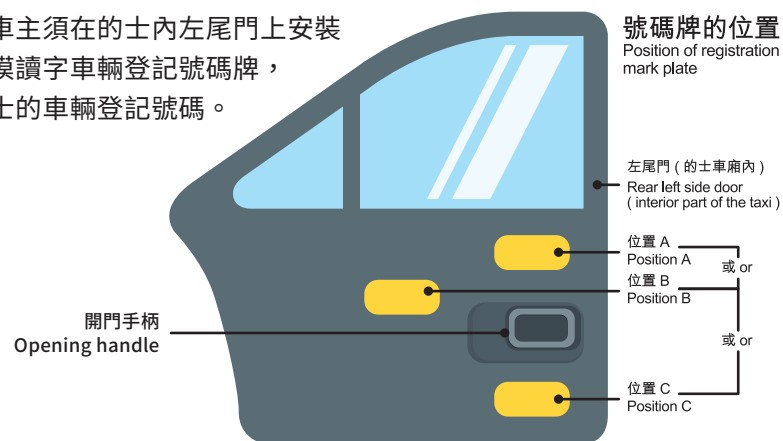
司機姓名:
Name of Driver: _____

點字和摸讀字車輛登記號碼牌

安裝在的士中的點字和摸讀字車輛登記號碼牌是方便有視障的的士乘客可以知道的士的車輛登記號碼以作嘉許、讚揚、投訴等目的。

點字和摸讀字車輛登記號碼牌是安裝在的士內的左尾車門開門手柄對上、左側或對下位置。

所有的士之車主須在的士內左尾門上安裝一塊點字和摸讀字車輛登記號碼牌，以顯示該的士的車輛登記號碼。



號碼牌的位置
Position of registration mark plate

Taxi fare receipt

Each taxi is installed with a receipt printing device. **Taxi passengers can ask for a machine-printed fare receipt.**

In case the receipt printing device fails to operate, the taxi driver should issue a hand-written receipt in a format prescribed by law and arrange for repair of the device as soon as possible.

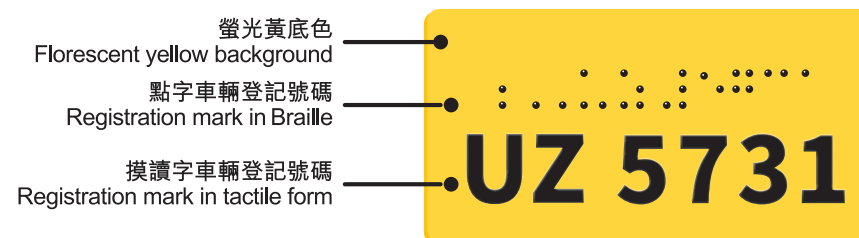
If the taximeter and the receipt printing device have not yet been recalibrated to show the new fares approved by the Government after a fare adjustment, the taxi driver should write down the new fares on the printed receipt before issuing to the passenger.

Braille and tactile registration mark plate

Braille and tactile registration mark plate is installed in each taxi to facilitate taxi passengers with visual impairment to know the registration mark of the taxi for the purpose of giving commendation, expressing appreciation, lodging complaint, etc.

The plate is placed on the rear left side door (interior part) of a taxi at a position above or to the left or below the opening handle.

A taxi owner is required to install the Braille and tactile registration mark plate on the rear left side door of the taxi showing its registration mark.



螢光黃底色
Flourescent yellow background

點字車輛登記號碼
Registration mark in Braille

摸讀字車輛登記號碼
Registration mark in tactile form

殘疾乘客在限制區上落車證明書

「殘疾乘客在限制區上落車證明書」是一張為了方便殘疾人士乘車往返所需到的地方而設的證明書。在不會對其他道路使用者構成危險或造成重大阻礙的情況下，警方同意行使酌情權，容許的士及其他指定車輛的司機，在限制區上落殘疾乘客，但有關安排不適用於快速公路和全日24小時限制區。此外，即使持有證明書，已劃為禁區的地方，亦不容許受禁區限制的車輛駛入及上落乘客。

殘疾乘客如要求在限制區上落，可將填妥的「殘疾乘客在限制區上落車證明書」交給司機，上面列出有關該次車程的資料，包括日期、時間及上落地點，以及有關車輛的車牌號碼。視覺受損的乘客可以用點字填寫證明書。司機倘若被警務人員查問，可出示該張證明書。

如果的士司機未有從乘客方面獲得已填妥之「殘疾乘客在限制區上落車證明書」，他們在限制區上落殘疾乘客，可能會被檢控。

請留意，該證明書只是為方便殘疾乘客出入及上落車輛而設，並不是的士車費的代替品，也不能當作的士車費收據使用。根據香港法例第374D章《道路交通（公共服務車輛）規例》，的士乘客不誠實地設法逃避繳付他依法應付的合法車費即屬違法，一經定罪，可處罰款\$5000及入獄6個月。

No.: 編號: CD	No.: 編號: CD
The Hong Kong Council of Social Service 香港社會服務聯會 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones 殘疾乘客在限制區上落車證明書	
(This certificate is only applicable to taxi, private car, private light bus and private bus) (此證明書只適用於的士、私家車、私家小巴及私家巴士)	
Veh. Reg. No.: 車輛登記號碼: taxi/private car/private light bus/ private bus 的士/私家車/私家小巴/私家巴士	Veh. Reg. No.: 車輛登記號碼:
Pick up place: 上車地點:	Pick up place: 上車地點:
Set down place: 落車地點:	Set down place: 落車地點:
Time: 時間:	Name of Passenger: 乘客姓名:
Date: 日期:	Name of Contact Organization: 聯絡機構:
	Tel. No.: 電話:

Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

The Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones ("the Certificate") is a documentary proof which provides convenience to passengers with disabilities to travel to and from their destinations. The Police have agreed to exercise discretion to allow drivers of taxis and other designated vehicles to pick up or set down passengers with disabilities in restricted zones except expressways and 24-hour restricted zones, provided that no hazard or major disruption is caused to other road users. Even with the Certificate, areas designated as prohibited zones also prohibit vehicles from entering and picking up or setting down passengers.

A passenger with disabilities who wishes to board/alight from a taxi in restricted zones may issue to the taxi driver a completed Certificate with information on the journey, including the date, time, pick up/set down location and the vehicle registration number. Passengers with visual impairment may fill in the Certificate in Braille. In the event that the driver is questioned by a police officer, he/she may show the Certificate to the latter as documentary proof.

Taxi drivers may be prosecuted if they pick up or set down passengers with disabilities in restricted zones without obtaining the completed Certificate from the passengers concerned.

Please note that the Certificate is intended to facilitate people with disabilities to move around and board/alight from vehicles. It cannot be used in lieu of taxi fare nor be deemed as fare receipt. Under the Road Traffic (Public Service Vehicles) Regulations (Cap 374D), taxi passengers who dishonestly endeavour to avoid payment of a legal fare lawfully due from them commit an offence and are liable on conviction to a fine of \$5,000 and to imprisonment for 6 months.

司機的責任及須注意的行為

的士司機的責任

現時，的士司機的行為均受到法例規管。另外，雖然部分責任並非法例規定，但為提升的士服務的水平及質素，司機應盡可能向乘客提供協助。以下將會就相關法例要求及提升業界形象的方法予以闡釋：

的士司機應：

1. 保持個人整潔及衛生

- 穿著清潔及恰當的衣服；及
- 注意儀容。

2. 提供一部整齊清潔、舒適及車輛狀態良好之的士

- 確保的士車身和車廂清潔；
- 保持行李箱整潔，在車廂內不應存放雜物。如有需要，應將雜物存放在車尾行李箱內；
- 保持車廂內的環境舒適，因應天氣狀況而適當地調校車廂內的空調溫度；
- 調校車廂內的收音機或通訊器材的音量水平以免乘客受到滋擾；及
- 不要是的士車廂內吸煙。



Obligations and conduct of drivers

Obligations of taxi drivers

The conduct of taxi drivers is currently regulated by the law. In order to raise the standard and quality of taxi services, taxi drivers are encouraged to fulfil their obligations and offer assistance to passengers as far as possible even though some of the obligations are not imposed by law. The relevant legal requirements and ways of upgrading the image of the taxi trade are set out as follows:

A taxi driver should:

1. Be clean and tidy in person and observe personal hygiene

- be dressed in clean and proper clothes; and
- be mindful of personal appearance and grooming.

2. Provide a clean, comfortable and well-maintained taxi

- keep the outside and passenger compartment of the vehicle clean;
- keep the luggage compartment neat and the passenger compartment uncluttered, with sundry articles placed in the rear luggage compartment where necessary;
- keep the passenger compartment comfortable and suitably adjust the air-conditioner according to the weather;
- adjust the volume of the radio or communication devices in the passenger compartment so as not to disturb the passengers; and
- do not smoke inside the taxi.

司機的責任及須注意的行為

3. 待客以禮

- 主動與乘客打招呼，詢問和確認目的地；
- 在旅程結束時，主動向乘客表示多謝和說再見；
- 說話時要有禮貌，不說粗言穢語；
- 尊重殘疾人士，主動協助他們上落車，避免作出歧視或騷擾行為；及
- 尊重不同種族人士，在有需要時，使用基本的普通話和英語與遊客溝通。

4. 按照計程錶收費

- 正確地展示最新之的士收費表；
- 待乘客安坐車廂才啟動計程錶，並在租用服務終止時迅即按停計程錶；
- 有禮貌地告訴乘客車費，如有需要，在旅程開始時應解釋附加費的內容；
- 經常帶備至少港幣100元的紙幣和硬幣零錢，供找續之用；
- 按照計程錶收費，確保找續予乘客的金額正確無誤；及
- 主動詢問乘客是否需要收據，並在乘客要求時，提供收據。

你好！請問去邊呢？
Hello! Where are u going?

TAXI

中環吖，唔該晒！
Central, Please!



Obligations and conduct of drivers

3. Be polite to passengers

- be proactive in greeting passengers and asking for and confirming destinations;
- take the initiative to say “Thank you” and “Goodbye” to passengers at the end of the trip;
- use polite language and not to use obscene or offensive language;
- respect people with disabilities, be proactive in helping them to get on/off the taxi, and avoid committing acts of discrimination or harassment against them; and
- respect people of different races and use simple Putonghua and English to communicate with visitors as necessary.

4. Charge exact fare

- display the latest fare table properly;
- move the taximeter indicator to the recording position only after the passengers have been seated and return the taximeter indicator to the non-recording position as soon as the hiring has terminated;
- inform passengers of the fare politely and explain the detail of surcharges before the journey starts if necessary;
- always carry at least HK\$100 worth of notes and coins for giving change;
- charge according to the taximeter and ensure giving exact change to passengers; and
- take the initiative to ask passengers if they need a receipt and issue it upon request.

司機的責任及須注意的行為

5. 用最直接可行或乘客指定的路線

- 要熟悉目的地和有關路線；
- 使用最直接可行或乘客指定的路線，除非因為不安全的情況，例如：不安全的路面情況或惡劣天氣，而令行走該等路線會有危險。在這些情況下，司機應向乘客解釋有關情形；
- 如果有不同的路線選擇，應諮詢乘客和提供選擇；
- 了解交通情況，在有需要時通知乘客和提供其他路線；及
- 在有需要時，使用街道圖和透過的士電召台尋找乘客要求前往之目的地。

紅隧大塞車㗎，
你介唔介意行東
隧呢？

There is a traffic jam near
Cross Harbour Tunnel.
Do you mind travelling
via Eastern Harbour
Crossing?



Obligations and conduct of drivers

5. Use the most direct practicable route or route specified by passengers

- be familiar with destinations and routes;
- take the most direct practicable route or route specified by passengers unless it is considered unsafe to do so due to circumstances such as unsafe road conditions or extreme weather, in which case explanation should be given to the passengers;
- consult the passengers and offer alternatives if there are different route choices;
- check the traffic condition, inform the passengers and offer alternative routes if necessary; and
- use maps and taxi radio service to locate the destinations if necessary.

好呀！無問題！
唔該你！
Yes! Sure!
Thank you!

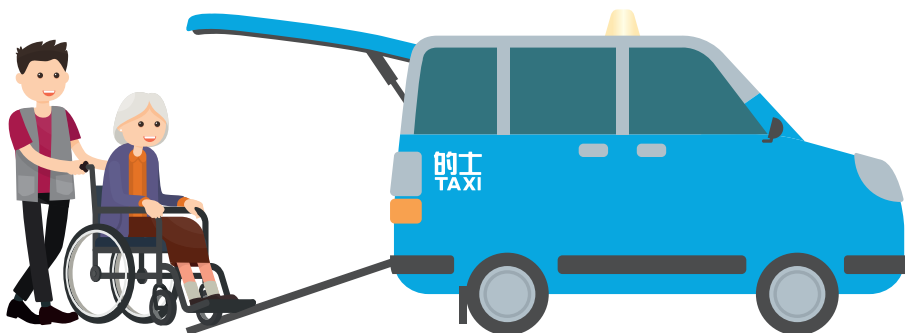
司機的責任及須注意的行為

6. 主動向乘客提供協助

- 協助殘疾或年老乘客上落車，在交通情況許可的情形下，應盡量把的士停靠近他們，以確保他們上落車的安全；
- 協助使用輪椅 / 拐杖、攜同導盲犬、手抱嬰孩或攜帶嬰兒車 / 攜帶重型行李的乘客；
- 協助乘客擺放 / 固定輪椅和重型行李；
- 提醒及在有需要時，協助乘客使用安全帶；
- 使用「乘客須知」、攜帶相關的士規例的最新資訊，以便乘客參閱；及
- 提醒乘客帶齊私人物件才下車。

7. 提供一個安全和平穩的旅程

- 遵守道路使用者守則；
- 駕駛時集中精神；
- 不可在車輛行駛時，使用手持式無線電通訊設施，包括流動電話、平板電腦及無線電通話器。當有確實需要使用流動電話，應使用免提裝置，但這些通話應盡量減少；
- 以正常及安全車速行駛，確保乘客及其他道路使用者的安全；及
- 開車前確保車門已關上及所有乘客已安全進入或離開車廂。



Obligations and conduct of drivers

6. Be proactive in providing assistance to passengers

- assist boarding and alighting passengers with disabilities or elderly passengers, and where the traffic conditions allow, stop at a location as close to them as possible to ensure that they can get on/off the vehicle safely;
- help passengers in wheelchairs/with crutches, with guide dogs, carrying babies or baby carriages, or with large luggage;
- help passengers to secure the wheelchairs or large luggage in the taxi;
- remind and, if necessary, help passengers to put on seat belts;
- provide the “Notes to Passengers” and the latest information on taxi-related regulations to passengers for reference; and
- remind passengers to take their personal belongings before alighting.

7. Provide a safe and smooth ride

- follow the Road Users’ Code;
- concentrate while driving;
- do not use hand-held telecommunications equipment (including mobile phones, tablet computers and radiophones) while the vehicle is in motion, and use a hand-free kit when there is a real need to use mobile phones, but such communication should be minimised;
- drive at a normal and safe speed to ensure safety of passengers and other road users; and
- ensure that the doors are closed and all the passengers have entered or left the passenger compartment before driving off.

司機的責任及須注意的行為

8. 遵守在的士站、的士落客點及的士上落客點的使用規則

- 在的士站內最前面的兩部的士的司機應坐在車內或站在車旁，準備隨時接載乘客；
- 在的士站內之的士，應由第一部的士首先接載乘客。除非前面所有的士均已接客，否則第二部或較後的士的司機不應接客；
- 在過海的士站候客的司機，可以拒絕接載非過海乘客。在這些的士站載客過海，只限收取單程隧道費；
- 在過海的士站以外的地方，不論乘客是否要求過海，司機都不得拒絕接載乘客往其經營範圍內的任何地點；亦不得堅持要求過海的乘客在過海的士站轉車過海；
- 不應在超出的士站範圍以外的位置候客；
- 除非的士站已放置適當的交通標誌，指明的士站可供用作停泊的時間，否則的士司機不可在的士站內泊車；
- 在的士落客點只准落客，嚴禁接載乘客；及
- 在的士上落客點，的士司機可以在乘客下車之後，立刻接載另一位乘客，但的士司機嚴禁在的士上落客點等候乘客。如果沒有乘客候車的話，的士司機在乘客下車之後，須即時駕車離開。



Obligations and conduct of drivers

8. Observe the rules governing the use of taxi stands, taxi drop-off points and taxi pick-up and drop-off points

- the driver of each of the first two taxis at a taxi stand should sit in or stand beside his/her taxi and should be ready to be hired at once by any person;
- the driver of the first taxi at the taxi stand should accept the hire, and the driver of a taxi other than the first taxi at the stand should not accept the hire unless the drivers of all taxis ahead of his/her taxi at the stand have accepted a hire;
- the driver of the taxi at a cross-harbour taxi stand may refuse to accept any hire which is not for a destination across the harbour, and a single tunnel toll is charged for a cross-harbour trip which begins from such stand;
- at places other than cross-harbour taxi stands, taxi drivers are not permitted to refuse a hire for any journeys within its permitted operating area, and should not request passengers to change to taxis at cross-harbour taxi stands for journeys across the harbour;
- taxis should not queue beyond the taxi stand;
- taxis are prohibited from parking at taxi stands unless traffic signs have been erected indicating the period in which parking is allowed;
- taxi drop-off points are for setting down of passengers, and picking up of passengers is strictly prohibited; and
- at taxi pick-up and drop-off points, taxi drivers may pick up passengers after setting down passengers, but are prohibited from waiting for passengers and should leave at once after dropping off passengers if there are no intending passengers.



司機的責任及須注意的行為

9. 遵守的士條例

- 不揀客，不拒載，若前往接載電召乘客或交更，應在車廂內當眼處展示「暫停載客」標誌，以表示暫不載客；
- 不濫收車資；
- 不以任何方式吸引乘客，以誘使其使用該車輛；
- 不拒絕接載乘客往指定的地方；
- 未得到乘客的同意，不可讓其他人擅自上車；
- 不得對殘疾人士或是基於乘客的種族作出歧視或騷擾行為；及
- 正確地在車廂內展示合規格及有效的的士司機證。

10. 迅速處置失物

- 的士司機在完成一次行程過後，應小心檢查車輛，以確定乘客有沒有遺留物件在的士內；
- 如果司機拾獲他人遺留於的士上的物件，須保持該物件在拾獲時的原狀，以等待物主認領；
- 倘若該物件未被認領，司機須在拾獲物件後6小時內將它送交警署；
- 如果物件在送交警署前，乘客已返回認領並提供可信的物主證明，司機應把物件歸還予該乘客，而不須送交警署；及
- 司機亦可致電商業電台主辦的「馬路的事 不容有失」免費的士失物熱線187 2920報告失物。



Obligations and conduct of drivers

9. Adhere to taxi-related legislation

- do not choose passengers or refuse hire, and display an “Out of Service” sign to indicate that the taxi is not available for hire, for example, when he/she is on its way to accept telephone booking, or on his/her way to shift-changing;
- do not overcharge;
- do not solicit passengers by any means;
- do not refuse to drive to passengers’ destinations;
- do not let other people enter the taxi without passengers’ consent;
- do not commit acts of discrimination or harassment against people with disabilities or on the ground of race; and
- display a valid taxi driver identity plate in the passenger compartment properly.

10. Handle lost property promptly

- taxi driver should carefully examine the vehicle compartment after each journey to ensure no property is left by passengers inside the taxi;
- any driver who finds any property left in the taxi should keep such property in the state in which it was found pending reclaim by the owner;
- any property that is not claimed within 6 hours after being found should be deposited at a police station;
- provided that if such property is claimed by the owner and satisfactory proof of ownership is given before it is sent to a police station, the property should be returned to the owner instead of being deposited at a police station; and
- drivers may also call the “Road Co-op Lost & Found Free Hotline for Lost Property on Taxi”, which is operated by the Commercial Radio, at 187 2920 to report lost property.

司機的責任及須注意的行為

11. 其他貼士

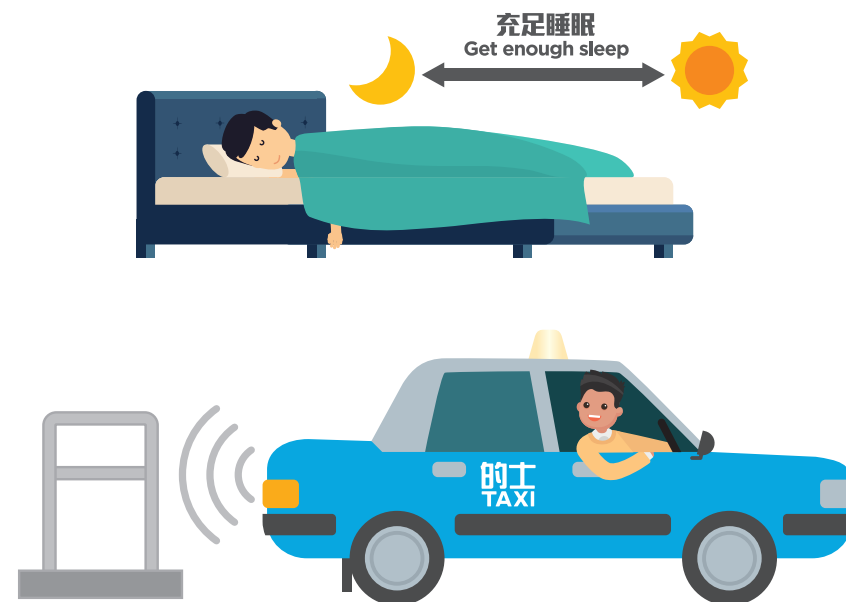
- 切勿超速；
- 超越前車時要格外小心；
- 遵守交通燈號；
- 留意倒車時的安全；
- 停車熄匙；
- 常保持個人健康；
- 保持心境開朗；
- 充足睡眠和多做運動；
- 不要在疲倦或健康不佳時駕駛；
- 定期檢查身體；
- 定時均衡飲食；
- 全日為身體補充足夠水分；及
- 切勿酒後或藥後駕駛。



Obligations and conduct of drivers

11. Other tips

- do not speeding;
- take extra care when overtaking;
- obey traffic signals;
- ensure safety when reversing;
- switch off idling engines;
- maintain good health;
- stay cheerful;
- get enough sleep and do regular exercise;
- never drive under fatigue or bad health condition;
- receive regular health checks;
- have regular meals with a balanced diet;
- drink enough water throughout the day; and
- do not drink-drive or drug-drive.



酒後駕駛及藥後駕駛引起的問題

酒後駕駛

- 酒後駕駛會損害司機的判斷速度和距離的能力，令反應減慢，影響動作的協調性，並會導致視力模糊，令人高估自己的能力；
- 飲酒越多，對駕駛者危險越大；
- 除了隨機呼氣測試行動外，如駕駛者涉及交通意外；或在行車時，違反交通規例；或被懷疑酒後駕駛，警方有權要求駕駛者進行檢查呼氣測試；
- 如檢查呼氣測試報告顯示駕駛者體內的酒精比例超過法定限度，則必須另外進行呼氣、血液或尿液檢驗；
- 任何駕駛者如被發現體內酒精含量超過法定限度，將會被起訴；及
- 最安全的做法是駕駛前滴酒不沾。

Problems caused by drink driving and drug driving

Drink driving

- drink driving not only impairs driver's judgement of speed and distance, slows down driver's reaction time, affects the coordination of the body's movements and blurs vision, it also gives a false sense of confidence;
- the risk may increase substantially with each additional drink;
- other than in random breath test operations, the Police have the power to demand a screening breath test from any driver who is involved in a traffic accident, or has committed a moving traffic offence, or is suspected of drink driving;
- additional breath, blood or urine tests are mandatory if the screening breath test results indicate an alcohol level above the prescribed limit;
- any driver found exceeding the prescribed limit may face prosecution under the law; and
- the only safe course is not to drink at all before driving.



酒後駕駛及藥後駕駛引起的問題

藥後駕駛

- 服用藥物可能影響中樞神經系統，並可能引致渴睡、暈眩、疲倦、專注力及判斷力受損、亢奮、反應遲緩或視力模糊。藥物對駕駛能力的影響，會因人而異；
- 駕駛前避免服用藥物。如無法避免，必須確切知道藥物對駕駛能力的影響；如有疑問，應請教醫護專業人員，包括醫生、藥劑師或牙醫，並在有需要時要求以其他藥物替代；
- 服用的藥物如會損害駕駛能力，切勿駕駛；
- 務必留意藥物標籤上的警告字句，例如「此藥可使人昏昏欲睡，如服後有此情況，不得駕駛或操作機械。」；
- 務必遵從藥物的建議服用量，並在駕駛時留意藥物的影響。如察覺有駕駛能力受損的跡象，應在安全情況下停止駕駛；及
- 切勿自行把不同來源的藥物混合服用，這樣將無法預知藥物對駕駛能力的影響。如有需要，應請教醫護專業人員。



Problems caused by drink driving and drug driving

Drug driving

- drugs may affect the central nervous system and may cause sleepiness, dizziness, fatigue, impairment of concentration and judgement, hyperactive, slowing of reaction or blurred vision. The effects of drugs on driving ability may vary among different people;
- avoid taking drugs before driving. If taking drugs before driving cannot be avoided, make sure you know the effects of drugs on driving ability. Consult healthcare professionals including doctors, pharmacists or dentists if in doubt and ask for alternative medications when necessary;
- if the medication impairs your driving ability, do not drive;
- always look out for warning message on drug label, such as "This drug may cause drowsiness. If affected, do not drive or operate machinery";
- always follow the recommended dosage of the medications, and monitor the effects of drug on you while driving. Stop driving under safe condition if driving impairment is recognised; and
- never attempt to take medications from various sources on your own because the effects on driving ability are not predictable. Consult healthcare professionals if necessary.



此藥可使人昏昏欲睡
This drug may cause drowsiness



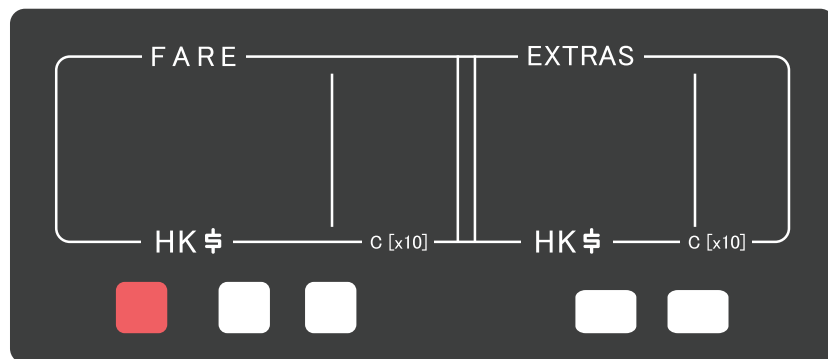
的士車主 / 代理人的責任

的士車主 / 代理人的責任

的士車主可直接與司機簽訂租車合約外，亦可聘用代理人，以節省尋找租車司機及維修車輛的時間。不過無論是的士車主或代理人，均有責任確保出租的車輛和租車的司機的質素。

的士車主 / 代理人應：

1. 確保的士車輛狀態及設備（包括安全帶及車輛結構等）符合香港法例之道路交通安全的條例標準，以確保乘客有一個舒適和安全的旅程；
2. 若車輛設備或機件出現損壞（例如空調系統及收據打印設備等），確保盡快安排檢查及維修有關設備；
3. 確保車輛定期進行日常維修保養，按法例每6個月驗測咪錶（小驗）及車輛年檢（大驗）；
4. 確保咪錶封鉛正常繫穩；
5. 確保租車司機持有有效的士駕駛執照開工，避免租車予駕駛執照過期或被判停牌的司機；
6. 確保的士內的無線電對講機只裝有合法電訊頻道及並無改裝；



Responsibility of taxi owners/agents

Obligations of taxi owners/agents

Taxi owners may sign vehicle rental contracts with drivers direct. They may also engage agents to handle matters relating to vehicle rental by rentee-drivers and vehicle maintenance on their behalf. Taxi owners and taxi agents alike have the obligation to ensure the quality of the rented vehicles and standards of rentee-drivers.

A taxi owner/agent should:

1. ensure that the vehicle condition and equipment of the taxi (including seat belts, vehicle construction, etc.) comply with the road traffic safety standards stipulated in the laws of Hong Kong so that passengers will have a comfortable and safe journey;
2. ensure that any defective vehicle equipment or components (such as air-conditioning systems, receipt printing devices, etc.) are checked and repaired as soon as possible;
3. ensure that the vehicle undergoes routine maintenance regularly, including the half-yearly meter checks (minor checks) and annual vehicle examination (major examination);
4. ensure that the lead seals of the taximeter are properly secured;
5. ensure that the rentee-drivers are holding valid taxi driving licences when driving the taxi and avoid renting the taxi to drivers with expired or suspended driving licences;
6. ensure that the radio transceivers in the taxi are only connected to legal telecommunications channels without modifications;



的士車主 / 代理人的責任

7. 確保被租用的士不能用作非法用途；
8. 若的士因違反交通條例而需要填報當時違例的駕駛司機資料時，確保提供當時司機之資料確實無誤；
9. 的士停止營業時，確保的士停泊在安全及可供停泊的地方；
10. 提醒的士司機必須遵守香港法例及交通條例及安全駕駛，切不可酒駕或藥駕；
11. 如被租用之的士不幸涉及交通意外，不論交通意外屬於嚴重或輕微，必須安排負責司機依法報案，及呈報交通意外報告書給保險公司；
12. 如被租用之的士接獲投訴，須積極作出配合及調查。若投訴涉及司機的行為及表現，須將投訴內容向司機作出反映，聽取司機的解釋，並要求司機致力改善的士服務質素；及
13. 在訂立租車合約時加入條款，要求租車司機同意及確認：若接獲政府部門轉介市民對司機的投訴時，需要向有關部門提供有關司機姓名和聯絡資料，以便跟進。

Responsibility of taxi owners/agents

7. ensure that the rented taxi is not used for illegal purposes;
8. ensure that true and correct information regarding the driver who was driving the taxi when a traffic offence was committed by the driver is provided upon request;
9. ensure that the taxi is parked at a safe place where vehicles may be parked when it is not in operation;
10. remind the taxi driver to drive safely in compliance with the traffic laws and other legislation in Hong Kong and not to drink-drive and drug-drive;
11. arrange the driver of the rented taxi which is involved in a traffic accident, regardless of its severity, to report to the Police in accordance with the law, and submit the traffic accident claim form to the insurance company;
12. if a complaint is made against the rented taxi, actively respond and investigate the case, and if the complaint is against the driver's behaviour and performance, reflect the matter to the driver, listen to the driver's explanation, and urge the driver to take steps to improve the taxi service quality; and
13. insert clauses in the vehicle rental contract securing the consent and confirmation of the rentee-driver for releasing the driver's name and contact information to relevant government departments for follow-up actions when these departments receive complaints lodged by the public against the driver.



乘客須注意的行為

乘客須注意的行為

法律規定在乘坐配備安全帶的的士時，的士乘客必須佩戴安全帶。的士司機可以要求拒絕佩戴安全帶的的士乘客離開車廂，以及繳付的士計程錶上所紀錄的費用。(詳情請參閱下文「安全帶」事項)

的士乘客不應：

1. 在的士停定之前或在禁止停車地帶上落車；
2. 在乘客人數超出規定的載客量時，仍強行上車；
3. 要求的士司機在禁止泊車或停車的地點等候；
4. 要求司機前往該的士經營範圍以外的地方；
5. 粗言穢語或作出不恰當的行為(請保持通情達理及禮貌)；
6. 故意妨礙或阻撓司機或分散其注意力；
7. 損壞或弄污的士任何部分；
8. 在車廂內吸煙；
9. 在車廂內棄置垃圾；
10. 將物件拋出、伸出或懸掛於車外；
11. 將身體伸出車廂外；
12. 不適當地使用安全帶，或拒絕使用安全帶；
13. 不應召喚已展示「暫停載客」標示的的士；及
14. 不應在的士站內爭先恐後上車或插隊。



Conduct of passengers

Conduct of passengers

It is a legal requirement that taxi passenger should wear a seat belt if available. Taxi driver may request a taxi passenger who refuses to wear a seat belt, if available, to leave the vehicle and pay the taxi fare recorded on the taximeter. (See “Seat belt” below)

A taxi passenger should not :

1. board/alight from a taxi when it is moving, or in a no-stopping zone;
2. insist on boarding a taxi if the number of persons exceeds its licensed carrying capacity;
3. request the driver to wait at a place where parking or waiting is prohibited;
4. hire a taxi to a destination which is outside the permitted operating area of the taxi;
5. use obscene or offensive language or behave in a disorderly manner (please be reasonable and courteous);
6. wilfully obstruct, impede or distract the driver
7. damage or soil any part of the taxi;
8. smoke in a taxi;
9. drop litter in a taxi;
10. throw or hang anything out of a taxi;
11. lean out of a taxi;
12. not properly wear a seat belt or refuse to buckle up;
13. hail any taxi displaying an “Out of Service” sign; and
14. jostle against each other or queue-jump at a taxi stand.

安全帶

除非已獲得運輸署的豁免，否則所有乘客均有法律責任在配備安全帶之的士上佩戴安全帶。

一般來說：

- 懷孕並不可作為不佩戴安全帶的理由；
- 如家長帶同兒童乘搭的士，他們應攜帶認可及合適的兒童乘車安全帶裝置，以安裝於後座座位；
- 如合適的話，兒童亦可佩戴中間的環腰式安全帶；
- 後座座位不適宜容納4名成年乘客，第四位乘客應使用前座座位及佩戴安全帶；及
- 若乘坐的士的成年人及兒童數目多於的士上安全帶數目的時候，沒有佩戴安全帶的兒童或成年乘客應使用後座座位。

如乘客未有佩戴安全帶：

- 即屬違法；
- 的士司機有權拒絕接載或駕駛；及
- 乘客可被要求繳付的士車費及離開車輛。



Seat Belt

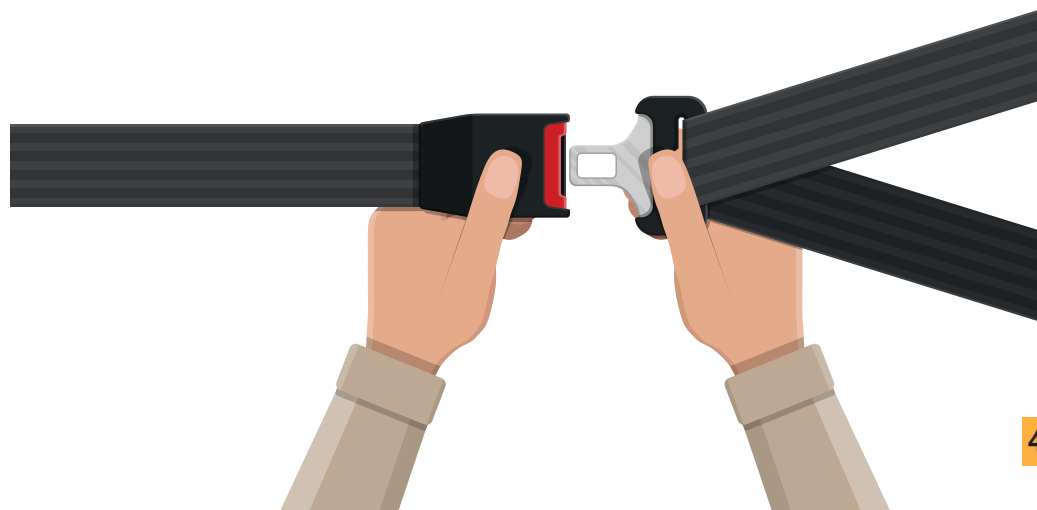
All passengers **are required by law to wear seat belts if available** unless exemption has been obtained from the Transport Department.

In general,

- pregnancy is not a reason for not wearing a seat belt;
- in case parents plan to take any child with them on a taxi trip, it is advisable for them to carry with them an approved and appropriate child restraint to be fitted in the rear seat of taxis;
- if appropriate, the child may wear the lap belt in the middle;
- it is not advisable for four adult passengers to occupy the rear compartment, and the fourth passenger should take the front seat and wear seat belt; and
- when a group of adults and children exceed the total number of seat belts available on a taxi, the unbelted child passengers or adult passengers should stay in the rear compartment.

If a passenger does not wear a seat belt:

- the passenger commits an offence;
- the taxi driver may refuse the hire or to drive; and
- the passenger may be required to pay the taxi fare and leave the vehicle.



的士車費找續

- 根據法例，的士司機須攜帶不少於港幣100元的紙幣和硬幣零錢，供找續之用。的士司機若未能為港幣500元或1,000元面額的紙幣提供找續，雖不屬違例，但的士司機應盡量滿足乘客的找續要求；
- 若的士乘客隨身只攜有港幣500元或1,000元面額的紙幣，應在租用的士前，詢問的士司機能否為港幣500元或1,000元面額的紙幣提供找續；
- 的士司機可以要求的士乘客以港幣500元或1,000元以外面額的紙幣，支付的士費；
- 若的士司機在獲得的士乘客的同意下，前往原先指定目的地以外的地方，讓的士乘客找換零錢以支付的士車費，則的士乘客有責任支付行駛上述額外車程的相關車費；
- 的士司機不應在未獲的士乘客同意前，擅自駛往原先指定目的地以外的地方，讓的士乘客找換零錢以支付的士車費；及
- 當遇到找續困難的情況時，的士乘客與司機應以互諒互讓的態度，共同尋找解決問題的方法。



尋找失物

- 如乘客在的士上遺下物件，除可報警求助或透過的士電召台尋找失物外，亦可致電「馬路的事 不容有失」免費的士失物熱線187 2920，提供失物的詳細資料及聯絡方法；及
- 如有任何機構或人士聲稱可代的士乘客尋找失物，但要繳付服務費或索取金錢報酬，請提高警覺。

Giving change

- a taxi driver is required by law to carry with him for the purpose of giving change to a passenger not less than HK\$100 worth of notes and coins. Although it is not an offence if a taxi driver cannot give change to HK\$500 or HK\$1,000 notes, the taxi driver is advised to entertain the passengers' request for change as far as possible;
- if a passenger only has HK\$500 or HK\$1,000 notes, the passenger should ask the taxi driver whether change for HK\$500 or HK\$1,000 is available before hiring the taxi service;
- a taxi driver may request a passenger to settle taxi fare with legal tender other than HK\$500 or HK\$1,000 notes;
- if a taxi driver, with the consent of the passenger, carries the passenger to a place other than the specified destination for money changing purpose in order to settle the taxi fare, the passenger has the obligation to pay for the additional taxi fare as incurred;
- without the passenger's prior consent, a taxi driver is not advised to carry the passenger to a place other than the specified destination for money changing purpose; and
- in case there is any difficulty in giving change, the passenger and driver are encouraged to reach a mutual agreement to settle the issue.

Lost property

- passengers who have left property in taxis may report to the Police or taxi radio call stations, and call the 'Road Co-op Lost & Found Free Hotline for Lost Property on Taxi' at 187 2920 to provide details of the property and their ways of contact; and
- please be wary of any person or body purporting to offer assistance in finding the lost property in return for payment of a fee or reward.

常見違規行為及罰則

一般的士司機和乘客的責任及行為

的士司機及乘客如果觸犯《道路交通（公共服務車輛）規例》（香港法例第374D章）的相關條文，一經定罪，可被判罰款及／或監禁。

按錶收費及繳費

的士司機不得向乘客收取高於法定之的士車費。違法者一經定罪，首次定罪可處罰款港幣10,000元及監禁6個月；及再次定罪可處罰款港幣25,000元及監禁12個月。

的士乘客須依法按錶繳付的士車費。任何人不誠實地設法逃避繳付車資即屬違法，一經定罪，可處罰款港幣5,000元及監禁6個月。

拒載

的士司機如無合理辯解，不得故意拒絕或忽略接受乘客的租用。違法者一經定罪，首次定罪可處罰款港幣10,000元及監禁6個月；及再次定罪可處罰款港幣25,000元及監禁12個月。

兜客

的士司機、代表或看來是代表該司機行事的人，不得以任何方式吸引或致力吸引任何人，以誘使那些人使用該的士。的士司機或代表該司機行事的人，如果作出兜客行為，一經定罪，可處罰款港幣10,000元及監禁6個月。

吸煙

根據《吸煙（公眾衛生）條例》（香港法例第371章），的士司機不論是否在載客期間，不可在車廂內吸煙，或攜帶燃點著的香煙、雪茄或煙斗。而根據《定額罰款（吸煙罪行）條例》，任何人在的士車廂內吸煙或攜帶燃點著的香煙、雪茄或煙斗，執法人員有權向他們發出定額罰款通知書，罰款\$1,500。

歧視

根據《殘疾歧視條例》（香港法例第487章）及《種族歧視條例》（香港法例第602章），如司機在提供服務時歧視或騷擾殘疾人士，或是基於乘客的種族作出歧視或騷擾行為，即屬違法。

Common malpractices and penalties

General obligations and conduct of taxi drivers and passengers

Taxi drivers and passengers convicted of offences under the Road Traffic (Public Service Vehicles) Regulations (Cap 374D) are liable to fines and/or imprisonment.

Charging and paying taxi fares according to taximeter

Taxi driver shall not charge passengers a fare exceeding that specified in the law. The offender is liable on a first conviction to a fine of HK\$10,000 and to imprisonment for 6 months; and on a subsequent conviction to a fine of HK\$25,000 and to imprisonment for 12 months.

Taxi passenger shall pay taxi fare as recorded on the taximeter in accordance with the law. A person who dishonestly endeavours to avoid payment commits an offence and is liable on conviction to a fine of HK\$5,000 and to imprisonment for 6 months.

Refusing hire

Taxi driver shall not, without reasonable excuse, wilfully refuse or neglect to accept a hire from a passenger. The offender is liable on a first conviction to a fine of HK\$10,000 and to imprisonment for 6 months; and on a subsequent conviction to a fine of HK\$25,000 and to imprisonment for 12 months.

Soliciting

No taxi driver or person acting or purporting to act on behalf of the taxi driver shall in any manner attract or endeavour to attract any person in order to induce such person to make use of the vehicle. The offender is liable on conviction to a fine of HK\$10,000 and to imprisonment for 6 months.

Smoking

According to the Smoking (Public Health) Ordinance (Cap 371), taxi drivers, with or without passenger on board, should not smoke or carry a lighted cigarette, cigar or pipe in the taxi compartment. Under the Fixed Penalty (Smoking Offences) Ordinance, any person who smokes or carries a lighted cigarette, cigar or pipe in a taxi compartment will be issued with a HK\$1,500 fixed penalty notice by enforcement officers.

Discrimination

Under the Disability Discrimination Ordinance (Cap 487) and the Race Discrimination Ordinance (Cap 602), it is an offence for any taxi driver on hire to commit an act of discrimination or harassment against a person with a disability or on the ground of race.

表揚及投訴的士服務渠道

乘客如欲表揚的士司機或投訴的士服務，請記下司機的名字、的士車輛登記號碼，以及事發的日期、時間和地點，然後循下列的途徑作出表揚或投訴：

1. 的士服務嘉許計劃

的士服務質素委員會（前稱優質的士服務督導委員會）與運輸署會繼續舉辦「的士服務嘉許計劃」，目的是為了建立一個固定渠道，表揚行為良好及對乘客提供優質服務而有出色表現之的士司機，這項計劃可以鼓勵司機提供優質服務給乘客，提升的士業界服務水平。我們亦希望透過這項計劃，進一步促進的士司機與乘客之間的和諧關係。

網址：www.ctsq.org.hk

2. 交通投訴組

熱線電話：2889 9999

傳真號碼：2577 1858

電郵地址：info@tcu.gov.hk

網址：www.tcu.gov.hk

郵寄地址：香港郵政總局郵箱12430號

3. 警方

熱線電話：2527 7177

或可向任何警務人員或往警署尋求協助

4. 香港旅遊發展局

熱線電話：2508 1234

傳真號碼：2806 0303

電郵地址：info@hktb.com

網址：www.discoverhongkong.com

郵寄地址：香港北角威非路道18號萬國寶通中心9-11樓

5. 平等機會委員會

熱線電話：2511 8211

傳真號碼：2511 8142

網址：www.eoc.org.hk

郵寄地址：香港黃竹坑香葉道41號16樓



Commendation or complaints on taxi service

To give commendation to a taxi driver or lodge complaint on taxi service, please note down the driver's name, the registration mark of the taxi as well as the date, time and place of the incident. Commendations and complaints may be made to:

1. Taxi Service Commendation Scheme

To establish a regular channel for passengers to give commendation to taxi drivers who are of good conduct and provide quality taxi service, Transport Department and the Committee on Taxi Service Quality (formerly known as the Quality Taxi Services Steering Committee) will continue to launch "The Taxi Service Commendation Scheme". The Scheme encourages taxi drivers to provide passengers with quality services and thereby enhance the service standard of the taxi trade as a whole. It is also hoped that a harmonious relationship among taxi drivers and passengers can be cultivated through the Scheme.

Website: www.ctsq.org.hk

2. Transport Complaints Unit

Hotline: 2889 9999

Fax No. : 2577 1858

E-mail: info@tcu.gov.hk

Website: www.tcu.gov.hk

Mailing address: G.P.O. Box No. 12430, Hong Kong

3. The Police

Hotline: 2527 7177

Assistance may also be sought from any police officers or police stations

4. Hong Kong Tourism Board

Hotline: 2508 1234

Fax No. : 2806 0303

E-mail: info@hktb.com

Website: www.discoverhongkong.com

Mailing address: 9/F - 11/F, Citicorp Centre, 18 Whitfield Road, North Point, Hong Kong

5. Equal Opportunities Commission

Hotline: 2511 8211

Fax No. : 2511 8142

Website: www.eoc.org.hk

Mailing address: 16/F, 41 Heung Yip Road, Wong Chuk Hang, Hong Kong

常用資訊

1. 運輸署各分部 電話

運輸署查詢熱線：2804 2600

公共車輛分組 (的士)：2804 2450

牌照組

香港牌照事務處：2804 2636

九龍牌照事務處：2150 7728

觀塘牌照事務處：2775 6835

沙田牌照事務處：2606 1468

驗車中心

運輸署車輛檢驗綜合大樓：3961 0306

上葵涌驗車中心：2424 5215

類型評定組：3961 0362

2. 香港警務處 (交通部)

中央交通違例檢控組熱線：2866 6552

3. 香港機場管理局

查詢熱線：2181 8888

4. 的士服務質素委員會秘書處

郵寄地址：運輸署渡輪及輔助客運部

九龍油麻地海庭道11號西九龍政府合署南座14樓

傳真號碼：2824 2176

5. 其他的士資訊

查閱的士站、的士上落客點位置及的士電召台電話：均於運輸署的士網頁內提供

運輸署的士網頁：

http://www.td.gov.hk/tc/transport_in_hong_kong/public_transport/taxi/index.html

運輸署
的士網站



Taxi website
of TD



Useful information

1. Offices of the telephone numbers of Transport Department

Transport Department Enquiry Hotline: 2804 2600

Public Vehicles Unit (Taxi) : 2804 2450

Licensing Unit

Hong Kong Licensing Office: 2804 2636

Kowloon Licensing Office: 2150 7728

Kwun Tong Licensing Office: 2775 6835

Sha Tin Licensing Office: 2606 1468

Vehicle Examination Centres

Transport Department Vehicle Examination Complex: 3961 0306

Sheung Kwai Chung Vehicle Examination Centre: 2424 5215

Type Approval Section: 3961 0362

2. Hong Kong Police Force (Traffic Branch)

Central Traffic Prosecutions Division Hotline: 2866 6552

3. The Airport Authority Hong Kong

Enquiry Hotline: 2181 8888

4. Secretariat of the Committee on Taxi Service Quality

Mailing address: Ferry and Paratransit Division of Transport Department, 14/F, South Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon

Fax number: 2824 2176

5. Other useful taxi information

Locations of taxi stands, taxi pick-up/drop-off points and telephone numbers of taxi call stations: available in the website of Transport Department

Taxi Website of Transport Department:

http://www.td.gov.hk/en/transport_in_hong_kong/public_transport/taxi/index.html