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Land Registrar's Statement

土地註冊處有數以百計的員工,全年都不得不在週末以及平日,做很多小時的超時工作,這就說明了我們在業務上所面對的規模激增。我們完成了今年除了超出註冊的服務指標,客戶滿意程度也提升,我們更擁有新的思路以改善服務,這都是土地註冊處每一位有質素和承擔的員工,共同努力工作的一種證明。

In the early hours of Sunday 17th February 2008, thousands of people from across Hong Kong began to gather for the start of the Standard Chartered Marathon. Together they were raising money to provide greater opportunity for the disabled to enjoy sport. Among the thousands were eight men and women from the Land Registry. With a number of their colleagues, family and friends I greeted these runners as they completed the race at Victoria Park. After showering and changing, several of them then headed back to the Land Registry to do overtime work. That's what the men and women of the Land Registry are like, running for Hong Kong, working for Hong Kong, caring to serve this city better.

That hundreds of Land Registry staff had to do many hours of overtime work at weekends as well as on weekdays during the year gives an indication of the scale of the surge in business that we faced. That we finished the year with our performance target for registration exceeded, with increased levels of customer satisfaction and with new ideas for service improvement is a testament to the quality and commitment of the individuals who together make the Land Registry work.

過去一年,是土地註冊處自1997年 以來,工作量最多的一年。相對前 一年,2007年全年註冊增幅超過 35%,而查冊要求也增長了近25%。 同期間,註冊及查冊部門,要以一個 比1997年還要精簡的架構,應付激增 的服務需求,因為許多經驗豐富的員 工,已調派到業權註冊的準備工作崗 位上了。

辦公地方的限制,意味著未能提供足 夠空間給新增的員工,以迅速應付需 求。 在2007年年底,已積壓了大批 待註冊的工作,並開始看來有可能完 成不到我們的承諾目標。憑藉員工辛 勤工作和註冊工序提速的新措施的快 速落實,不單加快了註冊工作,亦同 時舒緩了新契約洪流的壓力。儘管每 日的工作量遠高於2006年的水平,我 們預期在今年財政年度結束時,積壓 的工作可被清除。

過去一年,我們非常留意部門的資訊 科技系統。特別在保護土地數據的安 全及完整上我們經常保持警覺,不敢 The past year brought the Land Registry the highest volume of work since 1997. Registration increased by over 35% and search requests were up nearly 25% on 2006. The Registration and Search divisions had to cope with this surge with a much leaner structure than in 1997 as many experienced officers have been transferred to work on preparation for title registration. Constraints on accommodation meant that there was little room to bring in extra staff quickly to meet the demand. By late 2007 a large backlog of pending registration work had built up and it began to look possible that we would not meet our pledged target for completing registrations. By dint of hard work and rapid development of new measures to speed up the flow of registration work the pressure from the influx of new deeds was contained. By the end of the financial year the backlog was in sight of being cleared, even though the daily intake remained well above 2006 levels.

Our IT systems were very much on our minds over the year. Maintaining the security and integrity of the data we hold for the community is a constant concern. Technological change creates risks, as do human 掉以輕心。正如太依賴習慣去處理事 情會帶來問題,科技的進步亦會帶來 風險。年中兩次事故,正好印證了我 們的關注是恰當的。首先,在10月, 「綜合註冊資訊系統」的核心軟件須 要進行提升,為此我們必須暫停系統 操作兩天。當系統恢復運作時,卻出 現不穩定情況。我們的同事和系統承 辦商即時全力解決問題,希望盡快恢 復服務,可是最終仍要花上數天才能 使系統重新正常運作。另一次是在12 月把資訊科技中心從租用的私人樓宇 遷往政府的數據中心。在搬遷期間, 我們主要系統的服務再次須暫停五 天。雖然我們有提供後備服務,但卻 未能完全滿足客戶的需求,引致客戶 有所不滿。本人謹向所有受事件影響 的客戶致歉。

為盡快應付客户希望服務不會間斷的需求,我們決定迅速開發一項新的公共查冊系統。新系統將與現時的「綜合註冊資訊系統」和未來的業權註冊系統分開獨立運作。屆時任何要發展或增強內部註冊系統的工作,都不會令提供給市民的資訊服務受到影響。

habits. Alongside this constant concern were problems highlighted by two incidents during the year. First, in October, core system software had to be upgraded. Internet services were suspended for two days while this was done. On resumption of services, severe instabilities were experienced. Our staff and contractors worked flat out to resolve the problems and ensure delivery of services to customers but it took several days before smooth operations could be restored. Second was the relocation in December of our main IT centre from rented private premises to a Government owned IT centre. During the relocation our main services again had to be suspended for five days. The backup service we could provide could not meet the full needs of clients. It is clear from our customers that suspension of services is not acceptable. I apologize to all who were affected by the disruptions.

To address the demand for uninterrupted services as quickly as possible we decided to fast-track a project to develop a new public search system. This will operate independently from the current IRIS system and the future title registration system. Information services for the public will then not be affected by any work that has to be done to develop or enhance the internal

無論是查閱現行的契約登記冊或將來 的業權登記冊,客户祇須從一條路徑 進入便可取得資料,而且新系統會以 雙系統的形式運作,就算系統需要進 行升級的同時,服務也得以維持。客 戶自然迫切期望新系統能盡快啓用。 但鑑於計劃的規模,以及需要確保新 系統與兩個內部註冊系統安全和有效 率的整合,而當中的業權註冊系統正 在發展當中,故新系統是不可能在短 期內準備好的。我並不預期新系統可 在2009年年底前準備妥當。在此過渡 期間,我們將繼續致力令「綜合註冊 資訊系統 | 更穩定及能夠提供更多元 化的服務。

對土地註冊處以及我們可以給予香港 的服務質素而言,最深遠的影響,是 順利推行業權註冊制度。今年進行了 的籌備工作範圍,已在主要報告內的 業權註冊一節中概述。在這一年來, 許多法律界以及其他有關人士曾就 《土地業權條例》(《業權條例》)遲 遲未能生效,向我提出關注,我想在 此作出回應。我曾反思在《業權條 例》生效前,我們為了改善有關條例

registration systems. It will provide a single point of access for information held under either the current deeds register or the future title register and will be a dual system so that services can be maintained while upgrading is carried out. Customers are naturally pressing for the new system to be ready at once. Given the scale of the project a quick fix is not possible. We need to ensure both effective security and efficient integration with two internal registration systems, one of which - the title registration system - is itself only at the development stage. I do not expect that the new system will be ready before the end of 2009. In the interim, we continue to invest in increasing the stability and range of services available on IRIS.

Of greatest long term significance for the Land Registry and for the quality of service that we can give to Hong Kong is the smooth introduction of title registration. The extent of the preparation work carried out during the year is outlined in the section on Title Registration in the main report. I would like to address impatience that many in the legal profession and in other quarters have raised with me over the year over the slow progress being made towards commencement of title registration. I have had to question whether the effort we are putting into improving the Land Titles

我仍然非常感謝香港律師會的工作小組成員,在過去一年就業權註冊,持續給予我們的鼓勵、支持和無償的努力。夏向能先生(Peter Aherne)已退下工作小組主席崗位,律師會對他因退休而不再私人執業感到可惜。自《業權條例》的構思於80年代末首先植根,夏先生的思維和個性,為《業權條例》的發展,作了巨大的貢獻。我對他繼續留任工作小組成員感到欣

Ordinance (LTO) before commencement is worthwhile, or whether we are letting the best become the enemy of the good. After this re-examination I am convinced that the remaining issues with the enacted legislation deserve the scrutiny now being given to them. If not addressed, the complications over the conversion mechanism, the ambiguities in the rectification and indemnity provisions and the uncertainties over the interrelationship of the LTO with other ordinances will cause problems for professionals, for the public and for the Government that will prejudice the operation of the new system. Ensuring that the new system can be introduced in an efficient manner that wins and retains the confidence of the professions and the public is essential to the success of the reform.

I remain very grateful for the encouragement, support, and unpaid effort that the members of the Law Society's working party on title registration have continued to give over the year. Peter Aherne finally stepped down as Chairman of the working party, the Law Society sadly having noticed that he had retired from practice. His quality of mind and character brought great benefit to the development of the LTO since the idea for it first

慰。工作小組主席現由能幹的顏安德 先生接任。我也很高興看到林月明女 士、詩鴻屏女士(Judith Sihombing)、 戴永新先生(John Davison)和梁雲生 先生會繼續給予的忠實支持。當我們 為推動建立土地業權註冊制度作最後 努力時,我很感謝他們會繼續以專業 的知識支持工作小組。同時我也感謝 律師會把新成員帶進工作小組和教育 委員會。對今日雄心勃勃的年輕律師 而言,物業轉易的工作可能不是他們 的首選,但是從可靠、有效的土地註 冊制度,以及順利進行的物業轉易所 帶來的社會和經濟效益,令這事值得 我們重視。此外業權註冊亦能減輕從 事物業轉易的律師和他們的文員之工 作。無論是對家庭或企業,能夠穩妥 和容易地處理物業和財產,對香港來 說,都具有持久的價值。

我也很高興可以跟世界各地土地註冊 的同業作廣泛的交流。今年最重點的 交流是由愛爾蘭Property Registration Authority為標記愛爾蘭土地註冊法例 took root in the late 1980s. I am delighted that he is continuing to serve on the working party. His place as Chairman has been ably taken up by Andy Ngan. I am glad to see that the stalwart support of John Davison, Judith Sihombing, Emily Lam and Vincent Liang continues as well. The retention of their expertise as we make the final push to establish the land titles system is welcome. So too are the steps that the Law Society is taking to bring new members into the working party and the education committee. Conveyancing may not be the first thought of ambitious young lawyers today, but the value that society and the economy derive from a dependable, efficient land registration system and well conducted conveyancing makes this a matter deserving of attention - quite apart from the relief from drudgery for conveyancing solicitors and their clerks that title registration will bring. Being able to deal with land and property securely and easily, whether for families or for businesses, has an enduring value for Hong Kong.

I have also been grateful for extensive exchanges with colleagues in Land Registries around the world. The highlight of this was the conference in Dublin

已有300週年歷史而在都柏林舉行的 會議。香港的《土地註冊條例》,主 要是建基於該項1707年的愛爾蘭法 例。而香港是少數仍然執行根據該法 例所制定的契約註冊制度的司法管轄 區之一。這次會議讓我們取得了其他 司法管轄區內最近關於更正和彌償的 問題的資料,以及服務發展的構思。 除此之外,我們的同事與更多其他地 方相關單位的工作人員緊密聯繫,加 強經驗的分享。我們現已加緊計劃派 遣工作人員前往海外考察,為實施業 權註冊作出準備。來自世界各地的人 士,耐心地提供了許多我們要求的資 料和意見。同樣地,當外地人士向我 們提出詢問或徵求意見時,我們也會 盡力回應,以回報他們的幫忙。這發 展通過互聯網的推動和支持,將大大 幫助世界各地的土地註冊處發展專業 能力。我相信在未來的數年,這些交 流活動將為我們所服務的社區帶來莫 大的裨益。從我們的同儕身上,可以 看到要達到我們做到最好的目標,我 們仍需努力。亦得到推動我們繼續前 進的最好鼓勵。

arranged by the Property Registration Authority of Ireland to mark the 300th Anniversary of the Irish Land Registration Act. Hong Kong's Land Registration Ordinance (LRO) is largely based upon that Irish Act of 1707 and we are one of the few jurisdictions still administering the deeds registration system that it laid down. Information on recent issues with rectification and indemnity in other jurisdictions, together with ideas for development in services, came from this conference. Beyond that, however, was a growing network of contacts and experience sharing between staff in this registry and counterparts elsewhere. Programmes for overseas attachment to help prepare for the operation of title registration have been stepped up and a host of individuals around the world have responded patiently and helpfully to many requests from us for information and advice. We have tried to respond as helpfully in return. This development, enabled and encouraged by the internet, will contribute greatly to the development of professional capacity in all our Land Registries. Over years to come I am sure much benefit will flow from these exchanges to the communities we serve. From our counterparts we can see how far we have to go to achieve our goal of becoming the best in all we do and we get the best encouragement to press on.

展望未來,土地註冊處在健全的財務 狀況下,能處理制度內的投資和培 訓,以迎合改善現有服務的需要,並 讓業權登記得以展開。從更廣泛的經 濟所帶來的通貨膨脹壓力,以及大規 模的工作需要,以確保能順利轉換為 業權登記,使我們可能需要檢討不久 之後的收費結構,但在未來一年,我 們不建議作出任何改變。當我們的心 力仍牢牢地集中在消除業權註冊的最 後障礙時,無論是靠自己或是與其他 部門合作,我們都將繼續在前進的道 路上,把握一切機會,以改善現有服 務的質素。我預期於2008年底,與 差餉物業估價署合作的網上物業資訊 系統可推出。再者,我期望可早些完 成土地註冊處營運基金條例的修訂, 使我們能夠為稅務局收取印花稅,推 出契約註冊及收集印花稅的一站式服 務。

來年的業務倘持續增長,若不繼續要 求員工長期逾時工作,以目前有限的 辦公地方資源,恐怕難以迅速回應客 戶的需求。我們正努力盡快爭取新的 Looking forward, the Land Registry is in a robust financial position to manage the investments in systems and training that are needed to improve existing services and allow title registration to commence. Inflationary pressures from the wider economy and the extent of the work needed to ensure a smooth conversion to title registration make it likely that we will need to review our fee structure before long but we do not propose to make any changes in the coming year. While our minds and effort will remain firmly focused on clearing the final hurdles to title registration, we will continue to take whatever opportunities we find along the way to improve the quality of existing services, whether by ourselves or in collaboration with other parties. For example, we are supporting Rating and Valuation Department's property information service and preparing to launch a one stop service for stamp duty collection for property transactions on behalf of Inland Revenue Department.

If business levels continue to grow in the coming year, constraints on accommodation will affect our capacity to respond quickly without again having to ask staff to work extensive overtime. We are working to obtain new office space as quickly as possible since, irrespective

辦公空間,因為不管營業額如何,我們都需要在主樓內騰出空間來提供業權註冊的服務,並尋找空間,以進一步發展和測試新的資訊系統。

另一方面,當業務不景氣出現時,我們會作出保留和彈性的處理。目前較低的收入,在短期至中期內,對龐大的投資計劃以及業權註冊及其他服務的改善所需的人力資源開發,應該不會造成問題。

最後,我要再次感謝土地註冊處的所 有員工,在過去一年裏所作出的重大 努力,並要感謝所有客戶和合作夥伴 付出的支持、創意和鼓勵。政府所抱 有的價值觀,是這樣能增加人們應付 生活和營商的能力,使他們不用過份 擔心。我認為土地註冊處的男女員工 所做的工作,已對這個社會和經濟作 of business volume, we need to free space in our main building for title registration services and find room for further development and testing of new IT systems.

On the other hand, we have reserves and flexibility should there be a downturn in business. Lower current revenues should not cause problems over the short to medium term for the substantial investment plans and manpower development needed for title registration and other service improvements.

In conclusion, I again want to thank all the staff in the Land Registry for a great effort over the year, and to thank all customers and partners for their support, ideas and encouragement. Government has value to the extent that it increases the ability of people to go about their lives and business with less worry. I think that the work that the men and women of the Land Registry do contributes significantly to this social and economic good. I have been very pleased to see how

出了良好的重大貢獻。在過去一年, 我很高興看到客戶滿意部門員工所 做的工作,以及我們所提供服務的素 質。毫無疑問,我相信部門內的每一 個人,會繼續竭盡所能,贏取客戶對 他們的信任和信心,而我也會繼續珍 惜和他們一起工作的樂趣。

many people over the year have shown that they value the work done by individuals in the department, as well as the quality of the overall service we provide. I have no doubt that every member of the Land Registry will continue to do their best to deserve the trust and confidence placed in them, and I will continue to value the pleasure of working for them.



蘇啟龍太平紳士 香港土地註冊處處長 土地註冊處營運基金總經理 二零零八年九月十八日



K. A. Salkeld, J.P. The Land Registrar & General Manager The Land Registry Trading Fund, Hong Kong 18 September 2008

2007/08年度重要事項

Highlights of 2007/08

2007 April 4月1日

開始以電子郵件取代3.5吋磁碟送遞註冊摘要日誌和按揭註冊摘要月誌資料檔案給登記用戶 Commence delivery of the Memorial Day Book and Monthly Memorial Information on Mortgage Transactions data files to subscribers by e-mail instead of 3.5 inches floppy diskettes

200² April 4月2日

設立項目發展部推行新的管理措施,以提升服務質素

Establishment of Project Development Division to implement management initiatives for improving service quality

20076 April 4月16日

關閉北區及西貢查冊中心[,]原有的業主立案法團註冊服務則由沙田查冊中心繼續提供 Closure of North and Sai Kung District Search Offices and Relocation of Owners' Corporation Services to Shatin District Search Office

200/16-20 April 4月16-20日

本處一名高級系統經理前往新加坡土地註冊部門(Singapore Land Authority)進行考察交流 A Senior Systems Manager was attached to the Singapore Land Authority

200/19 April 4月19日

接待大連市房地產管理局代表團 Received a delegation from the Dalian Real Estate Authority



20030 April 4月30日

以電腦光碟出售《街道索引》(第39版)及《新界地段/地址對照表》(第8版) Sale of the Street Index (39th edition) and the New Territories Lot/Address Cross Reference Table (8th edition) on compact disc

200/14-18 May 5月14-18日

本處一名高級系統經理前往澳洲墨爾本的持續發展和環保部門(Department of Sustainability and Environment, Melbourne, Australia)進行考察交流

A Senior Systems Manager was attached to the Department of Sustainability and Environment, Melbourne, Australia



200715 May 5月15日

接待澳洲北領地土地資訊系統部門(NT Land Information Systems, Australia)首長

Received the Director of the Northern Territory Land Information Systems, Australia

00 28 May-8 June 5月28日 - 6月8日

進行小規模的客戶服務調查 Small-scale Customer Service Survey

0 0 /11 June 6月11日

接待美國卡托研究所的全球自由與繁榮研究中心(Center for Global Liberty and Prosperity, the Cato Institute, USA)主管

Received the Director of the Center for Global Liberty and Prosperity, the Cato Institute, USA

12 June 6月12日

接待杜拜政府的房地產部門(Real Estate Department)代表團 Received a delegation from Real Estate Department of the government of Dubai



2007 July 7月1日

全面實施五天工作周

Full implementation of 5-day week



把辦公時間後的來電轉駁至 1823 政府熱線,以延長專人接聽熱線電話的服務

Extension of operators' service hours of the hotline service by transferring all calls received after office hours to 1823 Citizen's Easy Link

政府總部重組架構後,把土地註冊處編由發展局管轄

The Land Registry was placed under the Development Bureau following the re-organization of the Government Secretariat

把查冊服務的時間延長至下午5時

Extension of service hours for search services to 5:00 pm

公布新提升的2007/08年度服務承諾

Announcement of enhanced Performance Pledges 2007/08



20076 July 7月16日

發展局局長林鄭月娥女士到訪土地註冊處,並與員工代表會面 Mrs. Carrie LAM, JP, Secretary for Development visited the Land Registry and met staff representatives

200/16-27 July 7月16-27 日

本處三名土地註冊主任分別前往蘇格蘭的Registers of Scotland和英國的HM Land Registry接受培訓和進行交流

Three Land Registration Officers were attached to the Registers of Scotland and Her Majesty's Land Registry respectively

200/26 July 7月26日

接待天津市土地資源和房屋管理商務局代表團 Received a delegation from Tianjin Municipal Bureau of Land Resources and Housing Management





20028 August 8月28日

接待上海市房屋土地資源管理局代表團 Received a delegation from Shanghai Municipal Housing, Land and Resources Administration Bureau

20073 September 9月13日

榮獲2007年公務員優質服務獎勵計劃「精進服務」特別嘉許 Received the "Special Citation" Award in the Civil Service Outstanding Service Award Scheme 2007



200/25-28 September 9月25-28日

土地註冊處處長出席在都柏林舉行的世界會議

The Land Registrar attended the Registering the World Conference which took place in Dublin



20028 September 9月28日

接待深圳市土地資源和房屋管理商務局代表團 Received a delegation from Shenzhen Municipal Bureau of Land Resources and Housing Management

2002 October 10月2日

推行關於註冊事務的知識管理系統

Implementation of Knowledge Management System on Registration-related matters

0017 October 10月17日

向立法會提交《土地註冊處營運基金2006/07年度年報》

Tabling of the Land Registry Trading Fund Annual Report 2006/07 at the Legislative Council

200724 October 10月24日

收契組高級文書主任李漢華先生贏得2007年申訴專員嘉許公職人員獎 Mr. LI Hon-wah (Senior Clerical Officer of Deeds Lodgement Unit) was awarded "The Ombudsman's Awards for Officers of Public Organizations 2007"



一天內共處理了38,031宗查冊,是「綜合註冊資訊系統」自2005年2月啟用以來的最高單日處理量 A total of 38,031 searches conducted in one day and marked the highest daily record since IRIS rollout in February 2005

26 November 11月26日

在土地註冊處網頁提供電子註冊摘要表格

Provision of e-Memorial Form on Land Registry website

接待新加坡市區重建局(Urban Redevelopment Authority of Singapore) 代表團





0 0 10 December 12月10日

業權註冊教育委員會第一次會議

1st meeting of Title Registration Education Committee

土地註冊處數據中心遷往政府數據中心

Relocation of Land Registry Data Centre to a Government Data Centre

200 3 January 1月3日

把接收重新遞交的暫止註冊契約的服務時間延長至包括午膳時間

Extension of service hours for receiving returned stopped deeds to include lunch hours

00 18 January 1月18日

一天內共有6,030份契約遞交土地註冊處辦理註冊,是「綜合註冊資訊系統」自2005年2月啟 用以來的最高單日收契量

A total of 6,030 deeds were lodged to the Land Registry for registration which marked the highest daily record since IRIS rollout in February 2005

年內的社區服務

Community services in the year

2002 April-29 June 4月2日 - 6月29日

參加社會福利署舉辦的「陽光路上」計劃

Participated in Sunnyway Programme organized by the Social Welfare Department

200/26 May 5月26日

參加為長者舉辦的社區嘉年華會 Community Carnival for the Elderly

20075 June 6月5日

參加為傷殘人士舉辦的探險船上活動 Activities on the Adventure Ship for the handicapped

200715 & 19 July 7月15和19日

與長者慶祝「香港回歸」 Celebrated the "Handover" with the Elderly

20071-30 August 8月1 - 30日

參與勞工處舉辦的「展翅計劃」實習培訓計劃

Participated in Youth Pre-employment Training – Workplace Attachment Programme organized by the Labour Department

200/25 September 9月25日

參加香港公益金舉辦的「公益服飾日」

Participated in Dress Special Day organized by The Community Chest of Hong Kong





2007 December 12月7日

參加香港公益金舉辦的「公益金行善『折』食日」 Participated in Skip Lunch Day organized by The Community Chest of Hong Kong

17 February 2月17日

參加香港渣打馬拉松比賽

Participated in the Standard Chartered Hong Kong Marathon





10020 February 2月20日

與國際成就計劃香港部合作,為學生舉辦「工作影 子計劃」

Organized Job Shadowing Day for students in collaboration with Junior Achievement Hong Kong

獲香港社會服務聯會頒授「同心展關懷」計劃下的「同心展關 懷」2007/08年度標誌

Awarded the Caring Organization Logo 2007/08 by the Hong Kong Council of Social Services under Caring Company Scheme





19 March 3月19日

參加香港公益金舉辦的「公益綠『識』日」 Participated in Green Day organized by The Community Chest of Hong Kong

23 March 3月23日

參加「2008年清明節無山火運動」

Participated in "No Hill Fire in Ching Ming 2008" campaign

From the Past to Future

土地註冊處於1993年5月成立,取代 已解散的註冊總署轄下的田土註冊 處,負責土地註冊和業主立案法團註 冊的工作。1993年8月,土地註冊處 成為首個以營運基金運作的部門。營 運基金的安排令土地註冊處可以更靈 活運用財政資源,以投資有關辦公室 自動化和資訊科技的項目,從而改善 服務質素,滿足客戶不斷變化的需求 和不斷提高的期望。

The Land Registry was formed in May 1993 to take up land registration and owners' corporation registration functions from the Land Office on the disestablishment of the Registrar-General's Department. In August 1993, it became one of the first trading fund departments. The trading fund provides the Land Registry with financial flexibility to invest in office automation and information technology projects to improve services to meet changing needs and the rising aspirations of customers.



土地註冊處自成立以來不斷應用資訊 科技改進服務,尤其著重方便客戶和 與客戶溝通兩個範疇,並先後就此推 出多項優化措施。於1995年啟用的 「直接查冊服務」聯機檢索系統,是 Since its establishment, the Land Registry has introduced many service improvements as it transformed itself into a user-friendly information technology department focused on customer service and communication. The Direct Access Services (DAS), a fully automated land search facility enabling subscribers to conduct searches of land records through computer terminals at their own offices commenced in 1995. Successful completion of the project also involved the conversion of around one million paper New Territories land registers into computerized land registers to allow the application of DAS throughout the territory.



一項完全自動化的土地查冊設施。自 此,登記用戶可在自己的辦公室,透 過電腦終端機,進行土地記錄查冊。 該系統的成功使用前,亦需把約一百 萬份新界土地登記冊轉換成電腦土地 登記冊,供查冊人士在香港任何地區 利用「直接查冊服務」聯機檢索系統 查閱。

繼「直接查冊服務」聯機檢索系統實 施後,另一個自動化的項目也於1996 年推出,把所有已登記的土地文件掃 描和儲存在光碟內,變成電子影像。 「文件影像處理系統」令人手儲存、 檢索和複製土地文件的過程變成自動 化,為客戶提供快捷方便的土地查冊 服務。透過該項目,土地註冊處把 1.44億頁土地文件轉化成電子影像。

Following the implementation of DAS, another automation project commenced in 1996 where all registered land documents

were scanned and recorded on optical disks as electronic images. The Document Imaging System (DIS) automates the manual process of storage, retrieval, reproduction of land documents offering customers with fast and convenient land search services. This exercise involved the conversion of 144 million land documents into electronic images.

The service improvement projects also allow the introduction of Cross District Search service in Central Search Office in Queensway in 1999 so that customers can conduct land searches on properties located anywhere in Hong Kong. Before implementation of Cross District Search, customers had to visit the individual New Territories District Land Registry to conduct land searches on properties located in that particular district.

改善服務的措施亦促成1999年在金鐘道綜合查冊中心推出「跨區查冊服務」。以往客戶如要查閱新界某物業的資料,必須親自前往區內的土地註冊處分區辦事處查冊。「跨區查冊服務」推出後,客戶便可輕鬆查閱全港各區物業的土地資料。

為進一步提升查冊服務,本處在2002 年推出了彩色圖則影像處理計劃, 以電子影像儲存彩色圖則。在2002 年11月,約350萬份附於註冊文件的 圖則被轉換成電子彩色影像,妥善儲 存在電腦光碟內,以便存檔和檢索, 為客戶提供高品質的彩色圖則。本處 在2003年2月亦利用同一系統把所有 的集體政府租契轉換成彩色影像,以 更好保護和儲存這些具歷史價值的文 件。 To further enhance our search services, the Colour Imaging of Plans (CIP) project commenced in 2002 to store colour plans in electronic images. Approximately 3.5 million plans attached to registered documents were converted into electronic colour images and stored securely on CD-ROMs for filing and retrieval in November 2002, providing high quality colour plans to customers. Under the same system, all Block Government Leases were also converted into colour images and the project was completed in February 2003, enhancing the preservation and storage of these historical documents.

To improve the operations and services of the Land Registry even further, a Strategic Change Plan was formulated in 1997. This set out the vision for the Land Registry to change to a fully computerized and integrated land registration and search system offering convenient, speedy and cost-effective services. The

為更進一步改善土地註冊處的運作和 服務,本處在1997年制定「策略計 劃」。這項計劃令土地註冊處定下長 遠目標,包括擬備全面電腦化及具綜 合功能的土地註冊及查冊系統,以提 供方便快捷並具成本效益的服務。要 實現這一目標,重要的一環是推行中 央註冊,提供不受地域限制的一站式 查冊服務,以及獲保證的土地業權。

main components developments to achieve this vision were the introduction of central registration, a onestop search service without geographical restrictions, and guaranteed land title. The Integrated Registration



「綜合註冊資訊系統」令中央註冊和 綜合服務得以在2005年2月12日推 出。該系統取代了幾個各自運作的系 統(即土地註冊系統、直接查冊系統 和文件影像處理系統)。它也取代了 沿用自1905年的分區土地註冊模式。 「綜合註冊資訊系統」的推行,可讓 客戶每星期七天,每天16小時,透過 互聯網查閱土地紀錄。

中央註冊的推行,標誌著統一土地註 冊服務的開創過程告一段落。中央註 冊是有效引進業權註冊的先決條件。 目前香港的土地註冊制度是一種契約 註冊制度,受《土地註冊條例》規 管。在該制度下,影響土地物業的文 書須交予土地註冊處註冊。這制度自 1844年以來沿用至今。香港是少數仍 然沿用契約註冊制度而非業權註冊制 度記錄土地物業權益的先進普通法司 Information System (IRIS) enabling central registration and integrated services was launched on 12 February 2005. It replaced the fragmented systems (i.e. Land Registration System, Direct Access Services and Document Imaging System). It also replaced the district-based land registration mode adopted since 1905 by a Central Registration System. With the introduction of IRIS, search of land records can be conducted over the internet for 16 hours a day, seven days a week.

The introduction of central registration marked the completion of a process to create a unified land registration service. It was an essential precondition to the efficient introduction of title registration. The present land registration system in Hong Kong is a deeds registration system governed by the Land Registration Ordinance. Under the system, instruments affecting real properties are lodged with the Land Registry for registration. It has been in operation since 1844. Hong Kong is one of the few advanced

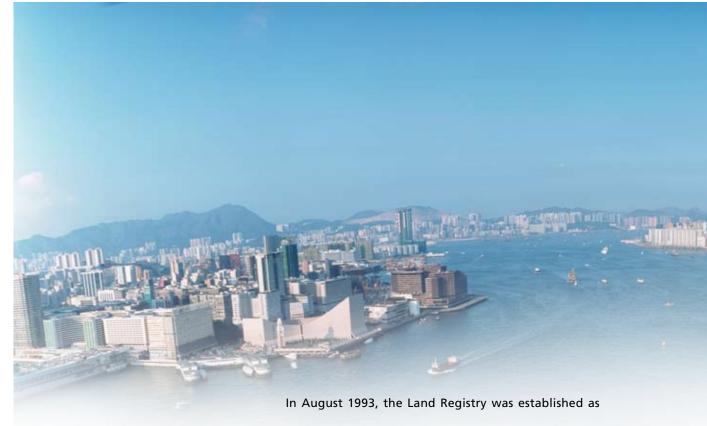
法管轄區之一。為了提高物業交易的 效率和安全,並為市民和從事物業相 關行業的專業人士提供更佳的服務, 當局在2004年7月7日制定了《土地 業權條例》,為推行業權註冊制度作 好準備。新制度令土地業權和權益得 以明確,從而為社會帶來實質好處。 業權註冊紀錄本身就是業權的證據, 市民將來無須再如現時般要審查以往 的契約來確定業權。此舉將簡化物業 轉易程序。不過,該條例須在當局完 成廣泛檢討後才能生效。進行檢討 後,當局決定在新的業權註冊制度生 效之前,須作進一步立法。有關附加 法例的立法工作目前正在籌備。

common law jurisdictions that still operates a deeds registration system for recording interests in land and property rather than a system of registration of title. To improve the efficiency and security with which property could be dealt with so as to better serve the public and professionals engaged in property related business, the Land Titles Ordinance was enacted on 7 July 2004. It will pave the way for the introduction of a new registration system which will provide certainty to ownership and interests in land, and as a result bring substantive benefits to the community. The title register itself is proof of title, rendering it unnecessary to review historical title deeds to establish title as at present. This will simplify conveyancing procedures. Commencement of this legislation was made conditional on the completion of an extensive review. This review has determined that further legislation is needed before the new title registration system can be brought into effect. Preparation of the additional legislation is now underway.



土地註冊處營運基金 The Land Registry Trading Fund

The Land Registry Trading Fund



土地註冊處於1993年8月成為香港首個以營運基金形式運作的政府部門之一。營運基金概念是公共財政的創新構思,特為鼓勵加強服務及回應客戶的需要而設計。土地註冊處處長是土地註冊處營運基金的總經理。

在營運基金模式下,土地註冊處仍是 一個公共機構,但要自行管理財政, 收入來自其提供服務所得的費用,以 自負盈虧的模式經營。營運基金須向 公帑支付股息,但可以保留投資的利 潤,以增加資源,改善服務。此外, one of Hong Kong's first Trading Fund Departments.

The trading fund concept was an innovation in public financing designed to encourage greater focus on improving services and responding to customer needs.

The Land Registrar serves as the General Manager of the Land Registry Trading Fund.

Under the trading fund model, the Land Registry remains a public agency but is responsible for its own finances and must meet its expenditure from the income derived from fees and charges for the services that it provides. The Trading Fund pays dividends to public funds but may otherwise retain profits to invest



部門服務的資本投資項目,並可靈活 調配員工,以回應客戶的服務需求。 自成立以來,土地註冊處營運基金已 為開發新的資訊科技系統投資5.85億 元。註冊費自1996年以來一直維持不 變。查冊和複印費則在2005年「綜合 註冊資訊系統」啟用後大幅下調。

營運基金的年報及經審計署署長認證 的財務報表,每年均須提交香港特別 行政區立法會省覽。

in service improvements. In particular, it has autonomy over capital investment projects that will support its services and has flexibility to redeploy staff to respond to the service needs of clients and customers. Since its establishment, the Trading Fund has invested \$585 million in new IT systems. Registration fees have been kept constant since 1996. Search and copying fees were reduced substantially in 2005 when IRIS came into service.

The Trading Fund's Annual Report and the certified financial statements by the Director of Audit must be tabled in the Legislative Council of the Hong Kong Special Administrative Region each year.





Vision, Mission, Values and Functions

我們的理想

我們竭盡所能,凡事做到最好。

我們的使命

- 確保為客戶提供穩妥方便的土地註 冊和資訊服務。
- 開發人力資源、發展資訊科技、優 化服務環境,確保為客戶提供更佳 及更具價值的服務。
- 引進業權註冊,倡導改革香港土地 註冊制度。

Our Vision

To be the best in all that we do.

Our Mission

- To ensure secure, customer friendly land registration and information services.
- To develop our human resources, information technology and service environment so as to ensure improvement in service quality and value to our customers.
- To advocate reform of Hong Kong's land registration system through introduction of title registration.



我們的信念

持平守正 - 秉持崇高道德規範對待 客戶、伙伴和同事。

追求卓越 - 一絲不苟, 力臻完美。

誠摯尊重 - 竭誠尊重和信任客戶、 伙伴和同事。

積極學習 - 不斷互相學習,並向 伙伴、客戶和同等機構 借鑑,為社會提供更佳 服務。

Our Values

Integrity - to customers, partners and colleagues we observe the highest ethical standards.

Excellence - we aim to excel in all that we do.

- we show respect and trust to our customers, Respect partners and colleagues.

Learning - we learn constantly from each other, from our partners, customers and comparable organizations elsewhere how to provide better services to the community.



我們對香港的價值

- 香港逾半數家庭擁有註冊物業或將 成為業主。
- 銀行及金融機構以註冊物業作抵押的貸款超過12,500 億港元。
- 每年查閱註冊資料逾500萬宗。
- 82個政府部門使用土地註冊處的 資料處理規劃研究和罪案調查等事 宜,以及用作分配公共房屋福利與 社會保障的指引。
- 土地登記冊是記錄香港經濟和社會歷史的資料寶庫。土地註冊資料顯示的物業交易可追溯至1844年,部分紀錄更可追溯至十八世紀。

Our Value to Hong Kong

- Over half of all Hong Kong families own registered property or are becoming property owners.
- Banks and financial institutions loan over HK\$1,250
 billion against the security of registered land and property.
- Over 5 million searches of registered information take place each year.
- 82 Government departments use Land Registry information for purposes ranging from planning studies and criminal investigations to guidance on allocating public housing benefits and social security.
- Registered information traces property transactions
 back to 1844. Some records have information going
 back to the 1700s. The registers are a resource for
 the economic and social history of Hong Kong.

職能

土地註冊處的主要職能如下:

- 根據《土地註冊條例》及《土地註 冊規例》的規定,備存最新的土地 登記冊及相關的土地紀錄,以執行 土地註冊制度。
- 為市民提供查閱土地登記冊及其他 土地紀錄的設施。
- 向政府部門及機構提供物業資料。
- 按照《建築物管理條例》的規定, 辦理成立業主立案法團註冊的申 請。

Functions

The Land Registry's main functions are to:

- Administer a land registration system by maintaining an up-to-date Land Register and the related land records under the Land Registration Ordinance (LRO) and its regulations.
- Provide the public with facilities for search of the Land Register and other land records.
- Provide government departments and agencies with property information.
- Process applications for the incorporation of owners under the Building Management Ordinance (BMO).

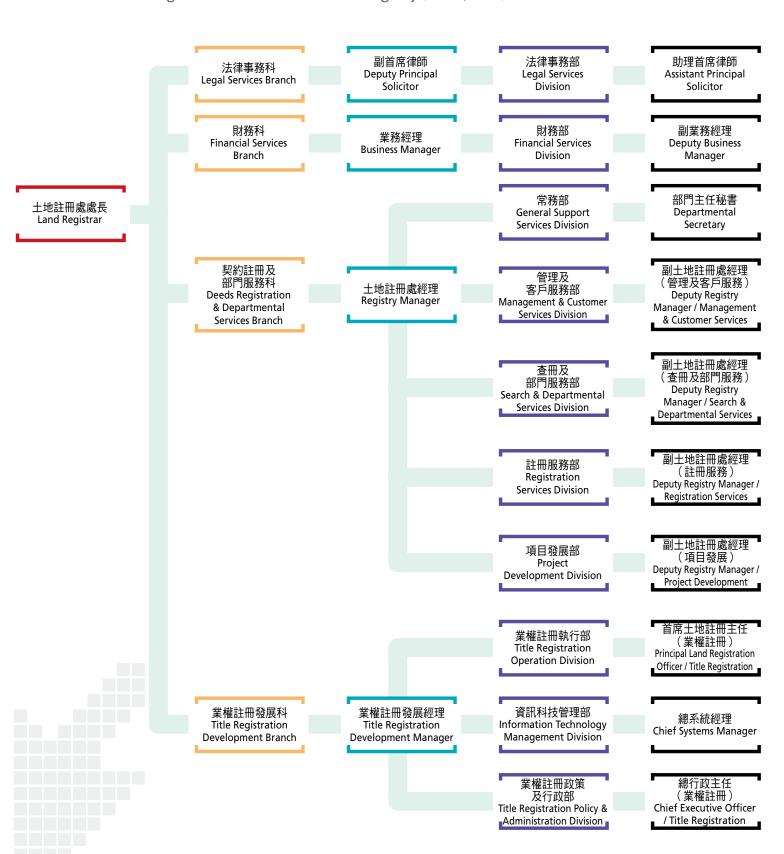






Organization Structure

土地註冊處組織架構圖(截至2008年4月1日) Organization Chart of the Land Registry (as at 1 April 2008)



土地註冊處處長及各科主管 The Land Registrar and Branch Heads





蕭偉全先生 Mr. William SHIU 土地註冊處經理 Registry Manager



植張玉華女士 Mrs. Emily CHIK 業務經理 **Business Manager**



何劉家錦女士 Mrs. Karen HO 副首席律師 Deputy Principal Solicitor



蘇啟龍先生 Mr. K. A. Salkeld, J.P. 土地註冊處處長 Land Registrar



湯張惠芳女士 Mrs. Edith TONG 業權註冊發展經理 Title Registration Development Manager



法律事務部 Legal Services Division



1. 文達揚先生 Mr. T Y MAN 高級律師 Senior Solicitor

2. 林梁曼華女士 Mrs. Maria LAM 助理首席律師

Assistant Principal
Solicitor

3. 袁淑玲女士 Ms. Lisa YUEN 律師 Solicitor

4. 孫嘉玲女士 Ms. Kitty SUEN律師 Solicitor

5. 楊茜女士 Ms. Majestic YEUNG 律師 Solicitor

6. 李德偉先生 Mr. Eric LEE 律師 Solicitor

7. 周湘湘女士 Ms. Connie CHOW 律師 Solicitor

8. 黃惠儀女士 Ms. Florence WONG 律師 Solicitor

9. 黃木生先生 Mr. Martin WONG 高級律師 Senior Solicitor

10. 談文錦先生 Mr. M K TAM高級律師 Senior Solicitor

11. 蔡恒璇女士 Ms. Christina CHOI 律師 Solicitor

12. 吳潔霞女士 Ms. Adele NG 律師 Solicitor



財務部 **Financial Services Division**

- 1. 葉定宇先生 Mr. T Y YIP 合約會計師 Accountant
- 2. 譚慧珠女士 **Miss Nancy THAM** 副業務經理 **Deputy Business** Manager
- 3. 梅竹輝先生 Mr. Eddie MUI 庫務會計師 Treasury Accountant





General Support Services Division

- 1. 袁秀明女士 Ms. Anna YUEN 副部門主任秘書 **Deputy Departmental** Secretary
- 2. 蘇歡賢女士 **Miss Janelle SO** 高級主任 Senior Executive
- 3. 陳錦全先生 Mr. Steve CHAN 部門主任秘書 **Departmental Secretary**
- 4. 高崇德先生 Mr. S T KO 高級主任 Senior Executive





管理及客戶服務部

Management and Customer Services Division

1. 陳愛蘭女士 Ms. Allan CHAN 客戶服務經理 Customer Service Manager

2. 陳碧瑜女士 Ms. Peggy CHAN 副土地註冊處經理 Deputy Registry

Manager

3. 劉少雯女士 Ms. Eva LAU 訓練及發展經理 Training & Development Manager



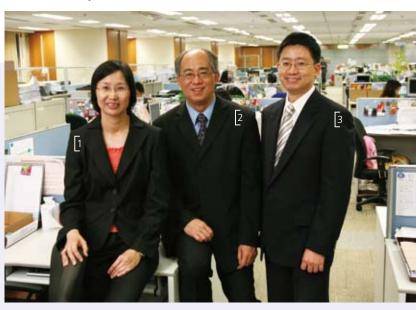


查冊及部門服務部 Search & Departmental Services Division

1. 鄧賞麗女士 Ms. Karen TANG 助理土地註冊處經理 Assistant Registry Manager

2. 衛超雄先生 Mr. John WAI 副土地註冊處經理 Deputy Registry Manager

3. **劉琼威先生** Mr. Andas LAU 助理土地註冊處經理 Assistant Registry Manager





註冊服務部 **Registration Services Division**

1. 林謝淑儀女士 Mrs. Cindy LAM 助理土地註冊處經理 **Assistant Registry** Manager

2. 陳釧根先生 Mr. C K CHAN 助理土地註冊處經理

Assistant Registry Manager

3. 張麗貞女士 Ms. Winnie CHEUNG 助理土地註冊處經理 Assistant Registry Manager



4. 馬秀文女士 Ms. Delphine MA 助理土地註冊處經理 Assistant Registry Manager

5. 李芳群女士 Miss Fion LI 副土地註冊處經理 Deputy Registry Manager



項目發展部 **Project Development Division**



2. 王慧芳女士 Ms. Evian WONG

助理土地註冊處經理 **Assistant Registry** Manager





業權註冊執行部 Title Registration Operation Division 業權註冊政策及行政部 Title Registration Policy & Administration Division



1. 陳偉康先生 Mr. Wallace CHAN

助理土地註冊處經理 Assistant Registry Manager

2. 潘輝耀先生 Mr. Kenneth POON

助理土地註冊處經理 Assistant Registry Manager

3. 溫錫麟先生 Mr. Francis WAN

副土地註冊處經理 Deputy Registry Manager

4. 彭嘉輝先生 Mr. K F PANG

副土地註冊處經理 Deputy Registry Manager

5. 方吳淑儀女士 Mrs. Amy FONG

首席土地註冊主任 Principal Land Registration Officer

6. 郭麗娟女士 Miss Janice KWOK

高級主任 Senior Executive

7. 黃婉君女士 Miss Wendy WONG

宣傳主任 Publicity Officer

8. 陳曾碧玲女士 Mrs. Alison CHAN

助理土地註冊處經理 Assistant Registry Manager

9. 容愛倫女士 Miss Ellen YUNG

總行政主任 Chief Executive Officer

10. 張寶玲女士

Miss Helen CHEUNG 助理土地註冊處經理 Assistant Registry Manager

11. 田世雯女士 Ms. Ella TIN

助理土地註冊處經理 Assistant Registry

Manager

12. 劉潤霞女士 Miss Kathy LAU

助理土地註冊處經理 Assistant Registry Manager



資訊科技管理部 Information Technology Management Division

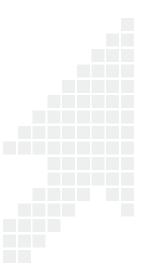


- 1. 梁志成先生 Mr. Philip LEUNG 系統經理 Systems Manager
- 2. 潘錦鴻先生 Mr. K H POON 高級系統經理 Senior Systems Manager
- 3. 李達才先生 Mr. Ray LEE 系統經理 Systems Manager

- 4. 方偉興先生 Mr. Tony FONG 合約項目經理 Contract Project Manager
- 5. 韋比得先生 Mr. Peter WAI 合約項目經理 Contract Project Manager
- 6. 葉榮深先生 Mr. Luis YIP 合約項目經理 Contract Project Manager
- 7. 伍仲良先生 Mr. Albert NG 高級系統經理 Senior Systems Manager
- 8. 黎健榮先生 Mr. Gary LAI 總系統經理 **Chief Systems Manager**
- 9. 程綺圓女士 Ms. Iris CHING 合約項目經理 **Contract Project** Manager

Management Structure

Under the Land Registrar, the department is organized into four operational branches, namely the Deeds Registration and Departmental Services Branch headed by the Registry Manager, the Legal Services Branch headed by the Deputy Principal Solicitor, the Title Registration Development Branch headed by the Title Registration Development Manager and the Financial Services Branch headed by the Business Manager. The Land Registration Officers form the backbone of the Registry overseeing various operational functions. A workforce comprising largely of general grades staff provides general support. A dedicated team of IT staff is responsible for the smooth operation of IRIS for the central registration system, as well as the development and implementation of computer systems to support the title registration system.



Branch Functions



契約註冊及部門服務科

- 為影響香港土地的文件提供註冊服 務。
- 提供查閱影響土地的文件的服務及 處理業主立案法團的申請。
- 提供客戶服務,並監督員工發展和 培訓事宜,以符合土地註冊處的業 務需要。
- 策劃及推行部門的新管理措施,以 提升土地註冊處的服務質素。
- 為部門籌劃、管理及檢討人力資 源、辦公地方和行政制度,以及提 供一般支援服務。

Deeds Registration and Departmental Services Branch

- To provide services for the registration of documents affecting land in Hong Kong.
- To provide services for search of documents affecting land and to handle applications for registration of owners' corporations.
- To provide customer services and oversee staff development and training to meet the business needs of the Land Registry.
- To plan and implement new management initiatives for improvement of service quality of the Land Registry.
- To plan, manage and review human resources, office accommodation and administrative systems and provide general support services to the department.

法律事務科

- 就部門職能提供法律諮詢和支援服務,並負責一切關乎契約註冊制度的法律工作。
- 為實施《土地業權條例》的籌備工作提供法律諮詢和支援服務;檢討《土地業權條例》、擬備規例、法定表格,以及為從業人員提供專業指引。

業權註冊發展科

- 為實施土地業權註冊制度及制定相關宣傳及教育計劃提供行政支援。
- 為土地業權註冊制度制定運作方式及設計新註冊程序。

Legal Services Branch

- To provide legal advisory and support services on departmental functions and undertake all legal work relating to the Deeds Registration System.
- To provide legal advisory and support service in the preparation for implementation of the LTO; to conduct LTO review, prepare regulations, statutory forms and provide professional guidance to practitioners.

Title Registration Development Branch

- To provide administrative support for the implementation of the Land Title Registration System and the development of relevant publicity and education programmes.
- To develop operational practices and design new registration processes for the Land Title Registration System.
- To manage and oversee the daily operation and



管理及監督「綜合註冊資訊系統」 的日常運作和持續改善工作;開發 新的公眾查冊系統及其他電腦系統 以支援土地業權註冊制度;以及提 供其他資訊科技支援服務。

on-going enhancement of IRIS; to develop a new public search system and other computer systems to support the Land Title Registration System; and to provide other IT support services.

財務科

擬備及監控財政預算;管理財政帳 目;評估成本、費用和收費;檢討 會計程序和財政制度;以及管理部 門物料的供應和存貨。

實施業權註冊制度所需的其餘法例一 旦完成立法,部門的組織和架構將有 所改變,以配合管理新的業權註冊制 度。我們現正就有關額外責任會為部 門帶來的影響,為新的服務設計出最 符合成本效益的架構。

Financial Services Branch

To prepare and control budgets, manage financial accounts, evaluate costing, fees and charges, review accounting procedures and financial systems; and manage departmental supplies and stores.

Once the remaining legislation to implement title registration is settled, the organization and staffing structure will have to be changed to administer the new system of title registration. We are currently examining the effect that the additional responsibilities will impose on the department and seeking to design the most cost effective structure to deliver the new services.





Services and Workload

土地註冊處的主要服務如下:

- 辦理土地文件註冊;
- 查閱土地登記冊;
- 提供土地紀錄副本;
- 認證土地紀錄副本;以及
- 業主立案法團註冊服務。

(A) 辦理土地文件註冊

在2007年4月1日至2008年3月31日的財政年度內,送交本處註冊的土地文件共799,033份,較去年上升35%。平均每個工作天註冊3,196份文件。

The major services provided by the Land Registry are:

- Registration of land documents;
- Search of land registers;
- Supply of copies of land records;
- Certification of copies of land records; and
- Owners' corporation services.

(A) Registration of Land Documents

In the financial year 1 April 2007 - 31 March 2008, a total of 799,033 land documents were lodged for registration, an increase of 35% compared with the previous year. On average, 3,196 documents were registered each working day.

送交本處註冊的土地文件數目 Number of Land Documents Lodged for Registration

年度 Year	註冊的文件總份數 Total number of documents lodged	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天註冊文件 的平均份數 Average number of documents lodged per working day
2005/06	664,628	2.4%	2,421
2006/07	591,968	(10.9%)	2,180
2007/08	799,033	35%	3,196



2007/08年度每月送交本處註冊的土地文件數目 Number of Land Documents Lodged for Registration Per Month in 2007/08

2007/08

4月	5月	6月	7月	8月	9月	10月	11月	12月	1月	2月	3月	全年總數
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yearly Total
54,126	59,811	68,497	63,702	68,415	56,097	63,940	70,397	68,159	86,113	75,256	64,520	

2007/08年度送交本處註冊的土地文件類別

Distribution of Land Documents Lodged for Registration in 2007/08

性質 Nature	份數 Number
樓宇買賣合約 Agreements for Sale and Purchase of Building Units	160,587
地段買賣合約 Agreements for Sale and Purchase of Land	2,439
樓宇轉讓契約 Assignments of Building Units	178,615
地段轉讓契約 Assignments of Land	6,100
建築按揭 / 抵押 Building Mortgages/Building Legal Charges	68
樓宇按揭/抵押 Other Mortgages/Legal Charges	155,312
其他 Others	295,912
總數 Total	799,033

在2007/08年度送交本處註冊的文件 中,有160,587份(佔20%)是樓宇買賣 合約。一般而言,這類合約的數量是 反映物業市場交投情況的重要指標。

160,587 (20%) of the documents lodged for registration in 2007/08 were Sale and Purchase Agreements of building units. The number of these Agreements is generally regarded as a key indicator of the level of activity in the property market.

送交本處註冊的樓宇買賣合約份數和價值

Number and Consideration of Sale and Purchase Agreements (SPAs) of Building Units Lodged for Registration

年度 Year	註冊的樓宇買賣 合約總份數 Total number of SPAs lodged	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天註冊的樓 宇買賣合約平均份數 Average number of SPAs lodged per working day	樓宇買賣合約總值 (港幣百萬元) Total consideration of SPAs (in HK\$ million)
2005/06	115,166	(3.3%)	420	358,353
2006/07	105,076	(8.8%)	387	344,756
2007/08	160,587	52.8%	642	603,559

2007/08年度每月送交本處註冊的樓宇買賣合約份數和價值

Number and Consideration of Sale and Purchase Agreements of Building Units Lodged for Registration Per Month in 2007/08

2007/08

	4月 Apr	5月 May	6月 Jun	7月 Jul	8月 Aug	9月 Sep	10月 Oct	11月 Nov	12月 Dec	1月 Jan	2月 Feb	3月 Mar	全年總數 Yearly Total
數目 Number	10,973	13,090	11,979	11,121	13,664	10,475	13,227	18,105	15,592	16,984	14,384	10,993	160,587
價值 (港幣百萬元) Consideration (in HK\$ million)	43,557	44,911	39,363	38,009	44,196	33,238	50,678	81,393	64,449	67,774	51,974	44,017	603,559

送交本處註冊的住宅樓宇買賣合約份數和價值

Number and Consideration of Sale and Purchase Agreements (SPAs) of Residential Units Lodged for Registration

年度 Year	註冊的住宅樓宇買 賣合約總份數 Total number of SPAs of residential units lodged	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天註冊的住宅 樓宇買賣合約平均份數 Average number of SPAs of residential units lodged per working day	住宅樓宇買賣合約總值 (港幣百萬元) Total consideration of SPAs of residential units (in HK\$ million)
2005/06	96,244	(0.6%)	351	284,593
2006/07	88,076	(8.5%)	324	255,473
2007/08	137,164	55.7%	549	503,093

2007/08年度每月送交本處註冊的住宅樓宇買賣合約份數和價值 Number and Consideration of Sale and Purchase Agreements of Residential Units Lodged for Registration Per Month in 2007/08

2007/08

	4月 Apr	5月 May	6月 Jun	7月 Jul	8月 Aug	9月 Sep	10月 Oct	11月 Nov	12月 Dec	1月 Jan	2月 Feb	3月 Mar	全年總數 Yearly Total
數目 Number	9,530	11,110	9,653	9,188	11,480	8,753	11,271	15,759	13,503	14,786	12,581	9,550	137,164
價值 (港幣百萬元) Consideration (in HK\$ million)	39,442	38,187	31,680	28,732	36,760	24,101	43,830	70,116	52,511	56,527	43,765	37,442	503,093

(B) 查閱土地登記冊

2007/08年度土地登記冊的查冊宗 數共有5,396,269宗,較上年度上升 22.8%。平均每個工作天處理20,033 宗查冊。超過89%的查冊是透過「綜 合註冊資訊系統」在網上進行。

(B) Search of Land Registers

5,396,269 searches of land registers were made in 2007/08, a 22.8% increase compared with the previous year. On average, 20,033 searches were handled each working day. More than 89% of the searches were conducted through the IRIS Online Services.

土地登記冊查冊宗數 **Number of Searches of Land Registers**

年度 Year	查冊宗數 Total number of searches	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天查冊宗數 Average number of searches per working day
2005/06	4,504,151	9%	16,409
2006/07	4,392,580	(2.5%)	16,179
2007/08	5,396,269	22.8%	20,033

土地登記冊查冊類別 Distribution of Searches of Land Registers

年度	網上 Online s	查冊 searches	櫃位 <u>查</u> 冊 Counter searches		
Year	宗數 Number	百分比 Per cent	宗數 Number	百分比 Per cent	
2005/06	3,805,231	84.5	698,920	15.5	
2006/07	3,811,922	86.8	580,658	13.2	
2007/08	4,808,175	89.1	588,094	10.9	

(C) 提供土地紀錄副本

在2007/08年度,土地註冊處向客戶 提供704,873份土地紀錄的影像本和 影印本,較上年度增加8.7%。

(C) Supply of Copies of Land Records

In 2007/08, the Land Registry provided 704,873 sets of imaged copies and photocopies of land records to customers, a 8.7% increase compared with the previous year.

提供土地紀錄的影像本及影印本份數 Number of Sets of Imaged Copies and Photocopies of Land Records Supplied

年度 Year	提供影像本及影印本的總份數 Total number of sets of imaged copies and photocopies supplied	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天提供影像本及影 印本的平均份數 Average number of sets of imaged copies and photocopies supplied per working day
2005/06	670,771	13%	2,444
2006/07	648,326	(3.3%)	2,388
2007/08	704,873	8.7%	2,693

(D) 認證土地紀錄副本

在2007/08年度,土地註冊處共認證 169,972份土地紀錄副本,較上年度 增加24.6%。

(D) Certification of Copies of Land Records

In 2007/08, the Land Registry certified 169,972 copies of land records, a 24.6% increase when compared with the previous year.

認證土地紀錄副本的份數 **Number of Copies of Land Records Certified**

年度 Year	認證土地紀錄副本的 總份數 Total number of copies of land records certified	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天認證土地紀錄副本 的平均份數 Average number of land records certified per working day
2005/06	138,587	66.3%	505
2006/07	136,434	(1.6%)	503
2007/08	169,972	24.6%	680

(E)「綜合註冊資訊系統」網上

服務

本處自2005年2月起,提供每星期 七天,每天16小時的互聯網查冊服 務(即「綜合註冊資訊系統」網上服 務)。

截至2008年3月底,「綜合註冊資訊 系統」網上服務的登記用戶數目達 679個。網上查冊的宗數佔查冊總數 的90%。非經常用戶以信用卡或繳費 靈付帳進行查冊的宗數,則佔網上查 冊總數的17%。

為推廣這項服務,本處在2008年4月 舉行的2008年國際資訊科技博覽中, 介紹了「綜合註冊資訊系統」網上 服務。

(E) IRIS Online Services

Since February 2005, we have been providing search services over the internet (IRIS Online Services) for 16 hours a day, 7 days a week.

By the end of March 2008, the number of subscribers to the IRIS Online Services reached 679. Searches conducted online took up about 90% of the total search volume. Searches by ad hoc users by means of credit cards and PPS constituted about 17% of all online searches.

To promote the service, the IRIS Online Services were showcased at the ICT Expo 2008 held in April 2008.

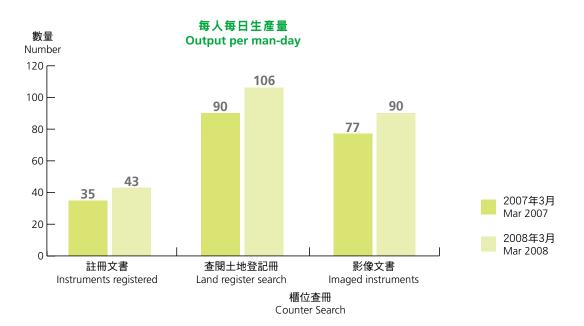


(F) 員工效率

年內,註冊及查冊程序的整體效率, 均穩步提高。在註冊服務方面,每人 每天處理註冊文件的宗數,由2007 年3月的35宗,增至2008年3月的43 宗。櫃位查冊服務方面,每人每天 處理查閱土地登記冊及影像副本的宗 數,亦分別由90宗增至106宗,以及 由77宗增至90宗。

(F) Staff Productivity

Over the year, the overall efficiency of registration and search processes has increased steadily. For registration service, the output per man-day increased from 35 in March 2007 to 43 as of March 2008. For counter search, the outputs per man-day for search of land registers and imaged copies have increased from 90 to 106 and from 77 to 90 respectively.



(G) 新界查冊中心

「綜合註冊資訊系統」網上服務自 2005年2月推出以來,許多客戶都已 轉用網上服務。使用櫃位服務的客戶 數目,特別是在新界區,已大幅減 少。這極低的使用量,促使我們覆檢 維持新界查冊中心的成本效益。經覆 檢後,北區及西貢查冊中心,已於 2007年4月16日關閉。

在2008年頭,我們對餘下的新界各區 查冊中心的使用情況,進行了另一次 的覆檢,結果顯示屯門查冊中心的服 務需求,亦一直維持在低水平,儘管 最近物業市場的活動有所增加,但該 中心的使用率卻不斷下降。跟2005 年2月相比,每天平均的客戶數目已 由32個下降到21個。自2006年4月以 來,對業主立案法團註冊服務的要求 更每天平均不到兩個。在這種對服務 需求極低和不斷下降的情況下,我們 決定由2008年5月5日起,關閉屯門 查冊中心。

「櫃位查冊服務」繼續於本處位於金 鐘道政府合署的綜合查冊中心及設於

(G) New Territories Search Offices

Since the launch of IRIS Online Services in February 2005, many customers have switched to use internet services. The number of customers using counter services, particularly in the New Territories, has decreased substantially. This very low use has led us to review the cost-effectiveness of maintaining the New Territories offices. After review, the North and Sai Kung District Search Offices were closed on 16 April 2007.

At the beginning of 2008 we carried out another review of the utilisation of the remaining New Territories District Search Offices. Demand for services at the Tuen Mun District Search Office had remained at a low level and, despite the recent increase in property market activities, the number of customers using the office had been declining. The daily average number of customers had dropped to 21, compared with 32 in February 2005. Requests for owners' corporation services had averaged less than two per day since April 2006. In light of this very low and declining demand for services, we decided to close the Tuen Mun District Search Office with effect from 5 May 2008.

Counter search services continue to be provided at our Central Search Office in Queensway Government 沙田、大埔、元朗及荃灣的查冊中心 提供。客戶亦可登入http://www.iris. gov.hk進行網上查冊。

屯門查冊中心關閉後,先前於該中心 提供的業主立案法團註冊服務,改由 荃灣青山公路174至208號荃灣多層停 車場大廈11樓的荃灣查冊中心接管。

所有客戶和持份者(包括屯門區的業主立案法團)在查冊中心關閉之前均 收到有關新安排的通知。 Yuen Long and Tsuen Wan. Customers can also conduct
Internet searches at http://www.iris.gov.hk.

Offices and the District Search Offices at Shatin, Tai Po,

After closure, the owners' corporation services previously provided at the Tuen Mun District Search Office were taken up by the Tsuen Wan District Search Office at 11th Floor, Tsuen Wan Multi-storey Carpark Building, 174-208 Castle Peak Road, Tsuen Wan.

All customers and stakeholders, including owners' corporations in Tuen Mun district, were informed of the new arrangements before closure of the search office.

(H) 業主立案法團註冊服務

根據《 建築物管理條例 》,土地註 冊處負責業主立案法團的註冊申請和 業主立案法團紀錄的註冊事務。該條 例由民政事務局的政策管轄,目的是 使多層大廈的業主可自行成立法團, 處理大廈的管理事宜。年內新成立的 業主立案法團共有244個,佔業主立 案法團總數(8,449)的2.9%。

(H) Owners' Corporation Services

The Land Registry is responsible for registration of owners' corporation and search of owners' corporation records under the BMO. The Ordinance, which falls within the policy jurisdiction of the Home Affairs Bureau, aims to enable owners of multi-storey buildings to form owners' corporations to deal with building management matters. During the year, 244 new owners' corporations have been formed, making up 2.9% of total number of owners' corporations (8,449).

Performance Pledges

本處自1993年起訂定服務承諾,並每 年檢討服務承諾和發表報告,匯報過 去一年工作的實際表現和來年的新服 務承諾。市民可透過這些承諾,預期 本處在註冊文書、提供土地紀錄及其 他有關服務方面的服務標準,並評估 有關服務表現。

2006/07年度的所有服務承諾我們均 能達標或超標完成。在2007/08年 度,我們覆檢了部門的服務承諾及 提高了一些服務的標準,作為持續 改善本處服務質素和效率的一環。 附錄1(1)的圖表列出本處年內的承諾 和實際表現。本處的工作表現由公營 和私營界別代表組成的客戶聯絡小組 與本處各內部委員會共同監察。

註冊及查冊程序的整體效率現正穩 步提高。我們已為2008年4月後的服 務,訂定新的服務承諾和更高的服務 標準。

Performance pledges were first launched in the Land Registry in 1993. They are reviewed annually. A report on actual performance for the past year together with any updated pledges for the coming year is also published each year. Through these pledges, members of the public are informed of the standard of services which they can expect from the department in registration of instruments, provision of land records and other related services and can measure improvements.

We met or exceeded all performance pledges in 2006/07. For 2007/08, as part of our continuing commitment to improve the quality and efficiency of services that we provide, we have reviewed our performance pledges and improved some of our service standards. The chart at Annex I (1) sets out the pledges and the actual performance of the year. Performance monitoring is conducted by a combination of public and private sector Customer Liaison Groups and internal Land Registry committees.

As the overall efficiency of the registration and search processes has been increasing steadily, higher service standards and new service pledges are being set with effect from April 2008.

Customer Services

提供良好的服務予每一位客戶是本處的核心使命。我們不斷研究、反思以及更新我們的工作模式,從而為客戶提供更佳服務。我們依賴多元的社區聯繫向市民提供有效服務。我們致力與公眾建立互信的伙伴合作關係,以便提供更優質服務。我們十分重視客戶對本處服務質素作出的回應及改善建議。我們細心聆聽客戶的意見,尋求方法協助他們解決問題並且實踐我們的目標。為此,我們設有多個大和非正式溝通渠道,與客戶保持對

Good services to every customer are at the core of the Land Registry's mission. In the context of customer services, we will not hesitate to review, rethink and revamp the way we work so as to serve each customer better. We rely on many different relationships to deliver services successfully to the community. Our aim is to create partnerships of trust that help to give better service to all. We depend on our customers for feedback on the quality of our services and ideas for improvement. We listen carefully to them and seek solutions that help customers as well as achieve our objectives. We therefore have a number of communication channels, both formal and informal, helping us to maintain an open dialogue with our customers. We have a dedicated Management and Customer Services Division that is responsible for planning and coordinating customer services.



話。我們設有管理及客戶服務部,專 責處理籌劃和協調客戶服務的事宜。

我們的目標是:

- 確保向客戶提供物有所值的優質 服務;
- 主動接觸客戶,使他們更方便使用 土地註冊處的服務;
- 通知現有客戶和準客戶土地註冊處 的各項服務、活動及/或影響他們 的任何改變;
- 預計和了解客戶的需求及期望;
- 確保作出迅速有效的行動以滿足客 戶的需求;以及
- 發揚本處「以客為尊」的服務 文化。

客戶的意見對我們至為重要,因為我 們可從中獲知重要訊息,藉以訂定服 務方針,確保滿足客戶的需要。

在2007/08年度,本處客戶服務經理 透過客戶服務熱線、土地註冊處網 站、客戶意見卡及來信收到的讚譽、 建議及投訴超過280項。

Our established aims are:

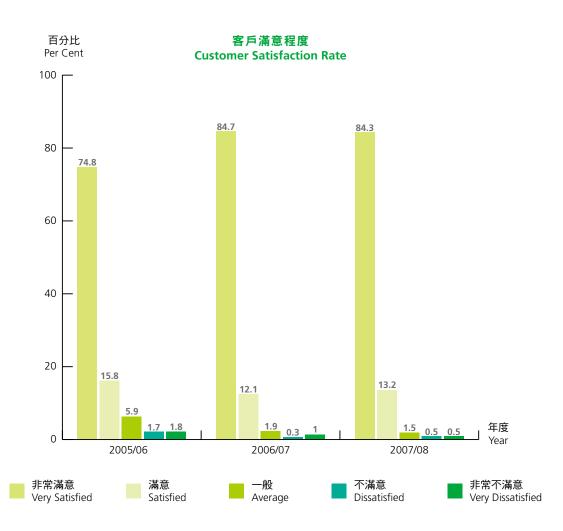
- To ensure delivery of value-for-money quality services to customers;
- To reach out to customers and make the Land Registry readily accessible;
- To keep existing and prospective customers well informed of the Land Registry's services, activities and/or changes affecting them;
- To anticipate and understand customer needs and expectations;
- To ensure prompt and positive action to satisfy customers; and
- To promote a business-friendly Land Registry.

We value all customers' feedback as it provides vital information and valuable insights to help us make sure that we meet our customers' needs.

In 2007/08, the Customer Service Manager received over 280 commendations, suggestions and complaints from our customers through the Customer Service Hotline, Land Registry website, comment cards and letters.

2007/08年度收到的讚譽丶建議及投訴數目 Number of Commendations, Suggestions and Complaints Received in 2007/08				
讚譽 Commendations	238			
建議 Suggestions	17			
投訴 Complaints	31			

本處各辦事處也擺放客戶意見卡和意 見箱,收集客戶對本處所提供服務的 意見和建議。下圖顯示意見卡反映的 客戶滿意程度: Customer Comment Cards and Suggestion Boxes are provided in all our offices to collect customers' feedback and suggestions about the services provided. The chart below shows the customer satisfaction rate drawn from the Comment Cards:



(A) 新設計的意見卡

本處為致力改善服務,在2008年1月

推出了重新設計的

意見卡,以方便客

戶提出建議,協助我

們改善服務。



(A) New Design of Comment Card

As part of our continuous commitment to service improvement, a new comment card was introduced in January 2008 with enhanced features and to facilitate customers in providing their suggestion for service improvement.

(B) 小規模客戶服務意見調查

為取得更多客戶的意見以進一步改善 本處的服務,以及得知客戶對本處在 上次調查後所實行的改善措施的滿意 程度,本處在2007年5月進行一項小 規模的客戶服務意見調查。

有關服務提供和員工表現的主要結果 如下:

(B) Small-scale Customer Service Survey

To gauge customer's views for continuous improvement and to measure customer satisfaction level on the improvement measures implemented after last survey, a small-scale customer service survey was conducted in May 2007.

Major results concerning provision of service and staff performance are listed below:

服務 Service	整體滿意率 (%) Overall Satisfaction Rate (%)	
	服務提供 Provision of Service	員工表現 Staff Performance
契約遞交 Lodgement of Deeds	81.6	84.1
櫃位查冊 Counter Search	85.6	88.8
自助查冊 Self-service Search	74.5	81.9
諮詢櫃位 Information Counter	-	79.2

客戶對本處的「綜合註冊資訊系統」 的整體滿意率為 69.5%,高於去年的 65.9%。

為不斷改進服務,我們已根據客戶提 出的意見,作出以下跟進:

- 由2008年1月3日起,午膳時間亦 會接收交還暫止註冊的契約,以延 長有關服務的時間;
- 指派一位樓層經理在客戶中心為客戶提供協助;
- 增設服務/付款櫃位/「綜合註冊資 訊系統」自助查冊終端機/櫃位工 作站,以盡量縮短輪候服務的時 間;
- 改善指示牌,方便客戶尋找所需的 服務;以及
- 改善整體的通風系統,為客戶提供 一個舒適的環境。

Overall satisfaction rate with our IRIS Online Services was 69.5%, up from 65.9% last year.

We have taken the following follow-up actions on the comments of our customers for continuous service improvement:

- Extend service hours for return of stopped deeds to include lunch hours with effect from 3 January 2008;
- Assign a Floor Manager to assist customers at the Customer Centre;
- Set up additional service/payment counters/IRIS selfservice terminals/counter workstations to minimize the waiting time for service;
- Improve signages to guide customers to their required services; and
- Improve the overall ventilation system to provide a comfortable environment for customers.

(C) 客戶聯絡小組

土地註冊處分別為私營機構客戶和政 府部門及公營機構成立了兩個客戶聯 絡小組,以保持與持份者的溝通。

成立客戶聯絡小組的目的是:

- 使本處更了解客戶的需求和期望;
- 使客戶更了解本處的政策、服務和 工作程序;以及
- 就業務運作和提供服務的事宜交流 意見。

私營機構客戶聯絡小組的成員來自香 港律師會、香港銀行公會、香港會計 師公會、香港測量師學會、香港地產 代理商總會及香港地產代理專業協會 有限公司。公營機構客戶聯絡小組則 由經常使用本處服務的政府部門及公 營機構代表組成。

(C) Customer Liaison Groups

Two Customer Liaison Groups, one for private sector customers and one for government departments and public bodies, have been set up for an ongoing dialogue with our stakeholders.

The objectives of the Customer Liaison Groups are:

- To improve the Land Registry's understanding of customers' needs and expectations;
- To improve customers' understanding of the Land Registry's policies, services and procedures; and
- To exchange views on operational and service delivery issues.

The private sector group is composed of representatives from the Law Society of Hong Kong, the Hong Kong Association of Banks, the Hong Kong Institute of Certified Public Accountants, the Hong Kong Institute of Surveyors, the Hong Kong Real Estate Agencies General Association and the Society of Hong Kong Real Estate Agents Limited. The public sector group comprises representatives from government departments and public bodies which are frequent users of the Land Registry's services.

2007/08年度共舉行了六次客戶聯絡 小組會議。附錄II載列私營機構的成 員和公營機構的代表。他們一直支持 本處的工作,我們謹此致謝。 In 2007/08, six Customer Liaison Group Meetings were held. We thank the members from the private sector and representatives from the public sector as listed in Annex II for their continuous support to the Land Registry.

(D) 土地註冊處與香港律師會 聯合常務委員會

「土地註冊處與香港律師會聯合常務 委員會」的成員包括土地註冊處處 長、其轄下的高級職員,以及香港律 師會的代表。委員會定期開會,就土 地註冊事宜、本處向法律界人士所提 供的服務,以及實施業權註冊制度等 進行商討和交流意見。

(D) Land Registry Joint Standing Committee

The Land Registry Joint Standing Committee, comprising the Land Registrar, his senior staff and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters, the Registry's services provided to the legal practitioners and implementation of title registration system.



自從在1964年2月11日舉行首次會議 以來,委員會在促進土地註冊處與法 律界彼此緊密合作方面,成效彰顯。

委員會在協助本處維持方便有效的土 地註冊制度方面,將繼續擔當重要角 色。

1964 and, over the years, has proven to be very useful in promoting closer co-operation between the Land Registry and the legal profession.

The Committee held its first meeting on 11 February

The Committee continues to play a significant role in assisting the Land Registry to maintain an efficient and effective land registration system.

(E) 土地註冊處通函

在2007/08年度,本處共發出六份 涌函:

- 《街道索引》(第39版)及《新界 地段/地址對照表》(第8版);
- 土地註冊處實施五天工作周;
- 以電子註冊摘要表格遞交文件;
- 中止為文書註冊的一貫做法,以及 就沒有代價或只有象徵式代價的文 書,申請退還註冊費用,須提交文 件證明的規定作修定;
- 土地註冊處數據中心搬遷期間的特 別服務安排;以及
- 2008年「綜合註冊資訊系統」維 修及提升工程的時間表和特別服務 安排。

(E) Land Registry Circular Memoranda

In 2007/08, six circulars were issued:

- The street Index (39th Edition) and The New Territories Lot/Address Cross Reference Table (8th Edition);
- Implementation of Five-day Week in the Land Registry;
- E-Memorial Form for Lodgement;
- Practices in Withholding Instruments from Registration and Documentary Proof for Application for Refund of Registration Fee in respect of Instruments with No or Nominal Consideration;
- Special Service Arrangements during the Relocation of the Land Registry Data Centre; and
- Schedule and Special Service Arrangements for maintenance and Upgrade of Integrated Registration Information System (IRIS) in 2008.

(F)《土地註冊處通訊》

本處定期出版和發出《土地註冊處 通訊》,使客戶及商業伙伴了解本 處的現有活動和計劃項目的進展。 2007/08年度,本處共出版了兩期通 訊。

(G) 資料小冊

年內,土地註冊處印製了下述資料小冊,詳載本處過去一年的各項活動及成績表現、計劃項目的進展,以及該年度的服務承諾:

- 《土地註冊處營運基金2006/07年報》;以及
- 服務承諾2007/08。

(H) 訪客

土地註冊處與客戶的關係無分地域界限,我們與海外同業機構保持緊密聯繫。在2007/08年度,我們共接待了八個代表團逾40名訪客,他們分別來自內地及美國、新加坡、中東和澳洲政府人員,到訪目的是希望多了解

(F) Land Registry News

To keep customers and business associates abreast of the Land Registry's current activities and progress of the development projects carried out in the Land Registry, a regular newsletter, the "Land Registry News", is published for general distribution. Two issues were published in 2007/08.

(G) Information Pamphlets

During the year, the Land Registry published the following pamphlets to give a detailed account of the various activities and achievements of the Registry over the year and the progress of the development project as well as the performance pledge of the year:

- Land Registry Trading Fund Annual Report 2006/07;
 and
- Performance Pledge 2007/08.

(H) Visitors

Our relationship with customers is beyond geographical boundary. We maintain close ties with our overseas counterparts. In 2007/08, we received eight delegations comprising over 40 visitors from the Mainland and the governments of USA, Singapore, Middle East and Australia who wanted to know more about our work

我們的工作或是與我們討論一些專題 事項。這些交流會讓我們有機會與海 外司法管轄區的服務作比較,以及就 土地註冊及各發展項目交流經驗和資 料,同時探討改善部門運作及服務的 新思維。

or to discuss specific subjects. These contacts gave us a good opportunity to benchmark our services with overseas jurisdictions, exchange experience in land registration and information on development projects, and look for new ideas on improving our operations and services.

訪客如下:

- 澳洲北領地土地資訊系統部門 (NT Land Information Systems, Australia)首長;
- 美國卡托研究所的全球自由與繁榮 研究中心(Center for Global Liberty and Prosperity, the Cato Institute, USA);
- 杜拜政府的房地產部門(Real Estate Department, Dubai);
- 新 加 坡 市 區 重 建 局 (Urban Redevelopment Authority, Singapore);
- 大連市房地產管理局;
- 天津市土地資源和房屋管理商務局;
- 上海市房屋土地資源管理局;以及
- 深圳市土地資源和房屋管理商務局。

The visitors are as follows:

- Director of the Northern Territory Land Information Systems, Australia;
- Center for Global Liberty and Prosperity, The Cato Institute, USA;
- Real Estate Department of the government of Dubai;
- Urban Redevelopment Authority of Singapore;
- Dalian Real Estate Authority;
- Tianjin Municipal Bureau of Land Resources and Housing Management;
- Shanghai Municipal Housing, Land and Resource Administration Bureau; and
- Shenzhen Municipal Bureau of Land Resources and Housing Management.

(I)網頁

土地註冊處的網頁提供本處核心服務 和計劃項目進展的詳盡資料,供世 界各地人士每天24小時隨時查閱。 本處網頁(http://www.landreg.gov. hk)方便易用,客戶可以繁體中文、 簡體中文和英文閱覽資料。客戶除了 可透過該網頁查閱土地註冊處的主 要刊物外,亦可通過網頁快速連結 「綜合註冊資訊系統」網上服務的 網站(http://www.iris.gov.hk)。我 們定期更新及增加網頁的內容。在 2007/08年度, 共有2,658,670人次 瀏覽本處的網頁,較2006/07年度增 加10%。根據本處的網頁意見調查 所得,38%的訪客給網頁的評分是 「好」或以上。為了確保我們的網頁 內資訊豐富且容易使用,我們在2007 年9月,激請承辦商重新設計網頁。 新網頁已於2008年4月1日推出。

(I) Homepage

The Land Registry's homepage is a comprehensive source of news and information on our core business and progress of development projects conveniently accessible to people throughout the world twentyfour hours a day. Our homepage (http://www.landreg. gov.hk) provides user-friendly navigation features and is available in Traditional Chinese, Simplified Chinese and English versions. It provides users with access to all main Land Registry publications and a quick-link directly to the IRIS Online Services (http://www.iris.gov.hk). We regularly update and enhance the contents of our website. In 2007/08, there were 2,658,670 visits to the homepage, an increase of 10% compared to 2006/07. From our website survey, 38% of the visitors rated it as good and above. To ensure that our homepage is informative and user-friendly, we invited a contractor to revamp our homepage in September 2007. The new homepage was rolled out on 1 April 2008.



(J) 客戶服務熱線

為加強與客戶的溝通,我們設立了 電話錄音客戶服務熱線(電話號碼 3105 0000)。客戶可收聽多項 預錄資料信息,或要求傳真索 取本處的資料單張和表格。熱 線 亦 設 有 留 言 服 務 。 本 處 的 網 頁載有該熱線的常用鍵用法的 說明。

客戶服務熱線由2007年7月1日起, 於星期一至五下午五時三十分至翌日 零時三十分,以及星期六、日及公眾 假期上午八時三十分至翌日零時三十 分期間收到的電話,轉駁至1823政 府熱線,以加強熱線服務及延長專 人接聽電話服務時間(技術支援小組 除外)。

年內,本處的查詢熱線收到123,643 項電話查詢,平均每個月收到10,304 項。

(J) Customer Service Hotline

To enhance our communication with customers, a Customer Service Hotline, telephone number 3105 0000, equipped with an Interactive Voice Response System, has been set up. A wide range of information is available by listening to recorded messages or ordering information leaflets and forms by fax. A voice mail facility is also available. Information about the hot keys for using the hotline is available at our homepage.

The Land Registry has from 1 July 2007 enhanced the hotline service and extended the live operators' service hours (except the Technical Support Help Desk) by transferring all calls received between 17:30 and 00:30 the next day for Monday to Friday and between 08:30 and 00:30 the next day for Saturday, Sunday and public holidays to 1823 Citizen's Easy Link.

During the year, the number of calls received was 123,643, averaging 10,304 calls per month.

(K) 客戶交流(私營 / 公共機構)

本處在2007年3月就「中止為文書註冊的一般原因」首次舉辦「客戶交流會」。鑑於客戶的積極回應,本處在7月及8月再舉辦七次交流會,與來自各律師事務所和政府部門的客戶交流經驗。其間討論了擬備文書和註冊摘要時避免出現輕微錯誤的要點須知,我們亦向與會者重新闡明本處網頁上註冊摘要表格指南的用法,並帶他們參觀了本處的客戶服務中心。

交流會的反應十分良好,與會者在經驗分享論壇上提出的主要意見,豐富了本處網頁上的「常見問題」。本處亦已於2007年12月,發出土地註冊處通函第6/07號,知會客戶有關簡化填寫註冊摘要和減少暫止註冊契約的新安排。

(K) Meet the Clients (private / public sectors)

In response to the positive feedback to the pilot "Meet the Clients" session on "Common Reasons for Withholding Instruments from Registration" held in March 2007, the Land Registry has conducted seven more similar sessions in July and August 2007 with participants from solicitor firms and government departments. The sessions covered essential points to note to avoid simple errors in preparing instruments and memorials, a refresher briefing on the use of the Memorial Form Easy Guide in our homepage, a forum for experience sharing as well as a tour to our Customer Centre.

The sessions were well received. The "Frequently Asked Questions" on our homepage were subsequently enriched incorporating the major discussions during the experience-sharing forum. Additional arrangements to simplify completion of memorials and reduce stopped deeds were also announced to customers through the circular LRCM No. 6/07 issued in December 2007.

於2007年11月,為私營和公共機構 舉辦多場講座,闡釋使用「綜合註冊 資訊系統」網上服務的方法。共有 231位代表出席。

為進一步推介「綜合註冊資訊系統」 網上服務及加強為客戶提供的服務, 我們已計劃於2008年的第三季,進 行另一輪闡釋使用「綜合註冊資訊系 統」網上服務的簡報會。

本處在2008年4月,於香港會展中心 舉行的國際資訊科技博覽上,連同其 他政府部門,組成「香港特區政府 館」,介紹「綜合註冊資訊系統」網 上服務和電子註冊摘要表格。在2007 年,這項活動吸引了來自124個國家 和地區超過22,500名訪客。

Briefing sessions on the use of IRIS Online Services were organized for customers in both the private and public sectors in November 2007. 231 users had attended the briefing sessions.

To further promote the IRIS Online Services and update customers of the enhancements to the Services, we have planned to conduct another round of IRIS Online Services briefing sessions in the 3rd guarter of 2008.

We joined other government departments to form the "HKSAR Government Pavilion" to showcase IRIS Online Services and the e-Memorial form at the International ICT Expo in the Hong Kong Convention and Exhibition Centre scheduled for April 2008. The event attracted over 22,500 visitors from 124 countries and regions in 2007.



Development Projects and New Services

(A) 以電子註冊摘要表格遞交 文件

土地註冊處已制定了電子註冊摘要 表格,以替代傳統的紙張形式。這 項新服務,為律師事務所和政府部門 在準備遞交註冊摘要表格時,得以簡 化工作並降低成本。電子註冊摘要表 格於2007年11月26日推出,並日益 普及。在所有遞交的註冊摘要表格 中,以電子形式遞交的,頭一個月是 0.5%,到2008年6月已上升到23%。 與我們有帳戶往來的律師行,超過 50%現在都以電子註冊摘要表格進行 註冊。

(A) E-Memorial Form for lodgement

The Land Registry has developed an e-Memorial Form, which is an alternative to the conventional paper form. The new service simplifies work and reduces costs for law firms and government departments when preparing Memorials for lodgement. The e-Memorial Form was launched on 26 November 2007. It is gaining popularity. The usage rate rose from 0.5% in the first month to 23% of all Memorials lodged in June 2008. Over 50% of solicitors firms that have accounts with us now use the e-Memorial Form in registration.



(B) 標準條款文件

由於持份者給予支持,本處正考慮一 項新的服務,就是將用於法定押記和 按揭契約的標準條款文件存檔。這樣 可以簡化銀行的文件和運作程序、節 省紙張,並可簡化本處掃描和儲存文 件的工作。

我們正就該項計劃,與香港銀行公會 和律師會保持密切聯繫。香港銀行公 會將邀請委員就該等標準條款文件用 於銀行業界的影響提供意見。該等標 準條款文件已存於土地註冊處。我們 現正擬備《土地註冊條例》及《土地 註冊規例》的相關修訂,以訂明該等 文件可供參照。

(B) Standard Terms Document

With positive feedback from stakeholders, the Land Registry is considering a new service to allow depositing of documents containing standard terms for use in legal charges and mortgage deeds. This could simplify bank's documentation and operations; save paper and simplify scanning and storage of documents by the Land Registry.

We are liaising closely with the Hong Kong Association of Banks and Law Society of Hong Kong on the plan. The Hong Kong Association of Banks will invite their members' views on the operation of the Standard Terms Documents in the banking sector. Legislative amendments to the Land Registration Ordinance and its Regulations are now being prepared to allow for reference to Standard Terms Documents that have been deposited with the Land Registry. We plan to introduce such changes by way of related amendments in the Land Titles (Amendment) Bill.

(C) 跨部門的項目

本處現正協助差餉物業估價署發展物 業資訊系統。

本處與差餉物業估價署已合作整合各自的地址紀錄,以簡化物業市場的流通資訊。將予整合的紀錄約有180萬個。

土地註冊處已開發了一個系統,可以 代稅務局收取印花稅。這樣有助加快 註冊程序,可以在土地註冊處遞交文 書的同時,一起繳付印花稅。監管土 地註冊處可提供那類服務的《營運基 金條例》附表須作出相應修訂,才可 推出這項新服務。我們預期可以在 2009年內完成有關修訂工作。

(C) Inter-Departmental Projects

The Land Registry is assisting the Rating and Valuation

Department to develop a Property Information System.

The two departments have been collaborating with each other to align their address records with a view to streamlining the information flow in the property market. About 1.8 million records would be aligned.

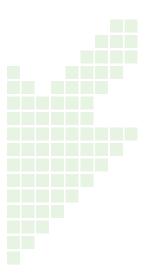
The Land Registry has developed a system through which it will be able to collect stamp-duty on behalf of the Inland Revenue Department. This may help speed up registration processes by allowing stamp duty to be paid in one transaction together with lodgement of instruments at the Land Registry. The Schedule to the Trading Funds Ordinance, which governs the services that the Land Registry can provide, needs to be amended to allow the new service to be delivered. We anticipate that this can be done within 2009.

(D) 外判服務研究

面對由契約註冊轉換成業權註冊將增 加的業務需求和工作量,本處已開始 考慮把非核心的服務外判,以盡量調 派有經驗的員工處理註冊和轉換的工 作。我們現正研究哪些非核心服務的 項目可予外判以及相關重點要求,以 考慮外判服務會否為部門帶來重大利 益,才能確定在實施業權註冊前的過 渡期內,是否值得將有關服務外判。

(D) Exploring Contracting-out Services

Faced with rising business demands and the workload involved in conversion from deeds to title registration we have begun to explore outsourcing of non-core activities so as to make best use of experienced staff in dealing with registration and conversion work. The business case and key requirements for successful outsourcing of non-core services are being examined in order to determine whether there are significant advantages to be gained that would make outsourcing sensible during the period of transition to title registration.



Future Plan

(A) 2008/09年度的新服務承 諾

契約註冊程序包括兩項主要工作:更新土地登記冊及把已註冊契約轉為影像儲存。註冊土地文件需時16個工作天的服務標準,為增加清晰度和更大的透明度,會在兩項主要工作程序之間一分為二:即在12個工作天內,更新已註冊契約的土地登記冊,以及在4個工作天內,完成已註冊契約的影像處理程序,並把契約交回遞交人士。2008/09年度新一套的服務承諾見附錄1(2)。

(A) New Performance Pledges for 2008/09

The deeds registration process comprises two main working procedures: updating of land registers and imaging of registered deeds. For clarity and greater transparency, the service standard of 16 working days for registration of land documents will be split between the two main working procedures: 12 working days for updating the land register with the registered deed and 4 working days for completion of imaging and return of the registered deed to the lodging party. The new set of performance pledges for 2008/09 is at Annex I (2).



(B) 電子契約註冊服務

我們現正發展第二階段的電子註冊摘 要表格。這階段會提供更多支援,以 方便律師事務所文員完成表格自動填 寫的部分以及覆核填寫內容,以減少 錯誤。此外,我們也準備把列印出來 的電子表格上由律師事務所填寫的資 料轉化成二維條碼,此舉可更方便儲 存有關資料,並能直接儲存到「綜合 註冊資訊系統」內,從而加快資料輸 入及提高資料的準確性。

我們會就第二階段電子註冊摘要表格 的使用上進行調查,以收集持份者的 意見,並會收集有關電子註冊摘要表 格新提升功能的意見。本處也會收集 對電子契約註冊服務的意見,為以電 子方式遞交表格做好準備。

(B) E-services for Deeds Registration

We are developing Phase II of the e-Memorial Form. This will incorporate greater support for automatic completion and checking of the form by solicitors' clerks so as to reduce errors. In addition, we plan to capture the data entered by law firms into a 2-dimension barcode once the completed memorial form is printed. This will allow the data to be easily captured and directly stored into IRIS, speeding up data entry and improving accuracy of data.

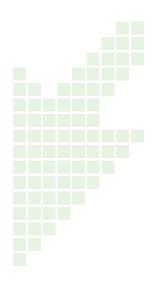
A survey will be conducted to tap stakeholders' views on the use of e-Memorial Form in Phase II and to collect suggestions on enhanced features for e-Memorial Form. Views on e-services for registration of deeds will also be collected for paving the way to e-lodgement.

(C) 業權報告組的搬遷

為配合未來的策略改革,我們已決定 改變現有的辦公地方。其中的主要措施,是將負責客戶服務部門的業權報 告組遷出金鐘道的總部。這樣可以令 核心業務隊伍得以擴展空間,並進一 步提高運作效率。而市區業主立案法 團組的工作小組也會跟業權報告組一 起遷出。我們計劃於2009年內將這兩 項服務搬往交通方便的地點。

(C) Relocation of Reports-on-title & Owners Incorporation Section

To meet the strategic changes ahead, we have decided to reshuffle our existing accommodation. One of the major moves is to relocate the Reports-on-title Section, which serves departmental customers, out of the Headquarters at Queensway. This will make room for expansion of the core business teams and enable further improvement in operation efficiency. The small team of the Urban Owners Incorporation Unit will also be relocated together with the Reports-on-title Section. We plan to relocate the services at a site easily accessible by way of public transport services during 2009.



(D) 把中央影像處理中心遷往 總部以簡化註冊程序

土地註冊處的「綜合註冊資訊系統」 數據中心與中央影像處理中心原本位 於同一幢位於沙田的租用物業。隨着 數據中心於2007年12月遷往政府物 業後,本處計劃把影像處理中心遷往 金鐘道政府合署的總部。我們預期把 所有影像服務與註冊過程集中在同一 辦事處進行,土地註冊處便可以加強 保障契約的安全、節省行政成本,以 及提高工作效率。

(E) 客戶服務調查

聆聽客戶的意見是優質服務的要素。 為鼓勵客戶繼續期盼和支持我們,以 竭力為市民提供優質的服務。到2008 年的第三季,我們會進行一項大型的 客戶服務調查。目的是跟上一次在大 型調查中所取得的進展,來作一個比 較,確定改善現有服務和期望發展未 來服務的優先次序。

(D) Relocation of Central Imaging Centre to Headquarters to streamline registration process

Following the removal of the IRIS Data Centre of the Land Registry from the rented premises it shared with the Central Imaging Centre in Shatin to government premises in December 2007, the department is considering relocating the Imaging Centre to the headquarters at Queensway Government Offices. We envisage that housing the imaging service with the registration process under the same roof the Land Registry can achieve enhanced security of deeds, savings in operating costs and efficiency gains.

(E) Customer Service Survey

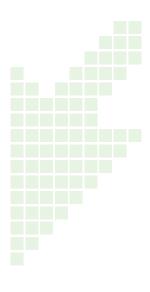
An essential ingredient of quality service is listening to those we serve. In anticipation that the community we serve will continue to challenge and support us as we strive to deliver the best quality service, a large-scale customer service survey will be conducted in the 3rd quarter of 2008. The aims are to benchmark progress since the last major survey as well as to identify priorities for improvement in existing services and expectations for developments of future services.

(F) 客戶管理評估架構

為使服務精益求精,我們以最佳的管理模式為服務的藍本。在效率促進組的支援下,我們開始推行客戶管理評估架構。這是一項結構化的自我評估計劃,以找出可改善的地方,不斷提高客戶服務的管理。這項計劃在2008年1月展開,並已提供了若干建議,為不同類別的客戶制定各類型更佳的服務,並改善客戶服務的統籌和管理。來年將會就所提出的意見推行改善措施。

(F) Customer Management Assessment Framework (CMA 101)

In search of service excellence, we benchmark our services with best management practices. With support from the Efficiency Unit, we have started the CMA101 exercise. This is a structured self-assessment programme to identify potential improvement areas to support continuous improvement in customer management. The exercise was kicked-off in January 2008 and has already provided a number of recommendations for developing better segmentation of services for different groups of customers and improving customer service co-ordination and management. Measures to address these recommendations will be developed over the coming year.



(G) 業權報告服務的「客戶交 流會」

土地註冊處一直為公營機構提供服 務,其中包括屋宇署、地政總署和民 政事務總署,以促進他們的日常運作 和法定職能的表現。為確保跨部門之 間有效率的統籌和加強彼此的聯繫, 我們通過各種已建立的渠道,例如 客戶聯絡小組和前線接觸,一直在不 同的層面密切與他們溝通。我們預期 直接的意見交流能夠進一步提升客戶 服務,故已決定在2008/09年度,特 為業權報告服務的使用者,舉行一次 「客戶交流會」活動。這項活動將提 供一個適當的平台,讓工作人員交換 意見,並找出簡化工作的方法。

(G) "Meet the Clients" Session on Reports-ontitle Services

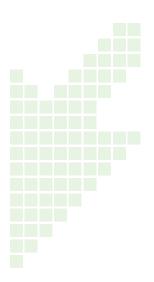
The Land Registry has been providing services to public sector customers, including the Buildings Department, Lands Department and Home Affairs Department, to facilitate their daily operations and performance of statutory functions. To ensure efficient interdepartmental co-ordination and to strengthen rapport, we have been communicating with them closely at different levels through various well-established channels such as Customer Liaison Groups and frontline contacts. In anticipating direct exchange of views will enable us to further enhance customer service, we have decided to hold a "Meet the Clients" programme in 2008/09 for users of the report-on-title services. The programme will provide an appropriate venue for operation officers to exchange views and identify means to streamline the operations.

(H) 電視錄影 / 節目

為協助宣傳在香港實行業權註冊制度,本處正與香港電台合作,製作一個電視特輯系列,題為「老土正傳」,目的是要讓公眾明白一個有效的土地註冊制度對我們十分重要,令公眾理解和支持實施業權註冊。準備工作正在進行,預計該系列的節目將於2009年的第一季播出。

(H) TV Video / Programme

As part of our publicity efforts to prepare for the introduction of title registration in Hong Kong, we are working with Radio Television Hong Kong (RTHK) to produce a TV series entitled "History of Hong Kong Lands". The objective is to raise general awareness of the importance of an effective land registration system, and to generate public understanding and support for the implementation of title registration. Preparations are underway and it is expected that the series will be broadcast in the 1st quarter of 2009.



(1) 十五周年活動

土地註冊處營運基金在2008年8月已 進入第十五周年。這個周年是部門發 展的里程碑,可藉此機會向人們展示 土地註冊處的服務和對社會的貢獻, 並向公眾介紹新的措施。同時藉着這 特別的時刻,讓我們向多年來支持我 們的客戶,以及為土地註冊處辛勤工 作的員工表示敬意。

慶祝活動開始前會有一些「熱身」活 動,包括邀請員工參與十五周年海報 /口號/標誌設計比賽;分發紀念品以 作慶祝;以及製作部門影片和《土地 註冊處通訊》特輯等。活動的高潮將 會是於2008年10月尾舉行的周年酒 會暨展覽,以展示土地註冊處的工作 和未來的計劃。

(I) 15th Anniversary Activities

The Land Registry Trading Fund approached its 15th Anniversary in August 2008. The anniversary marks a milestone for the department's development and is an opportunity to showcase the Land Registry's services and contributions to the community as well as to introduce new initiatives to the public. It is also a special time for us to pay tribute to our customers for their support over the years and to the staff of the Land Registry for their hard work.

The celebration commences with some "warm-up" activities including a 15th Anniversary poster/slogan/ logo design competition amongst staff, distribution of souvenirs to mark the occasion, production of a corporate video and a special edition of Land Registry News. The culmination will be an anniversary reception cum exhibition on Land Registry's work and future plans, to be held in late October 2008.





Recent Development

在2007年5月,我們向立法會規劃地 政及工程事務委員會呈交有關《土地 業權條例》(《業權條例》)制定後 檢討的工作報告。當局建議必須先行 制定修訂條例草案,《業權條例》才 能生效。有關修訂條例草案不會在 2008年9月選舉前提交。

年內, 法律事務部着力籌備該修訂條 例草案, 該草案的主要特點如下:

- 回應草案委員會於2004年提交的報告中提出的事項,以及其他人士於檢討過程中提出的事項。我們在2006年9月向有關方面發出草案的工作草擬本,繼而與相關團體交換意見,就有關修訂進行所需的諮詢;
- 刪除《業權條例》內有關更新土地 界線的條文,並以《土地測量條 例》內的新條文取代。該等新條文 將適用於現時在《土地註冊條例》 (《土註條例》)下註冊的土地以

In May 2007 a progress report on the post enactment review of the Land Titles Ordinance was made to the then Legislative Council Panel on Planning, Lands and Works. The Administration advised that an amendment bill would have to be enacted before the LTO can be put into effect. The amendment bill would not be introduced before the September 2008 elections.

During the year, the Legal Services Division was focused on preparing the amendment bill, the main features of which will be:

- Addressing issues raised in the report of the bills committee in 2004 and matters raised by other parties during the review process. Consultation on the amendments required here has taken place via a working draft circulated in September 2006 and ensuing exchanges between the Land Registry and interested parties;
- Removing provisions concerning updating of land boundaries from the LTO and replacing them with new provisions in the Land Survey Ordinance that will apply to all land whether now registered under

及日後在《業權條例》下註冊的土 地。地籍測量諮詢委員會年內已考 慮並接納有關建議,地政總署測繪 處現正擬備草擬指引。預計《土地 測量條例》的修改可與《土地業權 (修訂)條例草案》(《條例草 案》)一併提交;

- 修改有關轉換機制的條文,以確保 更有效控制有問題個案所帶來的風 險。年內,我們總結出2007年5月 的報告所建議的方案 - 制定不被轉 换的業權清單 - 並不可行。我們已 制定新建議,並就新建議向持份人 士展開諮詢;
- 清除更正及彌償條文內不協調及含 糊的地方,以確保條文的效力清 晰,運作明確;

the Land Registration Ordinance (LRO) or to be registered in future under the LTO. The Cadastral Survey Consultative Committee considered and accepted these proposals during the year and drafting instructions are being prepared by the Lands Department Survey and Mapping Office. It is expected that the changes to the Land Survey Ordinance can be taken together as a package with the Land Titles (Amendment Bill) (LTAB);

- Revising the provisions for conversion so as to ensure more efficient management of the risks posed by problematic cases. During the year it was concluded that the approach suggested in the May 2007 report - that a simple list of titles be excluded from conversion - was impractical. The Land Registry is consulting the stakeholders on the new proposals;
- Removing inconsistencies and ambiguities from the rectification and indemnity provisions so as to ensure clarity of effect and operation;

確保《業權條例》與現時配合《土 註條例》運作的大量現有條例在執 行上能互相配合。當局在年內審視 了《業權條例》與其他法例之間的 相互關係後,訂定政策方向定為若 《業權條例》與其他現有法例有抵 觸時,以《業權條例》為準。因 此,須對相當數量的其他條例作出 相應修訂,及對《業權條例》本身 作出修改。我們現正諮詢所有受有關改動影響的政府部門;以及



Ensuring that there will be compatibility in practice between the LTO and the large number of existing ordinances that make use of the existing LRO. Investigation of all interrelationships was completed during the year and policy direction given that the LTO should take precedence over the existing legislation. A substantial number of consequential amendments to other ordinances as well as certain changes to the LTO are needed. Consultation with all departments that will be affected by these changes is underway; and

藉着(《條例草案》)提供的機 會,全面檢討《業權條例》的用語 及組織,使其更清晰及更方便運 用。2006年發出的工作草擬本已 包含有關建議重寫的部份,並已被 廣受接納。

我們邀請了香港律師會、香港大律 師公會、消費者委員會、地產代理 監管局、香港銀行公會、香港家庭法 協會、地產建設商會及鄉議局提名代 表加入年內成立的業權註冊教育委員 會。該委員會已開始商議有關專業培 訓及公眾資訊項目的計劃,以支援業 權註冊的推行。公眾資訊項目方面, 我們與香港電台合作製作一個電視特 輯,介紹香港土地法和土地使用的歷 史,當中將研究現有註冊制度、提出 改變的理由,以及探討業權註冊的效 果。 預期該特輯可於2009年第一季 播出。我們已聘請宣傳主任協助製作 公眾資訊材料和活動。

 Taking the opportunity provided by the LTAB to carry out a comprehensive revision of the language and organization of the LTO so as to make it clearer and more user-friendly. The proposed redrafting was incorporated in the working draft circulated in 2006 and was widely accepted.

The Law Society, Hong Kong Bar Association, Consumer Council, Estate Agents Authority, Hong Kong Association of Banks, Family Law Association, Real Estate Developers Association and the Heung Yee Kuk were invited to nominate representatives to the Title Registration Education Committee that was formed during the year. This has started to discuss plans for professional training and for public information programmes to support the introduction of title registration. As part of the public information programme, preparations began with RTHK to produce a television series on the history of land law and land use in Hong Kong, within which the existing registration system will be examined, the reasons for making change discussed and the effect of title registration outlined. It is expected that the series will be ready for broadcast in the 1st quarter of 2009. A publicity officer was hired to assist with the development of public information material and activities.

未來計劃

Future Plan



我們正準備過渡期的安排、運作方式 和程序,並著手設計及開發新的電腦 資訊系統以支援業權註冊。在《條例 草案》定稿後,我們會繼續擬備支援 主體法例運作的規則。《條例草案》 及其相關規則預計將於來屆立法會會 期內提交。

在實施土地業權註冊制度前,當局會 為法律業界擬備關於業權註冊的綜合 實務守則及指引,並會為律師提供廣 泛專業培訓。獲業權註冊教育委員會 同意,我們現正準備成立專責工作小 組,以推行上述專業培訓計劃。該等 專責工作小組將於修訂法例的最後諮 詢工作完成後召集。 We are preparing the transitional requirements, operation practices and procedures, and also working on the design and development of new IT systems to support title registration. Preparation of the rules that support the operation of the main Ordinance will continue after the finalization of the LTAB. The LTAB and its related rules are expected to be submitted in the next term of the Legislative Council.

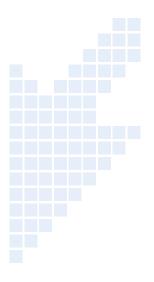
Comprehensive practice notes and guidance on title registration for the legal profession will be developed and extensive professional training for solicitors will be conducted before the implementation of Land Title Registration System. As endorsed by the Title Registration Education Committee we are preparing to set up dedicated work groups to take forward the professional training programmes. These will be convened when the final consultations on the form of the amendment legislation have been completed.

除業權註冊工作以外的法律服務

Legal Services apart from Title Registration Work

在過去一年,除有關《業權條例》的 工作外,法律事務科繼續就契約註冊 制度及《建築物管理條例》下有關業 主立案法團事宜,為土地註冊處提供 法律諮詢及支援服務。該科亦就標準 條款文件及電子註冊摘要表格的法律 事項提供意見。此外,由於《2002年 土地註冊(修訂)條例草案》所建議的 計劃遭拒,該科便就處理清除長期未 解決的中止註冊契約的其他方法進行 研究。有關研究現已完成,並已就擬 議新計劃諮詢香港律師會。

In the past year, apart from the work relating to the Land Titles Ordinance the Legal Services Branch has continued to provide legal advisory and support services to the Land Registry relating to the Deeds Registration System and owners' corporations under the Building Management Ordinance. Advice has also been provided on the legal issues relating to Standard Terms Documents and e-memorial forms. Research on alternative means to deal with the removal of long outstanding stopped deeds, following the rejection of the scheme proposed in the Land Registration (Amendment) Bill 2002, was completed and consultation on the recommended new scheme commenced with the Law Society of Hong Kong.







部門編制 Staffing

本處採取靈活的人力資源政策及經常 維持一支訓練有素的員工團隊,致力 為香港市民提供最優質的服務。本處 的靈活性,在於可彈性地聘用公務員 和非公務員合約人員,以及向所有員 工提供優質培訓及支援,使他們可以 做到最好。公務員屬本處的核心員 工,確保部門的架構穩定,並保持對 客戶服務的質素。非公務員合約人員 負責輔助核心員工,本處因而可善用 人力資源,以最具效益的方式照顧運 作或業務上的需要。截至2008年3月 31日,本處共僱用了460名常額人員 和132名非公務員合約人員。常額職 位員工分布於不同職系,當中有土地 註冊主任、律師、會計主任、資訊科 技專才及其他人員。這些職系兼聘非 公務員合約人員一包括土地註冊行政 助理、律師、會計助理、資訊科技人 員等。本處會定期對人手編制狀況作 出檢討,並調整非公務員合約人員數 量,以配合運作需要。

To provide the best service possible to the people of Hong Kong, our policy is to maintain a well-trained, highly flexible team of staff. Flexibility comes from the ability of the Land Registry to employ both civil servants and non-civil service contract (NCSC) staff, and from giving good training and support to all staff so that they can do their work well. Civil servants form the core staff of the Registry to ensure stability in the organization and quality of service to customers. NCSC staff are employed to supplement the core staff thus enabling the Registry to use its staff resources to respond to changes in operational or business needs in the most cost-effective manner. As at 31 March 2008, the Land Registry employed 460 permanent staff and 132 NCSC staff. The permanent staff comprised officers in various grades including Land Registration Officers, Solicitors, Accounting Officers, IT professionals and others. They are supplemented by NCSC staff including Land Registration Executives, Solicitors, Accounting Executives, IT staff, etc. The Registry reviews its staffing position and adjusts the number of NCSC staff regularly to meet operational needs.

政府於2007年7月,宣布由2008年3 月起,取消自2003年3月實施的禁止 招聘新的常額人員的規定。土地註冊 處於是立即採取步驟,著手解決土地 註冊主任職系的人手短缺問題,並準 備逐步取消某些被認為對服務有長遠 作用的非公務員合約人員職位。我們 已公開招聘土地註冊主任,預計受聘

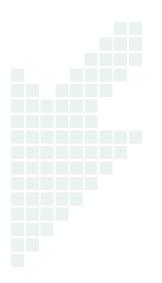
人員可於2008年年中到任。

In July 2007, the Government announced the lifting of a ban on recruitment of new permanent staff that had been in place since March 2003. The lifting would take effect from March 2008. The Land Registry immediately took steps to address a manpower shortage in the Land Registration Officer Grade and to prepare for the phasing out of NCSC positions that have been identified to have long-term service needs. An open recruitment exercise for Land Registration Officer was launched and the successful applicants are expected to take up their posts in mid 2008.



Management Initiatives

To meet work demand arising from the rapidly increased business volume, implementation of various service improvement projects and preparation for the launch of title registration, the Land Registry conducted a comprehensive manpower review during the year. With the purpose of not resorting to any increase in the size of the department's civil service establishment, we critically examined our manpower situation vis-à-vis the support for effective delivery of existing services. Various initiatives, including staff redeployment, reshuffling of duties, streamlining/re-engineering of procedures and outsourcing of services have been implemented or are being explored. We will continue to find ways to make the best use of our manpower resources to meet rising service needs.



員工培訓及發展

Training and Development



本處一直為員工安排優質培訓,以照 顧所有員工(包括公務員及非公務員合 約員工)的培訓及發展需要,並且協 助他們為實施業權註冊及其他改善計 劃帶來的各種轉變作好準備。我們的 目標是透過優質培訓,去確立一個輕 鬆愉快,又能提供超卓服務的工作環 境。培訓的成績顯著。本處上下員工 對個人及團隊均充滿信心,深信能夠 勝任職務,提供出色服務,部門亦因 而能夠做到最好。

We are committed to provide quality training to support the training and development needs of all staff (civil service staff and non-civil service staff alike) and prepare them for the forthcoming changes in relation to title registration and various improvement projects. Through quality training we aim to help sustain a happy department that gives excellent service. The measure of quality in training is the confidence that all members of the Land Registry have in them and in the team they work with to be able to give outstanding service. From this comes the ability to perform at our best.

(A) 2007/08年度培訓活動的 重要事項

員工發展主題培訓課程

本處一向致力持續提高服務質素,為客戶提供卓越及有價值的服務。基於這個目標,我們選定「求質優、創新猷」為2007/08年度員工發展培訓課程的主題。這個為期一天的工作坊是為各個職系和職級的員工設計,以簡報、互動遊戲和活動形式進行。這項互動的培訓課程幫助參加者加強認識持續改善質素的重要性及協助員工發展分析、判斷及利用創意解決問題的技巧。

(A) Highlights of Training Activities arranged in 2007/08

Theme Training

The Land Registry is committed to strive for continuous improvement of service quality and value to our customers. To align the annual Staff Development Training with this objective, we have chosen "Quality – I pledge, Creativity – I Promise" as the training theme for 2007/08. The one-day workshop was designed for officers of all ranks and grades with the integration of briefings, games and activities. The interactive training helped enhance the participants' understanding on the importance of continuous quality improvement in the context of analysis, judgement and creative problem solving.





知識管理課程

除每年舉辦的發展培訓計劃,我們為 各職系和職級的員工安排了名為「知 識管理」的課程,目的是裝備他們有 關知識管理的基本概念,並讓員工更 深入了解土地註冊處新開發的知識管 理系統(註冊)的運作。

變革管理課程

為讓員工有準備地面對實施業權註冊 及其他改善措施的挑戰,我們特別為 主任職級的員工設計了「變革管理」 課程,以建立他們的自信及提升他們 領導變革的能力。

Course on Knowledge Management

Apart from the annual development-training programme, a course on "Knowledge Management" was arranged for officers of all ranks and grades, aiming to equip them with the basic knowledge about Knowledge Management and provide them with a better understanding of the operation of newly developed Knowledge Management System (Registration) in the Land Registry.

Course on Change Management

To prepare our staff for the challenges of the implementation of title registration and other improvement initiatives, a specific course on "Change Management" was developed for officer grade

staff to build up their confidence and increase their personal flexibility in adapting and leading changes in workplace.



語言學習

今年,土地註冊處提供了一連串的辦公環境普通話課程,協助員工加強普



通話溝通間 力 我們 舉 和 音 預 級 報 和 語 級 別

包括初級、中級、高級和會話班,以配合不同員工的要求。

新知講座

本處十分著重為員工充實專業知識和 技能,以配合部門未來的轉變和發展 需要。年內,我們為高級員工安排了 多次新知講座和簡報會,使他們對土 地事務、政府架構和大眾關注事宜加 深認識,增廣見聞。

Language Training

This year, the Land Registry provided a range of workplace Putonghua courses to help staff strengthening their proficiency in communicating with Putonghua. Lunch-hour and after office hour Putonghua courses at elementary, intermediate, advanced and conversational levels were arranged to suit the different needs of staff.

Exposure Talk and Briefing

We put much emphasis on equipping staff with professional knowledge and skills for meeting the forthcoming changes and development of the department. Throughout the year, exposure talks and briefing sessions had been arranged for our senior staff to broaden their knowledge and exposure on land-related issues, government framework and issues of general concerns.



自我增值

為營造自我增值的文化,本處為員工 提供多個自我增值課程組合,員工可 自行選擇。所有員工均獲安排一天的 網上學習,學員可於辦公時間在本處 的培訓中心上課。此外,員工可自由 選擇一段非辦公時段,例如午膳時間 在辦公室或下班後在家自行進修。此 外,我們已訂閱 Language Key 的網 上雜誌,供員工作為持續增進語文能 力的網上輔助工具。網上雜誌可從本 處部門入門網站或互聯網較易登入。



Self-learning

To nurture a culture of self-learning, the department offers a wide range of self-learning packages for staff to choose from. All staff are granted one day e-learning whereby they are free from their office work to attend the e-learning programme at the departmental training unit. In addition, staff can feel free to choose a convenient time during non-office hours, e.g. lunch breaks at their office or after work at home, for selflearning. Besides, we have subscribed the e-Magazine of Language Key as an additional e-learning aid for on-going development of staff's language skills. The e-Magazine can be easily accessed via the departmental portal or Internet.

(B) 員工發展計劃

為擴闊員工視野,使他們能預測及迎接新挑戰,加強他們的溝通及表達技巧,以及發展他們的領導才能,本處已安排一系列員工發展課程。年內,

- 一位首席土地註冊主任參加了美國 哈佛大學舉辦的「高級行政人員伙 伴計劃」;
- 一位總土地註冊主任參加了公務員培訓處舉辦的「領袖實踐課程」,以接受高級管理發展培訓;
- 兩位高級土地註冊主任參加了香港 科技大學的「管理發展課程」;
- 三位總土地註冊主任分別前往著名 的北京大學和清華大學參加國家事 務研習課程;



(B) Staff Development Programmes

To broaden officers' perspectives so that they can anticipate and meet new challenges, strengthen their communication and presentation skills and develop leadership capacity, a wide spectrum of staff development courses had been arranged. During the year,

- One Principal Land Registration Officer had attended the "Senior Executive Fellows Programme" at Harvard University of USA;
- One Chief Land Registration Officer had received senior management development training through attending the "Leadership in Action Programme" at the Civil Service Training and Development Institute;
- Two Senior Land Registration Officers had attended the "Management Development Program" at The Hong Kong University of Science and Technology;
- Three Chief Land Registration Officers attended
 National Studies course at the renowned Peking and
 Tsinghua University in Beijing respectively;

- 兩位高級土地註冊主任前往深圳參 加了北京大學中層管理人員國情研 究課程;以及
- 一位總庫務會計師前往北京參加了 國家行政學院第十四屆進階國情研 究班。

除各個發展課程外,年內,我們亦安 排員工到海外土地註冊處作短期考察 交流,讓員工了解其他司法地區的土 地註冊處的運作和管理。有關安排包 括:

- 一位高級系統經理先後前往新加 坡土地註冊部門(Singapore Land Authority)及澳洲墨爾本的持續 發展和環保部門(Department of Sustainability and Environment, Melbourne, Australia)進行考察交 流,以取得發展業權註冊系統的經 驗,並取得建立電子寄存及轉易的 大概方向;以及
- 一位首席土地註冊主任及兩位高級 土地註冊主任分別前往蘇格蘭的 Registers of Scotland和英國的HM Land Registry進行考察交流,為實 施業權註冊作準備。

- Two Senior Land Registration Officers attended the National Studies Course for Middle Managers at Peking University in Shenzhen; and
- One Chief Treasury Accountant attended the "Advanced National Studies Programme No. 14" at the National School of Administration in Beijing.

Apart from the development courses, attachment to overseas land registries had been arranged in the year to enable staff to gain insights into operation and management of land registration in other jurisdictions. These programmes included:

- One Senior Systems Manager was attached to Singapore Land Authority and Department of Sustainability and Environment of Melbourne, Australia to gain experience for developing the system for title registration and possible approaches to electronic lodgement and conveyancing; and
- One Principal Land Registration Officer and two Senior Land Registration Officers were attached to Registers of Scotland and Her Majesty's Land Registry for England and Wales respectively to prepare for the implementation of title registration.

Staff Motivation and Recognition

部門員工建議書審核委員會在1993年成立,目標是在員工之間推動有建設性的合作和團隊文化,以獲取更高的工作效率和成績。今年委員會邀請同事就不同範疇提出建議,包括改善服務質素、部門運作和管理,環境保護及職員的工作與生活平衡等。委員會共收到六份員工建議書,並就此頒發多項獎勵,包括現金獎和嘉許信。我們於2007年12月舉行電子聖誕卡。

「最優秀員工選舉」周年獎勵計劃在 1997年首次推出,旨在激勵員工士 氣、提高工作熱忱,以及表揚作出 卓越貢獻的優秀員工。在2007年11 月,我們邀請同事投票選出他們當中 的「最優秀員工」,並對三名獲選者 頒授獎項。

在1999年舉行的「土地註冊處長期服務獎勵計劃」,是另一項一年一度嘉計員工的獎勵計劃,以表揚在部門服務多年及盡忠職守的員工。在2007年,共有20名在本處服務了25年或以

The Departmental Staff Suggestions Committee was set up in 1993 with the objective of promoting constructive cooperation and team effort among staff to achieve better efficiency and productivity. This year, staff have been invited to make suggestions on various issues including improvement of service quality, operation and management of the department, environmental protection and work-life balance of staff. A total of six staff suggestions were received and various awards, including cash prizes and letters of appreciation, were granted. An electronic Christmas card competition was held in December 2007 and winning designs were used as the department's electronic Christmas cards.

The annual award scheme of the "Best Staff of the Year", first introduced in 1997, aims to motivate staff morale, promote work commitment and give recognition to deserving staff for their remarkable contributions. In November 2007, staff were invited to vote among themselves the "Best Staff". Three prizes were awarded.

The Land Registry's Long Service Appreciation Award Scheme launched in 1999 is another annual event to give recognition to officers with long and meritorious service. In 2007, 20 staff members with 25 or more

上的員工獲頒發這項獎勵。這項計劃 自推出以來,至今向員工頒授了總共 117個長期服務獎項。

years of service have been awarded, making a total of 117 awards since the Scheme was first introduced.

最佳前線員工獎勵計劃

為發揚優質客戶服務的文化,土地註 冊處於2007年4月推出最佳前線員工 獎勵計劃,目的是表揚員工在客戶服 務方面的傑出表現和成績,並鼓勵員 工實踐部門的理想:服務及表現不斷 力臻完美。

是項獎勵計劃按季舉行,在季內獲客 戶書面/口頭嘉許最多的個別員工和 團隊便可得獎。獲獎的員工和團隊名 單會在客戶服務中心及新界查冊中心 張貼,並會在土地註冊處網頁(www.

landreg.gov.hk)、土地註冊



Best Frontline Staff Award

To foster the culture of good customer service, the Land Registry launched its Best Frontline Staff Award in April 2007. The objective of the award is to recognize quality performance and achievements of staff in customer service and to motivate staff in putting our value into practice: always seeking excellence in service and performance.

Individual staff and team receiving the highest number of written/verbal commendations from our customers each quarter are awarded. The name of the winning staff and team are posted at the Customer Centre and New Territories Search Offices. Announcement is also made in the Land Registry's homepage (www.landreg. gov.hk), Land Registry News and Annual Report.



Staff Relations



本處深明職管雙方的有效溝通,是確保優質客戶服務的關鍵。因此,本處致力促進各級員工之間的溝通,並定期舉行管理層會議和進行親善探訪,積極與員工交流意見。本處的「部門協商委員會」共有14名來自各個員工組別的代表,每季開會一次,以促進員工與管理層之間的了解和合作。

部門十分重視開放溝通,尤其著重管方及員方之間的溝通,因此定期與土地註冊主任舉行員工關係會議,讓雙方暢談有關部門管理及員工對發展機會的期望。此外,土地註冊處經理定期會見土地註冊主任及土地註冊行政助理。這些會面對收集意見改善工作環境、兩個職系的長遠發展以及進一步改善客戶服務均有實際幫助。

The Land Registry recognizes that effective communication between management and staff is essential to provide quality service to customers. The Land Registry is committed to providing an environment that promotes communication between staff at all levels. Regular management meetings and goodwill visits are held to exchange views with staff. The Departmental Consultative Committee, consisting of 14 representatives of various staff groups, meets quarterly to promote better understanding and cooperation between staff and management.

The Land Registry places strong emphasis on open communication, in particular between management and staff. Regular staff relations meetings were held with the Land Registration Officers offering a venue for free exchange of views on the management of the department and staff's expectation on development opportunities. Besides, the Registry Manager meets the Land Registration Officers and the Land Registration Executives regularly. The meetings have been functional in collecting suggestions on improving the working environment, long-term development for the grades as well as further enhancements in customer services.

《土地註冊處員工通訊》是一份由員 工編製的部門季刊,編輯委員會的成 員來自不同職系和職級的同事。這份 刊物深受同事歡迎,有助發揚群策群 力的精神和加強員工對部門的歸屬 感。為響應環保,《土地註冊處員工 通訊》已於2007年12月開始以電子 形式出版。

「土地註冊處員工康樂會」由本處的 同事義務服務。在2007/08年度,該 會舉辦了多項聯誼及康樂活動,包括 部門周年員工聯歡晚宴、聖誕聯歡 會、興趣班及郊遊活動。

The Staff Magazine, a departmental publication produced by staff themselves, is issued periodically under an Editorial Board comprising officers from different grades and ranks. The Magazine has been proven to be a popular publication among staff that has helped promote team spirit and a sense of "corporate identity". To support environmental protection, the Magazine has begun to be published in electronic format since December 2007.

The Land Registry Staff Recreation Club is run by staff on a voluntary basis. In 2007/08, it organized a great number of social and recreational activities, including the department's annual dinner, Christmas party, volunteer social services, interest classes and outings.



企業公民

Corporate Citizenship

為增強及宣揚企業公民的責任,我們 鼓勵並支持為社區舉辦社交及公益活動。我們的努力於本年2月獲香港社會服務聯會頒授「同心展關懷」證書。此外,我們亦於2007年參與公務員事務局慶祝香港特別行政區成立十周年所舉辦的「公務義工傳愛心」計劃,結果贏得三個獎項。 To enhance and promote the responsibilities of corporate citizenship, we encourage and support the organization of social and charity activities for the community. In recognition of our contribution, the Hong Kong Council of Social Service awarded the "Caring Organization" certificate to the department in February 2008. In addition, we participated and won three awards in the "Civil Service Volunteer Action" programme coordinated by the Civil Service Bureau in 2007, which marked the celebration of the 10th anniversary of the establishment of the Hong Kong Special Administrative Region.

(A) 支持社會服務

土地註冊處義工團隊與十個以上其他 政府部門合力進行一個名為「公務員 義工服務協作計劃」。在2007/08年 度,土地註冊處義工隊共組織了19個



義工活動,並 參加了13個環 境保護及為殘 疾、長者及青 少年而設的義 工活動。

(A) Supporting social services

The Land Registry Volunteer Team has joined hands with some ten other Government departments to run a "Crossover Volunteer Project" programme.

During 2007/08, the LR Volunteer Team organized 19 volunteer activities and participated in 13 volunteer activities coordinated by other departments under the programme for environmental protection, the disabled, the elderly and the youth.

(B) 鼎力募捐

本處一貫支持由慈善團體組織的募捐 活動,並鼓勵員工捐助或參與有關善 變。

- 公益金:本處極力鼓勵同事參加 公益金於2007年9月和12月以 及2008年3月舉辦的「公益服飾 日」、 公益行善「折」食日及 「公益綠識日」。
- 渣打馬拉松比賽:本處自2002年 起便派員參與這項比賽。今年,本 處共有八名同事參加於2008年2月 17日舉行的賽事,為大會籌得可 觀善款。





(B) Encouraging donations

We are supportive of donation drive organized by the charities by encouraging staff to donate or participate in their events.

- Community Chest: we encouraged colleagues to participate in the "Dress Special Day", "Skip Lunch Day" and "Green Day" organized by the Community Chest in September 2007, December 2007 and March 2008 respectively.
- Standard Chartered Marathon: we have participated in the event since 2002. This year, 8 staff members participated in the race on 17 February 2008 and raised an encouraging sum for charity.

(C) 平等機會

身為支持平等機會的僱主,本處秉持一視同仁的聘用原則。我們聘用了不同類別的弱能人士。此外,我們亦參與社會福利署的「陽光路上」計劃及勞工處的「展翅計劃」實習培訓計劃,為有需要人士提供培訓實習機會。

(D) 加強關懷員工

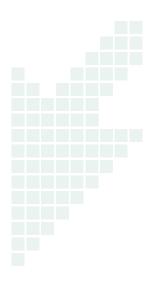
本處在2007/08年度,為員工安排了 28個職業安全與健康事宜的講座,主 題包括急救訓練、使用顯示屏幕設備 的職業健康錦囊、如何處理有暴力傾 向的人士、辦公室僱員的職業健康、 預防筋肌勞損和壓力管理等。

(C) Equal Opportunities

As an Equal Opportunities Employer, we are committed to eliminating discrimination in employment. We employ staff with different degrees of disability. In addition, we also participate in Social Welfare Department's Sunnyway Programme and Labour Department's Youth Pre-employment Training - Workplace Attachment Programme to offer training placements for the people in need.

(D) Promoting care for the employees

28 seminars on occupational safety and health related issues, such as first aid training, health hints on the use of display screen, how to handle potentially violent clients, occupational health for office workers, prevention of musculoskeletal disorders and stress management, etc. were arranged for staff in 2007/08.



(E) 工作影子計劃

為支持培育我們的新一代,土地註冊 處與國際成就計劃香港部合作,為學 生舉辦一天工作影子計劃,希望透過 這項計劃,協助年青人發展自我,讓 他們親身接觸實際工作環境,向資深 的工作導師取經,發掘一己潛能,定 立工作抱負。

工作影子日在2008年2月20日舉行, 學員是新會商會陳白沙紀念中學的20 名中五及中六學生,每兩名學員由一 名工作導師帶領。當日土地註冊處經 理致開幕詞後,工作影子日隨即開 始。透過一天日常實際工作,學員均 能建立自信,他們與工作導師在愉快 的氣氛下結束。雙方均認為是項計劃 饒具意義,從中獲益良多。



(E) Job Shadowing

In support of nurturing our younger generation, we have partnered with Junior Achievement Hong Kong to organize a one-day Job Shadowing Programme for students for the second year. By joining the programme, we hold the mission to help develop youth, to enable them to take an up-close look at the world of work, to learn from the experienced workplace mentors, to discover their potentials and to develop their career aspirations.

The Job Shadow Day was conducted on 20 February 2008 for 20 fifth form and sixth form students from SWCS Chan Pak Sha School. A mentor was assigned to every two students to guide them through the work in a normal working day. The day commenced with an opening remark by the Registry Manager. Through the one-day programme, students were able to build up their confidence through completing simple tasks assigned to them by the mentors. Both mentors and students benefited from the programme and enjoyed the event.

(F) 綠色管理和環境改善

我們承諾確保部門各項業務和日常運作的程序符合環保原則。為實踐這項承諾,我們制定了一套環保政策,為部門確立全面的環保方向,並確定須進行環保工作的重點範圍。我們採取良好的環保措施,以減少耗用紙張和能源、循環再用辦公室物資,以及以環保產品取代辦公室消耗品。

土地註冊處經理是本處的環保經理, 負責監管部門的環保工作表現。本處 並有環保工作小組,由部門主任秘書 和多名部組的代表組成,負責協助環 保經理推行環保措施。重點推行環保 措施的範圍包括:

- 能源管理;
- 物料和廢物管理;
- 噪音水平管制;
- 空氣質素管理;
- 環境風險管理;以及
- 職員的環保意識。

(F) Green Management and Environmental Improvement

We are committed to ensuring that the Land Registry's business and daily operations are conducted in an environmentally responsible manner. To fulfill our commitment we have formulated an Environmental Policy to establish the overall direction for the Land Registry and set out the key areas for actions. We adopt effective environmental practices in reducing the consumption of paper and energy, reusing office materials and replacing office consumables with environmental friendly products.

The Registry Manager is the Green Manager of the department, responsible for monitoring the Registry's environmental performance. A Green Housekeeping Working Group, led by the Departmental Secretary and with divisional representatives as members, assists the Green Manager to implement green initiatives particularly in the following aspects:

- Energy Management;
- Material and Waste Management;
- Noise Level Control;
- Air Quality Management;
- Environmental Hazard Management; and
- Staff Awareness of Environmental Protection.

環保工作小組先後為部門多個辦事處 籌劃及進行環保審核。在2007年,我 們為3間辦公室進行2次檢驗。本處自 1999年引入環保審核以來,共進行了 16次審核,審查的辦公室共24間。 藉著環保審核,我們可以檢討在運作 層面上的環保工作實況,並會作出建 議,鼓勵不斷改善環保工作。

於2007/08年度最值得注意的是由機 電工程署於本處金鐘道政府合署總部 辦事處安裝獨立電錶,讓我們可輕易 地監察我們的耗電量,令我們可定下 目標並量度節省能源的情況。此舉也 讓我們取得數據研究與我們的活動有 關的溫室氣體排放的問題,讓我們找 出有效的解決辦法。

公眾人士可從土地註冊處網站取得 2007年管制人員環境報告,內裏有關 於環境的詳盡資料可供閱覽。

The Working Group plans and organizes environmental audit inspections to various offices of the department. In 2007, 2 inspections covering 3 offices were conducted, making a total of 16 visits and covering 24 offices since the introduction of the environmental audit inspections in 1999. By conducting environmental audits, the green practices at operational level are reviewed and recommendations are made for continual improvement.

Of particular note in 2007/08 was work carried out by the Electrical and Mechanical Services Department to install separate meters for electricity consumption at our Headquarters in the Queensway Government Offices. This will allow us to monitor our power consumption much more easily, so as to target and measure efficiency improvements. It will also equip us with data to study the issue of the greenhouse gas emissions for which our activities are responsible, allowing us to identify effective mitigation practices.

The Controlling Officer's Environmental Report 2007 with detailed environmental performance is available from the Land Registry's website.

安全的工作環境

Safe Workplace

我們明白安全及合適的工作環境對 促進員工職業健康和工作效率至為 重要。鑑於所有員工都是在辦公室環 境中工作,部門的管理層非常關注為 同事提供合適的辦公室家具和設備。 我們的辦公室工作間和家具均為符合 人體工程學的設計,以確保員工有足 夠的工作空間和膝部的活動空間。我 們亦為員工提供輔助設備如腳踏板、 各種尺碼的鍵盤抽屜及手腕軟墊等, 以確保他們能保持舒適的姿勢工作。 我們定期檢查防火系統及進行火警演 習。此外,我們亦從部組中委任出環 保職安主任,負責進行定期檢查,確 保同事工作間的安全。我們會於有需 要時安排更新簡報會予員工,闡述目 前的安全措施。

We recognize that a safe and appropriate work environment is an important factor to enhance staff occupational health and work efficiency. Since all staff work in an office setting, the provision of suitable office furniture and equipment to them is of prime concern to the management. Office workstations and furniture are of ergonomic design to ensure the provision of sufficient workspace and adequate knee clearances. Ancillary equipment, such as footsteps, keyboard drawers of various sizes and wrist cushions are provided to ensure a comfortable posture at work. Regular inspections on fire prevention systems and fire drills are arranged. In addition, Environment & Safety Executives are appointed in divisions to conduct regular inspections to ensure that their workplaces are free from safety hazards. Refresher briefings are arranged to update them of the prevailing safety measures whenever necessary.

Knowledge Management

為令部門取得長遠的運作成效和成 功,本處每位員工須持續不斷參與分 享工作經驗和知識。我們於是設置知 識管理系統(KMS),為員工提供一個 有條理地傳達和組織知識的平台,鼓 勵員工互相分享知識之餘亦能有系統 地學習新知識。

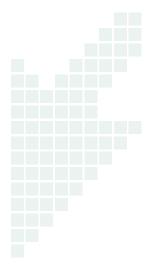
本處已成立一個專責小組發展知識管 理系統。系統的第一期主要收集2005 年以後的註冊知識,於2007年10月2 日啟用。

系統的第二期收集所有其他註冊知 識,已於2008年5月啟用。

To secure long-term organizational efficiency and success, the Land Registry needs to have the constant, steady commitment of every member of staff to share their experience and knowledge. A Knowledge Management System (KMS) provides the platform for the systematic transfer and codification of knowledge to encourage organizational learning through sharing.

The Land Registry has set up a dedicated project team to develop the KMS. Phase I of the system which focused on capturing the registration knowledge after 2005 was successfully launched on 2 October 2007.

Phase II of the system which includes all other registration knowledge was launched in May 2008.



Future Plan

(A) 員工發展

作為一家提供公共服務的機構,並為 員工提供優質工作環境,土地註冊處 的發展政策是為處於不同職業發展階 段的員工提供機會及鼓勵,藉獲得知 識、技術及經驗發揮他們的潛能,幫 助他們應付工作轉變、迎接新挑戰及 責任,使他們在部門內不斷進步。

為讓員工盡展所長,本處已制定計 劃,來年安排員工到外國著名院校接 受公共服務和業務發展方面的培訓; 前往海外土地註冊部門作暫駐交流; 以及參加由公務員事務局中央統籌的 培訓課程。通過上述發展計劃,有關 員工便可學習新知,增進個人技能, 從而為部門的整體發展作出貢獻。



(A) Staff Development

It is the development policy of the Land Registry to provide opportunities and encouragement for staff at all stages of their career to realize their potential by obtaining knowledge, skills and experience. This is to help them to master changes in work, prepare for new challenges and responsibilities and sustain improvements in the Land Registry as a public service provider and as a workplace of the highest quality.

To develop our staff to reach their full potential, the Land Registry has formulated plans for the coming year to send officers to attend overseas training at leading institutions for public service and business development, training attachment to overseas land registries, and centrally organized training programme of the Civil Service Bureau. Through the development programme, officers are empowered with competencies and enhanced personal effectiveness to make full and effective contribution to the development of the department as a whole.

(B) 法律培訓

為加強本處的主要職系人員 - 土地註 冊主任-勝任工作要求的能力,我們 將會與本地的學術團體度身訂造法律 訓練課程,預期將於2008至09年開 課。課程目的是增加土地註冊主任按 照《土地註冊條例》行事的一般法律 知識以及工作有關的知識,令他們更 有效率地處理目前複雜的註冊程序, 並裝備好自己迎接實行業權註冊系統 的挑戰。

(C) 壓力管理

為推動員工注重健康並作為一個關懷 員工的僱主,本處定期為員工舉辦以 精神健康、預防情緒失控之道以及生 活與工作平衡為題的講座。來年,我 們將會策劃一系列壓力管理課程,加 強員工應付壓力的能力及維持工作及 生活的平衡。為培養一個關懷及安 全的文化,並確保員工能適當處理工 作壓力,土地註冊處亦將覆檢現時以 中央統籌形式提供的諮詢服務,以確 保員工可輕易取得壓力管理的專業意 見。

(B) Legal Training

To strengthen the core grade – the Land Registration Officer grade of the department - for higher competencies at work, a custom-built legal training programme will be developed with local academic institutions and be kicked off in 2008/09. The programme aims to enhance the officers' general as well as work related legal knowledge in performing under the LRO so that they become more effective in dealing with the complex registration work now and be well prepared for the new challenges ahead with the launch of the title registration system.

(C) Stress Management

To promote good health and as a caring employer, the Land Registry has regularly organized seminars on mental health, preventive measures on mood disorder and work life balance for staff. In the coming year, we will continue to organize a series of stress management programmes to strengthen staff's ability to cope with stress and to promote balanced work-life. In order to foster a caring and safety culture and to ensure that work stress is properly controlled, the Land Registry will also review the existing centrally provided counselling service to ensure that professional advice on stress management are easily accessible by the staff.

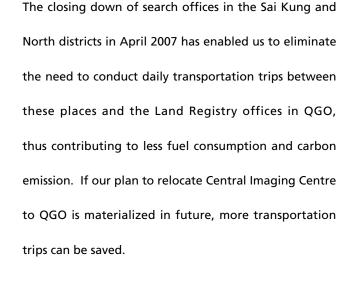
(D) 環境管理

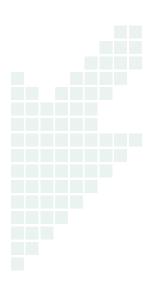
土地註冊處的業務運作對環境的影響主要在於紙張及電力的消耗。我們在2007年開始進行多項節約用紙計劃,包括將多個運作報告由原來的硬本改以軟本形式製作;將《土地註冊處員工通訊》由印刷本變為電子本頭人說服政府部門用戶接受我們將在這方式發出業權報告等。我們將在這方面繼續努力,宣揚節省用紙。另一方面,本處亦正與香港銀行公會及香港按閱對有限公司商討有關上載標準條款文件通用本的安排。倘此項措施接成功落實,我們將可大幅減少主冊時所需編印的按揭文件及相關程序中的耗紙量。

(D) Green Management

The major impact of the Land Registry's business operation on the environment is the consumption of paper and energy. We instituted a number of paper saving measures in 2007. They include the conversion of various operational reports from hard to soft copies, switching of the Staff Magazine from printed to electronic version and the adoption of our reportson-title in soft copy by government department users. We will continue efforts in this aspect to promote the reduction of paper consumption. Separately, the department is in discussion with the Hong Kong Association of Banks and Hong Kong Mortgage Corporation arrangements to allow for filing of Standard Terms Documents. If this is implemented, we will be able to reduce substantially the bulk of mortgage documents required for registration and the associated paper consumption for processing.

於2007年4月,我們關閉北區及西貢 查冊中心,令我們無須每天安排車輛 在往來該兩個中心和金鐘政府合署的 土地註冊處辦事處之間運送文件,從 而減少消耗燃料及排放二氧化碳。倘 我們能一併將中央影像處理中心搬往 金鐘政府合署,便可進一步減少車輛 運輸次數。









Relocation of the IRIS Data Centre

「綜合註冊資訊系統」 的運作系統原本設置於一幢商業大廈中。為改善客戶服務及系統的可靠性,並減少經營成本,「綜合註冊資訊系統」在2007年12月聖誕假期間,我們把數據中心遷往政府資訊科技總監辦公室的數據中心內。新數據中心提供一個永久的地方,並有更佳的支援設施,包括後備電力。

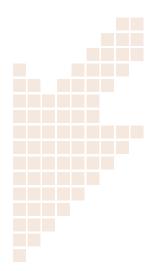
持份者已於客戶聯絡小組會議上獲知會有關數據中心搬遷的消息。搬遷安排事前亦於土地註冊處通函、新聞公報及發給登記用戶的通告公布。此外,我們也在報章、「綜合註冊資訊系統」以及土地註冊處網頁上刊登公告,通知公眾人士搬遷期間服務的特別安排。我們亦與持份者(例如地產代理監管局和地產代理協會)開會,告知他們有關搬遷安排。

The IRIS production system was originally housed in a commercial building. To enhance customer services and system reliability and to reduce operating cost, the IRIS data centre was relocated to the Office of the Government Chief Information Officer's data centre over the Christmas holidays in December 2007. The new data centre provides a permanent accommodation and is better equipped with support facilities including a backup power generator.

Stakeholders were informed of the relocation at Customer Liaison Group meetings. Land Registry Circular Memorandum, press releases and notices to subscribers were issued beforehand. In addition, we put up advertisements in newspapers and notices on the IRIS as well as the Land Registry websites to draw the public's attention to the special service arrangements. Meetings were also held with stakeholders, e.g. the Estate Agents Authority together with the Estate Agents Associations, to brief them on the relocation arrangements.

於搬遷期間,「綜合註冊資訊系統」 的主系統,由2007年12月22日起至 26日止共關閉了五天。為減低對客戶 造成不便,我們在12月23日中午起 至26日為止,啟動「綜合註冊資訊系 統」的後備系統,以提供土地登記冊 查冊服務。然而,搬遷後的網上查冊 服務即時出現不穩定情況,幸而服務 很快便回復正常水平,於12月28日恢 復運作如常。我們感謝所有客戶在服 務受阻及我們解決問題期間,對我們 表示支持和體諒。

During the relocation, the IRIS main system was shut down for five days from 22 to 26 December 2007. To minimize inconvenience to customers, the IRIS backup system was activated to provide search services of land registers from noon of 23 December to 26 December. Regrettably, some instability in the search services over the Internet was experienced immediately after the removal but performance was quickly restored to previous level when daily operation resumed on 28 December. We are grateful to all customers for their forbearance and patience during the period of disruption while we sorted out the problem.



Service Enhancement to the Integrated Registration Information System (IRIS)

為了不斷改善我們對客戶的服務質 素,我們定期審視「綜合註冊資訊系 統」的狀況並加以改善。年內,我們 落實了以下的增值措施:

- 更多土地登記冊可以利用中文地址 查閱;
- 客戶可在查冊櫃位訂購個別彩色圖 則;
- 調配專用打印機列印大量查冊的土 地登記冊,以減少客戶輪候時間;
- 在「瀏覽」功能內加入新的超連 結,以便列印普通本土地登記冊;
- 若中文地址欠奉,分層土地登記冊 上會顯示「中文地址不詳」字樣;
- 「綜合註冊資訊系統」網頁上的 「廣播訊息」顯示器更為顯眼,以 提示客戶注意網頁廣播的訊息;

As an on-going effort to improve services to our customers, we introduce regular enhancements to IRIS. During the year, the following enhancements were implemented:

- More land registers can now be retrieved with Chinese addresses;
- Customers can place orders at search counters for individual colour plans;
- To reduce customers' waiting time, dedicated printers have been deployed for printing bulky transactions;
- A new hyper-link has been added within the "View by Browser" function to facilitate the printing of plain copies of land registers;
- "中文地址不詳"(Chinese address unknown) is displayed on sub-division land registers if the Chinese address is not available;
- A more visible "broadcast message" indicator on the IRIS website has been introduced to better draw the attention of users to important messages broadcast on the website;

- 引入免費下載的電子註冊摘要表格 用以遞交契約,以替代沿用的印製 表格;
- 「綜合註冊資訊系統」畫面上的 「屋宇號數」已修改為「屋宇/門 牌號數」;以及
- 訂購資料於結算單上可按日期或登 入編號排列。

- A free-of-charge e-Memorial Form has been introduced for the lodgement of deeds, which serves as an alternative to the conventional paper form;
- "House No." on relevant IRIS screens has been amended to "House/Building No." to clarify the meaning of the data field; and
- Order information can now be sorted by date or by login ID in the account statement.





IT Security

土地註冊處非常重視資訊科技保安。
所有土地註冊處的電腦系統均設有嚴
謹保安系統,防止不獲授權的資訊存
取。我們並對外委聘審計師作定期保
安審查,查找在保安設計及執行上的
弱點。土地註冊處已制定保安指引供
所有員工遵守。我們更為員工作出定
期培訓,加強他們對維護資訊科技系
統及數據保安的意識。

土地註冊處將繼續善用資訊科技為客戶提供更優良服務,及提升運作效率。同時,我們將嚴加警覺,保障我們的資訊科技系統免受任何形式的侵襲。主要來說,我們將繼續:

- 吸收市場上有關資訊科技保安的最新科技發展,採納適當的方法保護 我們的系統及數據;
- 確保所有註冊處員工在維護資料保安上時常警覺;以及
- 在開發新資訊科技系統時採納適當及足夠的保安措施。

The Land Registry attaches great importance to IT security. All computer systems of the Registry are designed and implemented with a high level of security protection to safeguard against unauthorized access to information stored in the systems. Regular security audits by external auditors are performed to detect possible weaknesses in security design and practices, if any. Security instructions have been promulgated for compliance by all staff within the Registry. Training designed to heighten staff awareness of the need to maintain the security of IT systems and data is organized on a regular basis.

The Land Registry will continue to make more use of IT to provide better services to customers and to improve operational efficiency. At the same time, we will maintain strict vigilance to protect our IT systems from being compromised in any manner. Specifically, we will continue to:

- Keep abreast with the latest technological development on IT security in the market and adopt appropriate measures to protect our systems and data;
- Ensure that all Registry staff stay vigilant in preserving information security; and
- Put in place appropriate and adequate security protection measures when developing new IT systems.

未來計劃

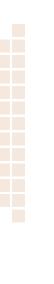
Future Plan

(A) 新查冊系統

由於「綜合註冊資訊系統」及其後備 系統的技術限制,在我們提升或改善 「綜合註冊資訊系統」時難免要暫停 系統服務。而且,查冊系統每天只為 業界及公眾提供16小時服務。經考慮 主要業務用家要求不中斷服務及延長 服務時間後,我們打算引入新查冊系 統。新系統具備可復原能力,可確保 對客戶提供穩定的查冊服務,不受內 部註冊系統的定期維修及提升工程影 響。新系統將提供更長的服務時間。 它的設計切合將來的業權註冊系統。 無論該項資料是存於契約註冊系統 (即「綜合註冊資訊系統」) 或是未 來的業權註冊系統,公眾用戶只須循 一條路徑便可取得資料。為確保新查 冊系統可應付客戶的要求,我們已就 新系統的設計大綱諮詢主要客戶的意 見。

(A) New Search System

Owing to technical constraints in IRIS and its backup system, suspension of service cannot be avoided in certain situations when enhancement or upgrading work is applied to IRIS. The search service is also only available to business and the public for 16 hours a day. Taking into account the demand from major business users for uninterrupted operations and longer service hours, we have decided to introduce a new search system. The new system is being designed with resilience features to ensure that search services to customers are delivered in a stable manner and are unaffected by scheduled maintenance and upgrading work on the internal registration systems. The new system will support longer operating hours. It will be designed so as to be compatible with the future title registration system, so that external users need only one access point to obtain information, irrespective of whether this is held under the deeds registration system (IRIS) or the future title registration system. To ensure that the new search system will meet the needs of customers, consultation with our major user groups on their views on the design outline of the new system has been carried out.





(B) 土地業權註冊的資訊科技

支援

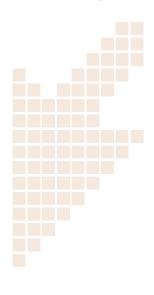
我們將會開發一套新資訊系統以支援 未來的土地業權註冊的運作。新系統 仍在設計階段。現時我們正研製系統 的原型,這將有助發展所需的註冊及 工作流程功能。

(B) IT Support for Land Title Registration

To provide IT support for the future operation of land title registration, a new IT system will be developed.

Design of the new system is currently underway.

Prototypes are being built to facilitate development of the required registration and workflow functions.



(C) 資訊科技保安

為加強土地註冊處內的資訊安全,提 升員工保障個人資料的意識,土地註 冊處計劃採取以下措施:

- 於2008年6月為所有員工舉行另一 次資訊科技保安短講會;
- 為員工提供詳細指引,指示他們如 何使用便攜電子儲存器;
- 定期傳閱本處對資訊科技保安的政 策及指引,加深員工對資訊保安及 個人資料保障重要性的認知;
- 向員工發布日常工作中資訊科技保 安的實用提示,供他們參考;
- 繼續為土地註冊處的資訊系統進行 定期資訊科技保安審核;以及
- 上載個人資料保安的私隱政策至土 地註冊處網站供訪客瀏覽。

(C) IT Security

To further strengthen information security within the Land Registry and to enhance staff awareness on the protection of personal data, the Registry plans to take forward the following measures:

- To conduct another round of briefings on IT Security for all staff in June 2008;
- To issue detailed instructions on the use of portable electronic storage devises for compliance by staff;
- To re-circulate the departmental policy and guidelines on IT Security to reinforce the importance of information security and personal data protection;
- To issue practical tips on IT security for reference by staff in their day-to-day work;
- To continue to conduct regular IT security audits on the IT systems of the Registry; and
- To upload a Privacy Policy on security protection of personal data on the Land Registry website for the benefit of visitors to the site.





Financial Objectives

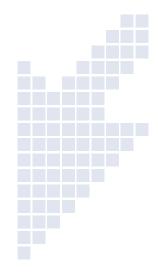


土地註冊處根據《營運基金條例》的一般條文,奉行下列明確的財政目標:

- 使以跨年的方式計算營運基金的收入足以支付為市民及政府部門提供 服務的開支;以及
- 取得合理的回報,而回報率由財政司司長根據固定資產平均淨值制訂。

In accordance with the general provisions of the Trading Funds Ordinance, the Land Registry pursues clearly defined financial objectives. These include:

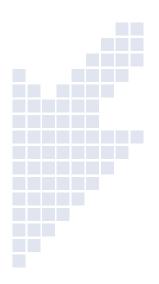
- Meeting expenses incurred in the provision of services to the public and government departments out of the income of the trading fund, taking one year with another; and
- Achieving a reasonable return, as determined by the Financial Secretary, on the average net fixed assets (ANFA) employed.

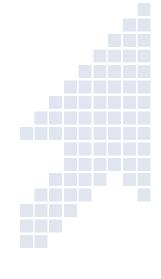


Actual Performance

截至2008年3月31日止的年度內, 土地註冊處營運基金共錄得稅後純利 1.76億元,全年固定資產平均淨值回 報率為36%。

整體收入較2006/07年度增加1.126 億元(上升26.2%)。運作開支增加 4,250萬元(上升14.5%),主要因為用 於員工、一般運作,以及電腦服務的 開支有所增加。





In the year ended 31 March 2008, the Land Registry Trading Fund achieved a net profit after taxation of \$176 million and attained a return on ANFA of 36%.

When compared with 2006/07, overall revenue increased by \$112.6 million (up 26.2%). Operating expenses also increased by \$42.5 million (up 14.5%) mainly due to increase in staff cost, general operating expenses and computer service charges.

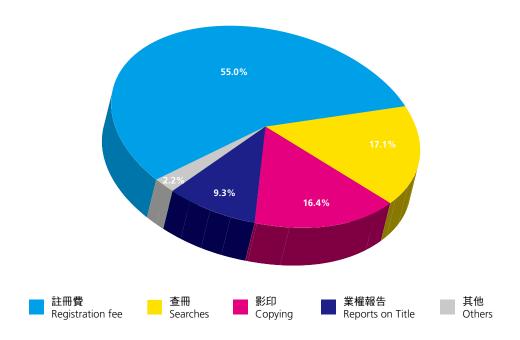




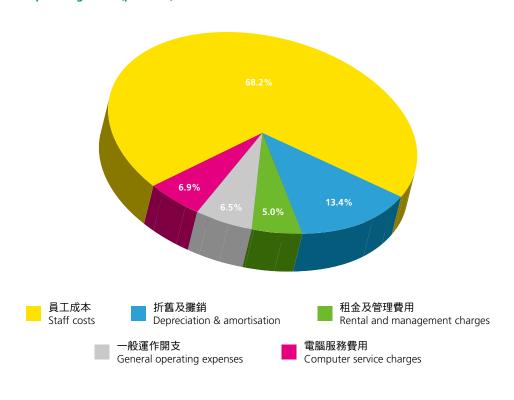
Forecast

土地註冊處會繼續審慎理財。我們須 為籌備業權註冊而增加開支。我們打 算加強節流,以抵銷有關額外開支。 本處的收入和全年固定資產平均淨值 回報率,取決於物業市場的交投量; 物業市況則取決於宏觀經濟因素和按 揭利率的走勢。不過,我們預計,下 個財政年度仍能達致財政司司長根據 固定資產平均淨值制訂的回報。 The Land Registry will continue to exercise strict control on costs. Additional expenditure is expected to be incurred in the preparation for title registration. It is our target to cover these increased costs from further efficiency savings. Revenue and return on ANFA will depend mainly on transaction volumes in the property market. This in turn depends on wider economic factors and the trend of mortgage interest rates. Nevertheless, we expect to be able to achieve the return, as determined by the Financial Secretary, on the average net fixed assets (ANFA) employed in the coming financial year.

收益 (百分比) Revenue (per cent)



運作成本 (百分比) **Operating Costs (per cent)**

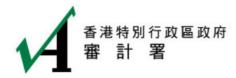






審計署署長致立法會報告

Report of the Director of Audit to the Legislative Council



獨立審計報告 致立法會

茲證明我已審核及審計列載於第148至179頁土地註冊處營運基金的財務報表,該等財務報表包括於2008年3月31日的資產負債表與截至該日止年度的損益表、權益變動表和現金流量表,以及主要會計政策概要及其他附註解釋。

土地註冊處營運基金總經理就財務報表須承擔的責任

土地註冊處營運基金總經理須負責按照《營運基金條例》(第430章)第7(4)條及香港財務報告準則,製備及真實而中肯地列報該等財務報表。這責任包括設計、實施及維護與製備及真實而中肯地列報財務報表有關的內部控制,以使財務報表不存有由於欺詐或錯誤而導致的重大錯誤陳述;選擇和應用適當的會計政策;以及按情況作出合理的會計估計。

審計師的責任

我的責任是根據我的審計對該等財務報表作出意見。我已按照《營運基金條例》第 7(5)條及審計署的審計準則進行審計。這些準則要求我遵守道德規範,並規劃及執 行審計,以合理確定財務報表是否不存有任何重大錯誤陳述。



Independent Audit Report To the Legislative Council

I certify that I have examined and audited the financial statements of the Land Registry Trading Fund set out on pages 148 to 179, which comprise the balance sheet as at 31 March 2008, and the profit and loss account, statement of changes in equity and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory notes.

General Manager, Land Registry Trading Fund's responsibility for the financial statements

The General Manager, Land Registry Trading Fund is responsible for the preparation and the true and fair presentation of these financial statements in accordance with section 7(4) of the Trading Funds Ordinance (Cap. 430) and Hong Kong Financial Reporting Standards. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and the true and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

審計涉及執行程序以獲取有關財務報表所載金額及披露資料的審計憑證。所選定的程序取決於審計師的判斷,包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險。在評估該等風險時,審計師考慮與該基金製備及真實而中肯地列報財務報表有關的內部控制,以設計適當的審計程序,但並非為對基金的內部控制的效能發表意見。審計亦包括評價土地註冊處營運基金總經理所採用的會計政策的合適性及所作出的會計估計的合理性,以及評價財務報表的整體列報方式。

我相信,我所獲得的審計憑證是充足和適當地為我的審計意見提供基礎。

意見

我認為,該等財務報表已按照香港財務報告準則真實而中肯地反映土地註冊處營運基金於2008年3月31日的狀況及截至該日止年度的運作成果及現金流量,並已按照《營運基金條例》第7(4)條所規定的方式妥為製備。

審計署署長

(審計署助理署長應國榮代行)

審計署

香港灣仔

告士打道7號

入境事務大樓26樓

2008年9月5日

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and true and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the General Manager, Land Registry Trading Fund, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements give a true and fair view of the state of affairs of the Land Registry Trading Fund as at 31 March 2008 and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance.

(YING Kwok-wing) Assistant Director of Audit for Director of Audit

Audit Commission 26th Floor, Immigration Tower 7 Gloucester Road Wanchai, Hong Kong 5 September 2008



Profit and Loss Account

財務報表

Certified Financial Statements

土地註冊處營運基金 損益表

截至二零零八年三月三十一日止年度 以港幣千元表示

LAND REGISTRY TRADING FUND PROFIT AND LOSS ACCOUNT

for the year ended 31 March 2008 (Expressed in thousands of Hong Kong dollars)

		註釋		
		Note	2008	2007
營業額	Turnover	3	511,664	401,255
運作成本	Operating costs	4	(334,737)	(292,287)
運作盈利	Profit from operations		176,927	108,968
其他收入	Other income	5	30,362	28,146
除税前盈利	Profit before tax		207,289	137,114
税項	Taxation	6	(31,277)	(19,602)
除税後盈利	Profit after tax		176,012	117,512
紅利	Dividend	7	(288,006)	(58,756)
固定資產回報率	Rate of return on fixed assets	8	36.0%	20.9%
			-	

資產負債表

Balance Sheet

土地註冊處營運基金 資產負債表

於二零零八年三月三十一日 以港幣千元表示

LAND REGISTRY TRADING FUND BALANCE SHEET

as at 31 March 2008 (Expressed in thousands of Hong Kong dollars)

		註釋		
		Note	2008	2007
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	9	337,011	355,130
無形資產	Intangible assets	10	55,867	59,603
诗至期滿的證券	Held-to-maturity securities	11	100,216	100,380
			493,094	515,113
流動資產	Current assets			
應收帳款及預繳款項	Debtors and prepayments		19,732	21,555
有關連人士之應收帳款	Amounts due from related parties		6,419	5,366
银行存款	Placements with banks		653,000	503,500
現金及銀行結餘	Cash and bank balances		31,911	9,954
			711,062	540,375
流動負債	Current liabilities		-	
遞延收入	Deferred revenue	12	12,414	4,310
客戶按金	Customers' deposits	13	24,456	22,953
應付帳款	Creditors		11,076	5,409
有關連人士之應付帳款	Amounts due to related parties		2,228	1,288
雇員福利撥備	Provision for employee benefits		1,955	841
應付税款	Tax payable		16,247	5,971
			68,376	40,772
流動資產淨額	Net current assets		642,686	499,603
總資產減去流動負債	Total assets less current liabilities		1,135,780	1,014,716

土地註冊處營運基金 資產負債表(續)

LAND REGISTRY TRADING FUND BALANCE SHEET (continued)

		註釋		
		Note	2008	2007
非流動負債	Non-current liabilities			
遞延税項	Deferred tax	14	15,888	19,053
僱員福利撥備	Provision for employee benefits		74,249	67,276
資產淨額	NET ASSETS		1,045,643	928,387
資本及儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	15	118,300	118,300
保留盈利	Retained earnings	16	639,337	751,331
擬發紅利	Proposed dividend	7	288,006	58,756
			1,045,643	928,387

蘇啟龍

土地註冊處處長

土地註冊處營運基金總經理

二零零八年九月五日

K.A. SALKELD, J.P.

Land Registrar and General Manager, Land Registry Trading Fund 5 September 2008

權益變動表

Statement of Changes In Equity

土地註冊處營運基金 權益變動表

截至二零零八年三月三十一日止年度 以港幣千元表示

LAND REGISTRY TRADING FUND STATEMENT OF CHANGES IN EQUITY

for the year ended 31 March 2008 (Expressed in thousands of Hong Kong dollars)

		註釋		
		Note	2008	2007
在年初的結餘	Balance at beginning of year		928,387	880,627
年度除税後盈利	Profit after tax for the year		176,012	117,512
年度已付紅利	Dividend paid during the year		(58,756)	(69,752)
在年終的結餘	Balance at end of year		1,045,643	928,387

現金流量表

Cash Flow Statement

土地註冊處營運基金 現金流量表

截至二零零八年三月三十一日止年度 以港幣千元表示

LAND REGISTRY TRADING FUND CASH FLOW STATEMENT

for the year ended 31 March 2008 (Expressed in thousands of Hong Kong dollars)

		註釋		
		Note	2008	2007
營運項目的 現金流量	Cash flows from operating activities			
運作盈利	Profit from operations		176,927	108,968
折舊及攤銷	Depreciation and amortisation		44,922	46,046
遞延收入的增加	Increase in deferred revenue		8,104	1,280
應付帳款及有關連人士 之應付帳款的 增加/(減少)	Increase/(Decrease) in creditors and amounts due to related parties		6,607	(17,490)
僱員福利撥備的 增加	Increase in provision for employee benefits		8,087	637
客戶按金的增加/ (減少)	Increase/(Decrease) in customers' deposits		1,503	(29)
應收帳款及有關連人士 之應收帳款的增加	Increase in debtors and amounts due from related parties		(1,646)	(352)
已付利得税	Profits tax paid		(24,166)	(24,671)
營運項目的現金流入淨額	Net cash from operating activities		220,338	114,389

土地註冊處營運基金 現金流量表 (續)

LAND REGISTRY TRADING FUND CASH FLOW STATEMENT (continued)

Note	(32,000)	2007
	(32,000)	5-1-1-1-1-1
	(32,000)	7727 2227
		(451,000)
	(23,074)	(15,292)
	32,949	21,473
	(22,125)	(444,819)
	(58,756)	(69,752)
	(58,756)	(69,752)
	139,457	(400,182)
	62,454	462,636
17	201,911	62,454
	17	32,949 (22,125) (58,756) (58,756) 139,457

Notes to The Accounts

帳目註釋

(除另有註明外,所有金額均 以港幣千元為表示單位)

NOTES TO THE ACCOUNTS

(Amounts expressed in thousands of Hong Kong dollars unless otherwise stated)

1. 總論

General

立法會在一九九三年六月三十日根據《營運基金條例》(第430章)第3、4及6條通過決議案,在一九九三年八月一日設立土地註冊處營運基金。土地註冊處備存載列最新資料的土地登記冊以執行土地註冊制度,並向客戶提供查閱土地登記冊和有關土地記錄的服務和設施。此外,土地註冊處亦負責辦理業主立案法團的申請。

The Land Registry Trading Fund ("LRTF") was established on 1 August 1993 under the Legislative Council Resolution passed on 30 June 1993 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap.430). The Land Registry administers a land registration system by maintaining an up-to-date Land Register and provides its customers with services and facilities for searches of the Land Register and related land records. The Land Registry also processes applications for the incorporation of owners.

2. 主要會計政策

Significant accounting policies

2.1 符合準則聲明

Statement of compliance

本財務報表是按照香港公認的會計原則及所有適用的香港財務報告準則(此詞是統稱,當中包括香港會計師公會頒布的所有適用的個別香港財務報告準則、香港會計準則及詮釋)編製。土地註冊處營運基金採納的主要會計政策摘要如下。

These financial statements have been prepared in accordance with accounting principles generally accepted in Hong Kong and all applicable Hong Kong Financial Reporting Standards ("HKFRSs"), a collective term which includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards ("HKASs") and Interpretations issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"). A summary of the significant accounting policies adopted by the LRTF is set out below.

主要會計政策(續)

Significant accounting policies (continued)

香港會計師公會已頒布自本會計期開始生效的多項新訂及經修訂的香港財務報告準則。採納此 等準則對土地註冊處營運基金的運作成果及財務狀況並無重大影響。土地註冊處營運基金已按 照新的香港財務報告準則第7號「金融工具:披露」在本財務報表作出更多資料披露(見註19)。 The HKICPA has issued a number of new and revised HKFRSs that are first effective for the current accounting period. Adoption of these HKFRSs has no significant impact on the LRTF's results of operations and financial position, while expanded disclosure has been made in the financial statements in accordance with the new HKFRS 7. "Financial Instruments: Disclosures" (see note 19).

2.2 編製財務報表的基礎

Basis of preparation of the financial statements

本財務報表的編製基礎均以原值成本法計量。

The measurement basis used in the preparation of the financial statements is historical cost.

編製符合香港財務報告準則的財務報表需要土地註冊處營運基金管理層作出判斷、估計及假設。 該等判斷、估計及假設會影響會計政策的實施,以及資產與負債和收入與支出的呈報款額。該 等估計及相關的假設,均按以往經驗及其他在有關情況下被認為合適的因素而制訂。倘若沒有 其他現成數據可供參考,則會採用該等估計及假設作為判斷有關資產及負債的帳面值的基礎。 估計結果或會與實際價值有所不同。

The preparation of financial statements in conformity with HKFRSs requires the management of LRTF to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

該等估計及其所依據的假設會作持續檢討。如修訂會計估計只會影響當年的會計期,當年的會 計期內會確認有關修訂;如修訂會影響當年及未來的會計期,則會在當年及未來的會計期內確 認有關修訂。

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

2. 主要會計政策(續)

Significant accounting policies (continued)

土地註冊處營運基金在實施會計政策方面並不涉及任何關鍵的會計判斷。無論對未來作出的假設,或在結算日估計過程中所存在的不明朗因素,皆不足以構成重大風險,導致資產和負債的帳面金額在來年大幅修訂。

There are no critical accounting judgements involved in the application of the LRTF's accounting policies. There are also no key assumptions concerning the future, and other key sources of estimation uncertainty at the balance sheet date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities in the next year.

2.3 金融資產及金融負債

Financial assets and financial liabilities

2.3.1 初始確認

Initial recognition

土地註冊處營運基金會按起初取得資產或引致負債的目的將金融資產及金融負債作下列 分類:貸出款項及應收帳款、持至期滿的證券及其他金融負債。

The LRTF classifies its financial assets and financial liabilities into different categories at inception, depending on the purpose for which the assets were acquired or the liabilities were incurred. The categories are: loans and receivables, held-to-maturity securities and other financial liabilities.

金融資產及金融負債最初按公平值計量;公平值通常相等於成交價,而就貸出款項及應 收帳款、持至期滿的證券及其他金融負債而言,則加上因收購金融資產或產生金融負債 而直接引致的交易成本。

Financial assets and financial liabilities are measured initially at fair value, which normally equals to the transaction prices, plus transaction costs for loans and receivables, held-to-maturity securities and other financial liabilities that are directly attributable to the acquisition of the financial asset or issue of the financial liability.

土地註冊處營運基金在成為有關金融工具的合約其中一方之日會確認有關金融資產及金融負債。至於購買及出售市場上有既定交收期的金融資產,則於交收日入帳。

The LRTF recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument. Regular way purchases and sales of financial assets are accounted for at settlement date.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.3.2 分類

Categorisation

2.3.2.1 貸出款項及應收帳款 Loans and receivables

> 貸出款項及應收帳款為具有固定或可以確定收支金額,但在活躍市場並沒有報價 的非衍生金融資產,而土地註冊處營運基金亦無意將之持有作交易用途。此類別 包括應收帳款、有關連人士之應收帳款、銀行存款、現金及銀行結餘。

> Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and which the LRTF has no intention of trading. This category includes debtors, amounts due from related parties, placements with banks, cash and bank balances.

貸出款項及應收帳款採用實際利率法按攤銷成本值扣除任何減值虧損(如有的話) 列帳 (註釋 2.3.4)。

Loans and receivables are carried at amortised cost using the effective interest method less impairment losses, if any (note 2.3.4).

2.3.2.2 持至期滿的證券 Held-to-maturity securities

持至期滿的證券為具有固定或可以確定收支金額及有固定到期日,而且土地註冊 處營運基金有明確意向及能力,可以持有直至到期的非衍生金融資產,惟符合貸 出款項及應收帳款定義的金融資產則除外。

Held-to-maturity securities are non-derivative financial assets with fixed or determinable payments and fixed maturity which the LRTF has the positive intention and ability to hold to maturity, other than those that meet the definition of loans and receivables.

持至期滿的證券採用實際利率法按攤銷成本值扣除任何減值虧損(如有的話)列 帳 (註釋 2.3.4)。

Held-to-maturity securities are carried at amortised cost using the effective interest method less impairment losses, if any (note 2.3.4).

2. 主要會計政策(續)

Significant accounting policies (continued)

2.3.2.3 其他金融負債

Other financial liabilities

其他金融負債採用實際利率法按攤銷成本值計量。

Other financial liabilities are measured at amortised cost using the effective interest method.

2.3.3 註銷確認

Derecognition

當從金融資產收取現金流量的合約權屆滿時,或已轉讓該金融資產及其絕大部分風險和回報的擁有權,該金融資產會被註銷確認。

A financial asset is derecognised when the contractual rights to receive the cash flows from the financial asset expire, or where the financial asset together with substantially all the risks and rewards of ownership have been transferred.

當合約指明的債務被解除、取消或到期時,該金融負債會被註銷確認。

A financial liability is derecognised when the obligation specified in the contract is discharged, cancelled or expires.

2.3.4 金融資產減值

Impairment of financial assets

貸出款項及應收帳款、持至期滿的證券的帳面值會在每個結算日作出評估,以確定是否有客觀的減值證據。貸出款項及應收帳款以及持至期滿的證券若存在減值證據,虧損會以該資產的帳面值與按其原本的實際利率用折現方式計算其預期未來現金流量的現值之間的差額,在損益表內確認。如其後減值虧損降低,並證實與在確認減值虧損後出現的事件相關,則該減值虧損會在損益表內回撥。

The carrying amount of loans and receivables and held-to-maturity securities are reviewed at each balance sheet date to determine whether there is objective evidence of impairment. If any impairment evidence exists, a loss is recognised in the profit and loss account as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. If in a subsequent period, the amount of such impairment loss decreases and the decrease can be linked objectively to an event occurring after the impairment loss was recognised, the impairment loss is reversed through the profit and loss account.

5年

主要會計政策(續) 2.

Significant accounting policies (continued)

2.4 物業、設備及器材

Property, plant and equipment

於一九九三年八月一日撥歸土地註冊處營運基金的物業、設備及器材,最初的成本是按立法會所 通過成立土地註冊處營運基金的決議案中所列的估值入帳。由一九九三年八月一日起新購的物 業、設備及器材均按購入價入帳。

Property, plant and equipment appropriated to the LRTF on 1 August 1993 were measured initially at deemed cost equal to the value contained in the Legislative Council Resolution for the setting up of the LRTF. Property, plant and equipment acquired since 1 August 1993 are capitalised at their costs of acquisition.

以下物業、設備及器材以成本值扣除累計折舊及減值虧損(如有)在資產負債表內列帳(註釋 2.6):

- 於一九九三年八月一日撥歸土地註冊處營運基金的自用物業;及
- 設備及器材包括電腦器材、傢具與裝置,以及其他器材。

The following property, plant and equipment are stated in the balance sheet at cost less accumulated depreciation and any impairment losses (note 2.6):

- buildings held for own use appropriated to the LRTF on 1 August 1993; and
- plant and equipment, including computer equipment, furniture and fittings and other equipment.

折舊是按照物業、設備及器材的估計可使用年期以直線法攤銷扣除估計剩餘值的成本值,計算方 法如下:

Depreciation is calculated to write off the cost of property, plant and equipment, less their estimated residual value, on a straight-line basis over the estimated useful lives as follows:

物業 30年

設備及器材

 於一九九三年八月一日撥歸土地註冊處營運基金的土地 (為土地註冊處營運基金之物業所在地) 視為非折舊資產。

 Buildings 30 years Plant and equipment 5 years

The land on which the LRTF's buildings are situated as appropriated to the LRTF on 1 August 1993 is regarded as a non-depreciating asset.

2. 主要會計政策(續)

Significant accounting policies (continued)

出售物業、設備及器材的損益以出售所得淨額與資產的帳面值之間的差額來決定,並在出售日於損益表內確認。

Gains or losses arising from the disposal of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the asset, and are recognised in the profit and loss account at the date of disposal.

2.5 無形資產

Intangible assets

無形資產包括購入的電腦軟件牌照及已資本化的電腦軟件程式開發成本值。若電腦軟件程式 在技術上可行,而土地註冊處營運基金有足夠資源及有意完成開發工作,有關的開發費用會 被資本化。資本化費用包括直接工資及材料費用。無形資產按成本值扣除累計攤銷及減值虧 損(如有)列帳(註釋 2.6)。

Intangible assets include acquired computer software licences and capitalised development costs of computer software programmes. Expenditure on development of computer software programmes is capitalised if the programmes are technically feasible and the LRTF has sufficient resources and the intention to complete development. The expenditure capitalised includes the direct labour and costs of materials. Intangible assets are stated at cost less accumulated amortisation and any impairment losses (note 2.6).

無形資產的攤銷按估計可使用年期(5年)以直線法列入損益表。

Amortisation of intangible assets is charged to the profit and loss account on a straightline basis over the assets' estimated useful lives of 5 years.

2.6 固定資產的減值

Impairment of fixed assets

固定資產,包括物業、設備及器材,以及無形資產的帳面值在每個結算日評估,以確定有否出 現減值跡象。若有減值跡象而資產的帳面值高於其可收回數額,則有關減值虧損在損益表內確 認。資產的可收回數額為淨出售價與使用值兩者中的較高者。

The carrying amounts of fixed assets, including property, plant and equipment and intangible assets, are reviewed at each balance sheet date to identify any indication of impairment. If there is an indication of impairment, an impairment loss is recognised in the profit and loss account whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its net selling price and value in use.

2. 主要會計政策 (續)

Significant accounting policies (continued)

2.7 等同現金

Cash equivalents

等同現金項目指某些短期及流通性高的投資,該等項目在購入時距期滿日不超過3個月,並隨時 可轉換為已知數額的現金,而其價值變動的風險僅屬低微。

Cash equivalents are short-term highly liquid investments that are readily convertible to known amounts of cash and subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition.

2.8 僱員福利

Employee benefits

薪金與年假在僱員提供有關服務的年度計算入、並且經確認為開支。僱員間接開支,包括香港 特別行政區政府(政府)給予僱員的退休金福利、房屋福利及非金錢福利,均在土地註冊處營 運基金支銷,並在提供有關服務的年度確認為開支。

Salaries and annual leave are accrued and recognised as an expense in the year in which the associated services are rendered by the staff. Staff oncosts including pensions, housing and non-monetary benefits provided to the staff by the Government of the Hong Kong Special Administrative Region ("the Government") are charged to the LRTF and recognised as an expense in the year in which the associated services are rendered.

2.9 所得税

Income tax

- 政府要求土地註冊處營運基金須繳交依照《税務條例》(第112章)的規定計算的名義利得 (i) 税。本年度税項支出包括本期税項及遞延税項資產和負債的變動。
 - The Government requires the LRTF to pay a notional profits tax calculated on the basis of the provisions of the Inland Revenue Ordinance (Cap. 112). Tax expense for the year comprises current tax and movements in deferred tax assets and liabilities.
- 本期税項為本年度對應課税收入按結算日已生效或實際有效的税率計算的預計應付税項, (ii) 並包括以往年度應付税項的任何調整。
 - Current tax is the expected tax payable on the taxable income for the year, using tax rates enacted or substantively enacted at the balance sheet date, and any adjustment to tax payable in respect of previous years.

2. 主要會計政策(續)

Significant accounting policies (continued)

(iii) 遞延税項資產及負債是因納税基礎計算的資產及負債與其帳面值之間的差異,而分別產生的可扣税及應課税的暫記差額。遞延税項資產也包括未使用的税損及税項抵免。 Deferred tax assets and liabilities arise from deductible and taxable temporary differences respectively, being the differences between the carrying amounts of assets and liabilities for financial reporting purposes and their tax bases. Deferred tax assets also arise from unused tax losses and unused tax credits.

所有遞延税項負債及未來可能有應課税盈利予以抵銷的遞延税項資產,均予確認。 All deferred tax liabilities, and all deferred tax assets to the extent that it is probable that future taxable profits will be available against which the assets can be utilised, are recognised.

遞延税項的確認額是根據該資產及負債的帳面值之預期收回及結算的方式,按在結算日 已生效或實際有效的税率計算。遞延税項資產及負債不作折讓。

The amount of deferred tax recognised is measured based on the expected manner of realisation or settlement of the carrying amount of the assets and liabilities, using tax rates enacted or substantively enacted at the balance sheet date. Deferred tax assets and liabilities are not discounted.

遞延税項資產的帳面金額在每個結算日重新審閱,對預期不再有足夠的應課税盈利以實 現相關税務利益的遞延税項資產予以扣減。被扣減的遞延税項資產會於預期將來出現足 夠的應課税盈利時撥回。

The carrying amount of a deferred tax asset is reviewed at each balance sheet date and is reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the related tax benefit to be utilised. Any such reduction is reversed to the extent that it becomes probable that sufficient taxable profit will be available.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.10 收入的計算

Revenue recognition

營運收入在提供服務時確認。利息收入採用實際利率法以應計方式確認。

Revenue is recognised as services are provided. Interest income is recognised as it accrues using the effective interest method.

實際利率法是計算金融資產或金融負債的攤銷成本值,以及攤分在有關期間的利息收入或支出 的方法。實際利率是指可將金融工具在預計有效期間(或適用的較短期間)內的預計現金收支,折 現成該金融資產或金融負債的帳面淨值所適用的貼現率。土地註冊處營運基金在計算實際利率 時,會考慮金融工具的所有合約條款以估計現金流量,但不會計及日後的信貸虧損。實際利率 的計算包括合約雙方支付或收取的所有費用(費用為實際利率不可或缺的部分)、交易成本及所有 其他溢價或折讓。

The effective interest method is a method of calculating the amortised cost of a financial asset or a financial liability and of allocating the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial instrument or, when appropriate, a shorter period to the net carrying amount of the financial asset or financial liability. When calculating the effective interest rate, the LRTF estimates cash flows considering all contractual terms of the financial instruments but does not consider future credit losses. The calculation includes all fees paid or received between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts.

2.11 外幣換算

Foreign currency translation

本年度外幣交易,按交易當日的匯率換算為港元。以外幣計算的貨幣資產及負債,均按結算日 的匯率換算為港元。外匯換算產生的匯兑收益及虧損,會在損益表中確認。

Foreign currency transactions during the year are translated into Hong Kong dollars at the exchange rates ruling at the transaction dates. Monetary assets and liabilities denominated in foreign currencies are translated into Hong Kong dollars at the exchange rates ruling at the balance sheet date. Exchange gains and losses are recognised in the profit and loss account.

主要會計政策(續)

Significant accounting policies (continued)

2.12 有關連人士

Related parties

土地註冊處營運基金是根據《營運基金條例》成立,並屬政府轄下的獨立會計單位。年內,土 地註冊處營運基金在日常業務中與各有關連人士進行交易。這些人士包括政府各局及部門、營 運基金,以及受政府所管制或主要影響的財政自主機構。

The LRTF is a separate accounting entity within the Government established under the Trading Funds Ordinance. During the year, the LRTF has entered into transactions with various related parties, including government bureaux and departments, trading funds and financially autonomous bodies controlled or significantly influenced by the Government, in the ordinary course of its business.

3.	營業額	Turnover

4	海化成本	Operating costs		
			511,664	401,255
	其他	Others	5,443	5,297
	業主立案法團	Owners incorporation	5,474	4,832
	業權報告	Reports on title	48,242	39,728
	提供副本	Copying	83,873	69,766
	查冊	Search	87,421	71,195
	辦理文件註冊	Registration of documents	281,211	210,437
			2008	2007

運作成本	Operating costs		
		2008	2007
員工費用	Staff costs	228,191	194,410
一般運作開支	General operating expenses	18,987	13,823
電腦服務開支	Computer service charges	23,179	20,397
租金及管理費	Rental and management charges	16,620	16,105
中央行政費用	Central administrative overheads	2,438	1,116
折舊及攤銷	Depreciation and amortisation	44,922	46,046
審計費用	Audit fees	400	390
		334,737	292,287

5.	其他收入	Other income		
			2008	2007
	銀行存款利息	Bank deposits interest	25,507	22,200
	持至期滿證券利息	Held-to-maturity securities interest	5,271	5,255
	滙兑淨(虧損)/收益	Net exchange (loss)/gain	(416)	691
			30,362	28,146
			-	

(i) 於損益表內扣除的税額如下:

税項

6.

Taxation charged to the profit and loss account represents:

Taxation

		2008	2007
本期税項	Current tax		
本年名義利得税的 撥備	Provision for notional profits tax for the year	34,442	24,259
遞延税項 暫記差額的產生 及撥回	Deferred tax Origination and reversal of temporary differences	(3,165)	(4,657)
税項支出總額	Total tax expense	31,277	19,602

(ii) 税項支出與損益表盈利按適用税率計算的税項兩者之對帳:

Reconciliation between tax expense and accounting profit at applicable tax rates :

		2008	2007
除税前盈利	Profit before tax	207,289	137,114
按香港利得税率 17.5% (二零零七年度為 17.5%)	Tax at Hong Kong profits	26 275	22.005
計算的税項 二零零七/零八年度	tax rate of 17.5% (2007:17.5%)	36,275	23,995
一次性的税項寬減	One-off tax reduction in 2007/08	(25)	170
非應課税收入的税項影響	Tax effect of non-taxable revenue	(4,973)	(4,393)
實際税項支出	Actual tax expense	31,277	19,602

7. 紅利 Dividend

建議就截至二零零八年三月三十一日止年度派發紅利 2 億 8,800.6 萬元(二零零七年度為 5,875.6 萬元),相等於除税後盈利的 50% 及加添數額 2 億元(二零零七年度無加添數額)。

A dividend of \$288.006 million (2007: \$58.756 million), based on 50% of the profit after tax plus an additional amount of \$200 million (2007: Nil), is proposed for the year ended 31 March 2008.

8. 固定資產回報率

Rate of return on fixed assets

固定資產回報率是以除税後盈利 (不包括利息收入和利息支出) 除以固定資產平均淨值所得的百分率。 固定資產包括物業、設備、器材及無形資產。預期土地註冊處營運基金可以達致財政司司長定下每年 固定資產回報率 8.3% 的目標。

The rate of return on fixed assets is calculated as profit after tax (excluding interest income and interest expenses) divided by average net fixed assets, and expressed as a percentage. Fixed assets include property, plant and equipment and intangible assets. The LRTF is expected to meet a target rate of return on fixed assets of 8.3% per year as determined by the Financial Secretary.

物業、設備及器材

Property, plant and equipment

		土地及 建築物 Land and Buildings	電腦 器材 Computer Equipment	器材、	總計 Total
成本	Cost				
在二零零六年四月一日 添置 在二零零七年三月三十一日	At 1 April 2006 Additions At 31 March 2007	350,000 - 350,000	105,055 3,891 108,946	11,809 934 12,743	466,864 4,825 471,689
在二零零七年四月一日 添置 出售 在二零零八年三月三十一日	At 1 April 2007 Additions Disposal At 31 March 2008	350,000 - - 350,000	108,946 4,029 - 112,975	12,743 2,026 (11) 14,758	471,689 6,055 (11) 477,733
累計折舊	Accumulated depreciation	n			
在二零零六年四月一日 年度費用 在二零零七年三月三十一日	At 1 April 2006 Charge for the year At 31 March 2007	48,780 3,851 52,631	33,692 20,873 54,565	8,212 1,151 9,363	90,684 25,875 116,559
在二零零七年四月一日 年度費用 出售 在二零零八年三月三十一日	At 1 April 2007 Charge for the year Disposal At 31 March 2008	52,631 3,851 - 56,482	54,565 18,719 - 73,284	9,363 1,597 (4) 10,956	116,559 24,167 (4) 140,722
帳面淨值	Net book value				
在二零零八年三月三十一日	At 31 March 2008	293,518	39,691	3,802	337,011
在二零零七年三月三十一日	At 31 March 2007	297,369	54,381	3,380	355,130

10. 無形資產

Intangible assets

電腦軟件牌照
及系統開發成本
Computer software licences
and system development costs

			2008	2007
	成本	Cost		
	在年初	At beginning of year	122,987	112,520
	添置	Additions	17,019	10,467
	在年終	At end of year	140,006	122,987
	累計攤銷	Accumulated amortisation		
	在年初	At beginning of year	63,384	43,213
	年度費用	Charge for the year	20,755	20,171
	在年終	At end of year	84,139	63,384
	帳面淨值	Net book value		
	在年終	At end of year	55,867	59,603
11.	持至期滿的證券	Held-to-maturity	securities	
			2008	2007
	按攤銷成本列帳 上市:	At amortised cost Listed :		
	- 本港	- in Hong Kong	55,221	55,398
	- 本港以外	- outside Hong Kong	15,028	15,068
			70,249	70,466
	非上市	Unlisted	29,967	29,914
			100,216	100,380

12. 遞延收入

13.

Deferred revenue

指已售出但仍未使用的查冊票,及預先支付的訂購費用或其他服務收費。

This represents outstanding search tickets and subscription fees/other service charges received in advance of which services have not yet been rendered.

		2008	2007
查冊票	Search tickets	370	370
訂購費用或其他服務收費	Subscription fees/other service charges	12,044	3,940
在年終的結餘	Balance at end of year	12,414	4,310
客戶按金	Customers' deposits		
		2008	2007
網上服務登記用戶	Online services subscribers	23,473	21,970
各政府部門	Government departments	983	983
在年終的結餘	Balance at end of year	24,456	22,953

14. 遞延税項

Deferred tax

在資產負債表內確認的遞延税項主要部分及年內的變動如下:

Major components of deferred tax recognised in the balance sheet and the movements during the year are as follows :

		多於有關折舊及 攤銷的折舊免税額 Depreciation allowances	其他暫記 差額	總額
		in excess of the ated depreciation and amortisation	Other temporary differences	Total
在二零零六年 四月一日的結餘	Balance at 1 April 2006	23,776	(66)	23,710
於損益表內計入	Credited to profit and loss account	(4,629)	(28)	(4,657)
在二零零七年 三月三十一日的結餘	Balance at 31 March 2007	19,147	(94)	19,053
在二零零七年	Balance at			
四月一日的結餘	1 April 2007	19,147	(94)	19,053
於損益表內扣除/(計入)	Charged/(Credited) to pro loss account	ofit and (3,196)	31	(3,165)
在二零零八年 三月三十一日的結餘	Balance at 31 March 2008	15,951	(63)	15,888

15. 營運基金資本

Trading fund capital

此為政府對土地註冊處營運基金的投資。

This represents the Government's investment in the LRTF.

16. 保留盈利

Retained earnings

		2008	2007
在年初的結餘	Balance at beginning of year	751,331	692,575
年度除税後盈利	Profit after tax for the year	176,012	117,512
		927,343	810,087
擬發紅利	Proposed dividend	(288,006)	(58,756)
在年終的結餘	Balance at end of year	639,337	751,331

17. 現金及等同現金

Cash and cash equivalents

		2008	2007
現金及銀行結餘	Cash and bank balances	31,911	9,954
銀行存款 (等同現金部分)	Placements with banks (cash equivalents portion)	170,000	52,500
在年終的現金及 等同現金	Cash and cash equivalents at end of year	201,911	62,454

18. 有關連人士交易

Related party transactions

除了在本帳目的其他部分披露的與有關連人士交易外,年內與有關連人士進行的其他重大交易摘述如下: Apart from those separately disclosed in the accounts, the other material related party transactions for the year are summarised as follows:

本處向有關連人士提供的服務包括土地文件註冊、查閱土地登記冊及土地記錄,以及提供土地記 錄副本和業權報告。這些服務為本處帶來的總收入達 8,400萬元 (二零零七年度為7,300萬元), 這金額已計算在註釋 3 的營業額項下。

Services provided to related parties included registration of land documents, search of land registers and records, supply of copies of land records and reports on title. The total revenue derived from these services amounted to \$84 million (2007: \$73 million). This amount is included in turnover under note 3.

18. 有關連人士交易(續)

Related party transactions (continued)

(ii) 有關連人士向本處提供的服務包括有關電腦、辦公地方、中央行政和審計的服務。本處在這些服務方面的總開支達 2,000萬元 (二零零七年度為1,600 萬元),這金額已計算在註釋 4 的運作成本項下。

Services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to \$20 million (2007: \$16 million). This amount is included in operating costs under note 4.

本處向有關連人士提供服務的收費和接受這些人士服務的收費都是按照劃一標準計算,即同時提供給公眾的服務,收費和公眾一樣;至於只提供給有關連人士的服務,則按服務的十足成本計算。

Charging for services rendered to or received from related parties was on the same basis, that is, at the rates payable by the general public for services which were also available to the public or on a full cost recovery basis for services which were available only to related parties.

19. 金融風險管理

Financial risk management

(i) 投資政策

Investment policy

土地註冊處營運基金以審慎保守的方式來投資金融資產包括債務證券及銀行存款。投資的決定是按照由財經事務及庫務局局長、香港金融管理局所發出的指引,並符合其他有關規例。投資的債務證券是由香港特區政府或由信貸評級可靠的香港半官方機構發出。一般來說,投資的債務證券會持至期滿。

The LRTF maintains a conservative approach on investments in financial assets including debt securities and placements with banks. Investment decisions are made according to the guidelines from the Secretary for Financial Services and the Treasury, Hong Kong Monetary Authority and other relevant regulations. Invested debt securities are issued by the Hong Kong SAR Government or quasi-government bodies in Hong Kong with sound credit ratings and are in general held to maturity.

(ii) 信貸風險

Credit risk

信貸風險指金融工具的一方將不能履行責任而且會引致另一方蒙受財務損失的風險。

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

Financial risk management (continued)

在結算日,土地註冊處營運基金並無信貸風險相當集中的情況。在結算日的最高信貸風險(未計 及持有的任何抵押品或其他提升信貸質素項目)如下:

At the balance sheet date, the LRTF does not have significant concentrations of credit risk. The maximum exposure to credit risk at the balance sheet date without taking account of any collateral held or other credit enhancements is shown below:

		2008	2007
持至期滿的證券	Held-to-maturity securities	100,216	100,380
應收帳款	Debtors	13,926	15,902
有關連人士之			
應收帳款	Amounts due from related parties	6,419	5,366
銀行存款	Placements with banks	653,000	503,500
銀行結餘	Bank balances	31,869	9,917
總額	Total	805,430	635,065

為盡量減低信貸風險,所有定期存款均存於香港的持牌銀行。

To minimise credit risks, all fixed deposits are placed with licenced banks in Hong Kong.

土地註冊處營運基金的信貸風險,主要取決於應收帳款及債務證券的投資。土地註冊處營運基金 訂有風險政策,並持續監察須承擔的信貸風險。

The LRTF's credit risk is primarily attributable to debtors and investments in debt securities. The LRTF has a credit policy in place and the exposure to these credit risks is monitored on an ongoing basis.

關於應收帳款,網上服務登記用戶須繳付按金。

In respect of debtors, deposits are required from our online services subscribers.

Financial risk management (continued)

債務證券投資方面,只考慮獲穆迪或標準普爾評為投資級別的債務證券。在結算日,債務證券投資的信貸質素(以穆迪或標準普爾的評級中的較低者分析)如下:

For investments in debt securities, only those classified under the investment grade by Moody's or Standard & Poor's are considered. At the balance sheet date, the credit quality of investments in debt securities, analysed by the lower of ratings designated by Moody's or Standard & Poor's, is as follows:

		2008	2007
持至期滿的證券 (按信貸級別排列)	Held-to-maturity securities by credit rating		
Aa1至Aa3/AA+至 AA-	Aa1 to Aa3/AA+ to AA-	100,216	100,380

(iii) 流動資金風險

Liquidity risk

流動資金風險指某一實體將難以履行與金融負債相關的責任的風險。

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.

根據《營運基金條例》,土地註冊處營運基金須負責其現金管理,包括盈餘現金的長短期投資,惟須獲財經事務及庫務局局長批准。土地註冊處營運基金的政策是定期監察即時及預期的流動資金需要,確保能維持足夠的現金儲備,以符合長短期的流動資金需要。土地註冊處營運基金的流動資金狀況穩健,故其面對的流動資金風險甚低。

Under the Trading Funds Ordinance, the LRTF is responsible for its own cash management, including short term and long term investment of cash surpluses, subject to approval by the Secretary for Financial Services and the Treasury. The LRTF's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term. As the LRTF has a strong liquidity position, it has a very low level of liquidity risk.

Financial risk management (continued)

(iv) 利率風險

Interest rate risk

利率風險指因市場利率變動而引致虧損的風險。利率風險可進一步分為公平值利率風險及現金流 量利率風險。

Interest rate risk refers to the risk of loss arising from changes in market interest rates. This can be further classified into fair value interest rate risk and cash flow interest rate risk.

公平值利率風險指金融工具的公平值會因市場利率變動而波動的風險。由於土地註冊處營運基金 的持至期滿的證券及銀行存款為定息金融工具,當市場利率上升,這些金融工具的公平值便會下 跌。然而,由於所有持至期滿的證券及銀行存款均按攤銷成本值列示,市場利率的變動不會影響 相關帳面值及土地註冊處營運基金的盈利和儲備。

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. Since the LRTF's held-to-maturity securities and placements with banks bear interest at fixed rates, their fair values will fall when market interest rates increase. However, as all the held-to-maturity securities and placements with banks are stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the LRTF's profit and reserves.

現金流量利率風險指金融工具的未來現金流量會因市場利率變動而波動的風險。土地註冊處營運 基金無須面對重大的現金流量利率風險,因為其持有的主要金融工具都不是浮息金融工具。

Cash flow interest rate risk is the risk that future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The LRTF is not exposed to material cash flow interest rate risk because it has no major financial instruments bearing interest at a floating rate.

Financial risk management (continued)

下表以主要計息資產在結算日的帳面值,並按到期日分類列示土地註冊處營運基金面對的利率風險。 The table below sets out the LRTF's exposure to interest rate risk, based on the major interest bearing assets stated at carrying amounts at the balance sheet date and categorised by maturity dates.

		3 個月 或以下 3 months	超過 3個月 但超過 1年 More than 3 months but not more than	超 1年 但超年 More than 1 year but not more than	more than	總額
		or less	1 year	5 years	10 years	Total
2008年	2008					
持至期滿的證券	Held-to-maturity securities	ē	-		100,216	100,216
M7 /= ★-+L	Placements with					
銀行存款	banks	409,000	244,000	-	*1	653,000
		409,000	244,000	-	100,216	753,216
2007年	2007					
持至期滿的證券	Held-to-maturity securities	5		(5)	100,380	100,380
	Placements with					
銀行存款	banks	404,500	99,000	-		503,500
		404,500	99,000	: <u>"</u>	100,380	603,880

Financial risk management (continued)

(v) 貨幣風險

Currency risk

貨幣風險指金融工具的公平值或未來現金流量會因匯率變動而波動的風險。

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates.

土地註冊處營運基金的一般業務交易是以港元為單位,因而不會引致貨幣風險。

The LRTF's normal business transactions are denominated in Hong Kong dollars and therefore do not give rise to currency risk.

至於以美元為單位的投資,基於港元與美元掛鈎,土地註冊處營運基金的貨幣風險甚低。

In respect of investments denominated in United States dollars, owing to the linked exchange rate of the Hong Kong dollar to the United States dollar, the LRTF has a very low level of currency risk.

在結算日,以美元為本位的金融資產總計有 1.01 億元(二零零七年度為1.01億元)。剩餘的金融 資產及所有金融負債均以港元為本位。

At the balance sheet date, financial assets totalling \$101 million (2007: \$101 million) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

(vi) 公平值

Fair values

在活躍市場買賣的金融工具的公平值是根據結算日的市場報價釐定。如沒有該等市場報價,則以 現值或其他估值方法以結算日的市況數據評估其公平值。

The fair value of financial instruments traded in active markets is based on quoted market prices at the balance sheet date. In the absence of such quoted market prices, fair values are estimated using present value or other valuation techniques, using inputs based on market conditions existing at the balance sheet date.

持至期滿的證券在結算日的公平值如下:

The fair values of held-to-maturity securities at the balance sheet date are as follows:

Financial risk management (continued)

帳面值		公平	7值
Carrying value		Fair value	
2008	2007	2008	2007

持至期滿的證券 Held-to-maturity securities 100,216 100,380 105,886 101,154

所有其他金融工具均以與其公平值相同或相差不大的金額在資產負債表內列帳。

All other financial instruments are stated in the balance sheet at amounts equal to or not materially different from their fair values.

20. 資本承擔

Capital commitments

在二零零八年三月三十一日,土地註冊處營運基金有下列尚未列入財務報表的資本承擔:

At 31 March 2008, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows:

		2008	2007
已批准及簽約	Authorised and contracted for	6,509	44,415
已批准惟未簽約	Authorised but not yet contracted for	214,738	166,461
		221,247	210,876

21. 經營租約承擔

Operating lease commitments

在二零零八年三月三十一日,根據不可撤銷的土地及建築物經營租約在未來的最低應付租賃款項總額如下: At 31 March 2008, the total future minimum lease payments under non-cancellable operating leases for land and buildings are payable as follows:

		2008	2007
不超過一年	Not later than one year	3,497	4,027
超過一年但	Later than one year and not		
不超過五年	later than five years	2,569	2,182
		6,066	6,209

22. 已頒布但於截至二零零八年三月三十一日 止年度尚未生效的修訂、新準則及詮釋可 能造成的影響

Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2008

直至本財務報表發出之日,香港會計師公會已頒布多項修訂、新準則及詮釋。該等修訂、新準則及詮釋 於截至二零零八年三月三十一日止年度尚未生效,亦沒有提前在本財務報表中被採納。

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, new standards and interpretations which are not yet effective for the year ended 31 March 2008 and which have not been early adopted in these financial statements.

土地註冊處營運基金正就該等修訂、新準則及詮釋在首次採納期間預計會產生的影響進行評估。迄今的 結論是採納該等修訂、新準則及詮釋不大可能會對土地註冊處營運基金的運作成果及財務狀況有重大影 響。

The LRTF is in the process of making an assessment of what the impact of these amendments, new standards and interpretations is expected to be in the period of initial adoption. So far it has concluded that the adoption of them is unlikely to have a significant impact on the LRTF's results of operations and financial position.

下列修訂準則可能令日後的財務報表須作出新的或經修訂的資料披露:

The following revised standard may result in new or amended disclosures in future financial statements:

> 在下述日期或之後開始的會計期生效 Effective for accounting periods beginning on or after

香港會計準則第1號(修訂本) 財務報表的呈報 HKAS 1 (revised) Presentation of financial statements

二零零九年一月一日

1 January 2009

Annex I

(1) 2007/08 年度服務承諾 2007/08 Performance Pledges

	2007/08		
服務類別 Service Type	服務標準 Service Standard	服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
辦理土地文書註冊 Registration of Land Documents	16個工作天 16 working days	90	94
櫃位查閱電腦土地登記冊 Counter Search of computerized land registers	15分鐘 15 minutes	96#	100
提供土地紀錄影像副本 Supply of Imaged Copies of Land Records 在櫃位辦理			
Over the counter			
不連過大圖則 Without oversize plans	15分鐘 15 minutes	96 [#]	100
● 附連過大圖則 With oversize plans	5個工作天 5 working days	97	100
透過電子服務訂購 Order via electronic services • 親身領取 Collection in person			
◆ 不連彩色圖則 Without colour plans	1個工作天 1 working day	97	100
◆ 附連彩色圖則 With colour plans	3個工作天 3 working days	97	100
◆ 附連過大圖則 With oversize plans	5個工作天 5 working days	97	100
● 郵寄或由傳遞公司送遞 Delivery by post or courier ◆ 不連彩色圖則 Without colour plans			
- 下午6時前訂購 Orders placed before 6 pm	1個工作天 1 working day	97	100
- 下午6時後或在星期 六、星期日及公眾 假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2個工作天 2 working days	97	100

	2007/08		
服務類別 Service Type	服務標準 Service Standard	服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
♦ 附連彩色圖則 With colour plans	3個工作天 3 working days	97	100
♦ 附連過大圖則 With oversize plans	5個工作天 5 working days	97	100
辦理土地紀錄認證 Supply of Certified Land Records 在櫃位辦理			
Over the counter			
◆ 電腦土地登記冊 Computerized land registers	1小時 1 hour	96#	100
 不連過大圖則的影像副本 Imaged copies without oversize plans 	1小時 1 hour	96#	100
 附連過大圖則的影像副本 Imaged copies with oversize plans 	5個工作天 5 working days	97	100
透過電子服務訂購 Order via electronic services • 親身領取 Collection in person			
◆ 電腦土地登記冊 Computerized land registers	1個工作天 1 working day	97	100
◆ 影像副本 Imaged copies			
- 不連過大圖則 Without oversize plans	3個工作天 3 working days	97	100
- 附連過大圖則 With oversize plans	5個工作天 5 working days	97	100
 郵寄或由傳遞公司送遞 Delivery by post or courier 令 電腦土地登記冊 Computerized land registers 			
- 下午6時前訂購 Orders placed before _ 6 pm	1個工作天 1 working day	97	100
- 下午6時後或在星期 六、星期日及公眾 假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2個工作天 2 working days	97	100

	2007/08		
服務類別 Service Type	服務標準 Service Standard	服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	3個工作天 3 working days	97	100
◆ 附連過大圖則的影像 副本 Imaged copies with oversize plans	5個工作天 5 working days	97	100
修改登記資料 [△] Amendment of Registered Data [△]			
• 一般個案 Simple cases	3個工作天△ 3 working days△	90	99
• 複雜個案 Complicated cases	10個工作天 [△] 10 working days [△]	90	98
銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)			
 批閱註冊摘要日誌的申請 Approval of MDB applications 	2個工作天 2 working days	97	100
• 送遞註冊摘要日誌資料 檔案 Delivery of MDB data files	1個工作天 1 working day	97	100
銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)			
 批閱按揭註冊摘要月誌 的申請 Approval of MMIM applications 	2個工作天 2 working days	97	100
• 送遞按揭註冊摘要月誌 資料檔案 Delivery of MMIM data files	5個工作天 5 working days	97	100
電話查詢服務 Telephone Enquiry Services			
• 辦公時間內留言 Voice mail left during office hours	收到留言後 60分鐘內回電 Return calls within 60 minutes after receiving the voice mail	90	99

	2007/08		
服務類別 Service Type	服務標準 Service Standard	服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
• 辦公時間後留言 Voice mail left after office hours	下一個工作天 上午10時前回電 Return calls before 10 am on the next working day	90	100
處理建議/投訴 Handling of suggestions/ complaints	本處會在收到建 議或投訴後的十 天內答覆。如果 不可能在這限期 內詳盡作覆,也 會給予初步回 覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		

[#] 已提高的服務指標 Enhanced performance target

[△]新服務承諾 New performance pledge

(2) 2008/09 年度服務承諾 2008/09 Performance Pledges

服務類別	服務標準 Service Standard		服務指標 (達到服務標準的百分比)
Service Type	工作天 Working day(s)	分鐘 Minutes	Performance Target (% meeting service standard)
1. 辦理土地文件註冊 Registration of land documents:	16		92#
(a) 由收到契約至根據已註冊的契約更新 土地登記冊 [△] ;以及 From receipt of a deed to updating the land register with the registered deed [△] ; and	12		
(b) 完成影像處理程序並把已註冊的契約 送回交契人士 [△] Completion of imaging and return of the registered deed to the lodging party [△]	4		
2. 在櫃位查閱電腦土地登記冊 Counter Search of computerized land registers		15	97#
3. 提供土地紀錄影像副本 Supply of imaged copies of land records (a) 在櫃位索取 Over the counter			
• 不連過大圖則 Without oversize plans		15	97#
• 附連過大圖則 With oversize plans	5		97
(b) 透過電子服務訂購 Order via electronic services (i) 親身領取 Collection in person			
• 不連彩色圖則 Without colour plans	1		97
• 附連彩色圖則 With colour plans	3		97
• 附連過大圖則 With oversize plans	5		97
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier ● 不連彩色圖則 Without colour plans			
- 下午6時前訂購 Orders placed before 6 pm	1		97
- 下午6時後或在星期六、星期日 及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97

服務類別	服務標準 Service Standard		服務指標 (達到服務標準的百分比)
Service Type	工作天 Working day(s)	分鐘 Minutes	Performance Target (% meeting service standard)
5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)			
 批閱註冊摘要日誌的申請 Approval of MDB applications 	2		98#
● 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98#
6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)			
• 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98#
送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	5		98#
7. 修訂登記資料 Amendment of Registered Data			
(a) 一般個案 Simple Cases	3		90
(b) 複雜個案 Complicated Cases	10		90
8. 電話查詢服務 Telephone Enquiry Services			
(a) 辦公時間收到留言 Voice mail left during office hours	收到留言後60分鐘內回覆 Return calls within 60 minutes after receiving the voice mail		92#
(b) 非辦公時間收到留言 Voice mail left after office hours	下一個工作天早上10時前回覆 Return calls before 10 am on the next working day		92#
9. 處理建議/投訴 Handling of suggestions/ complaints	本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆,也會給予初步回覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		-

* 已提高的服務標準 Enhanced service standard

△ 不包括被暫止註冊的契約 Excluding deeds withheld from registration

[#] 已提高的服務指標 Enhanced performance target

Annex II

(1) 2007/08年度土地註冊處客戶聯絡小組(私營機構)常務委員 **Standing Members of the Land Registry Customer Liaison Group (Private Sector)** 2007/08

	張紀明先生 Mr. CHEUNG Kee-ming
	林敏儀女士 Ms. LAM Man-yee
香港律師會	袁國傑先生 Mr. YUEN Kwok-kit
The Law Society of Hong Kong	楊永華先生 Mr. YEUNG Wing-wah
	黃佩翰先生 Mr. David WONG Pui-hon
	黃枝基先生 Mr. Eddie WONG Chi-kei
香港銀行公會	吳克鐘先生 Mr. Andy NG Hak-chung
The Hong Kong Association of Banks	唐漢城先生 Mr. TONG Hon-shing
香港測量師學會	吳紹林先生 Mr. Alex NG Siu-lam
The Hong Kong Institute of Surveyors	趙錦權先生 Mr. CHIU Kam-kuen
香港地產代理專業協會有限公司 Society of Hong Kong Real Estate Agents Limited	植柏輝先生 Mr. Michael CHIK Pa-fai
香港地產代理商總會 Hong Kong Real Estate Agencies General Association	吳元興先生 Mr. NG Yuen-hing
香港會計師公會	蔡淑蓮女士 Ms. lvy CHUA Suk-lin
Hong Kong Institute of Certified Public Accountants	區照濟先生 Mr. OU Zhao-ji
	王振邦先生 Mr. WONG Chun-bong

(2) 2007/08年度土地註冊處客戶聯絡小組(公營機構)政府部門代表 Membership of the Land Registry Customer Liaison Group (Public Sector) 2007/08

漁農自然護理署	梁智航先生
Agriculture, Fisheries and Conservation Department	Mr. C. H. LEUNG
建築署	陳灼源先生
Buildings Department	Mr. C. Y. CHAN
香港海關 Customs & Excise Department	何健偉先生 Mr. K. W. HO 陳澤鵬先生 Mr. CHAN Chak-pang
律政司 Department of Justice	余仕成先生 Mr. S. S. YU 羅佩鳳小姐 Miss Sonia LAW
環境保護署 Environmental Protection Department	林騰飛先生 Mr. Stephen LAM 袁煥新先生 Mr. W. S. YUEN
食物環境衛生署	雷俊鴻先生
Food and Environmental Hygiene Department	Mr. LUI Chun-hung
政府產業署	李永祥先生
Government Property Agency	Mr. Jeff LEE
民政事務總署	李謝肖芬女士
Home Affairs Department	Mrs. Connie LEE
香港房屋協會	彭潔怡女士
Hong Kong Housing Society	Ms. Patricia PANG
香港警務處	曾偉誠先生
Hong Kong Police Force	Mr. W. S. TSANG
房屋署 Housing Department	田果強先生 Mr. G. K. TIN 朱月嫺女士 Ms. Y. H. CHU 陳錦坤先生 Mr. K. K. CHAN 凌菊儀女士 Ms. K. Y. LING
廉政公署 Independent Commission Against Corruption	黃婉明女士 Ms. Jessica WONG 鄧偉強先生 Mr. W. K. TANG
稅務局 Inland Revenue Department	劉嘉恩先生 Mr. K. Y. LAU 黃碧翠女士 Mr. P. C. WONG 黃志偉先生 Mr. C. W. WONG

地政總署 Lands Department	曾麗華女士 Ms. Judith TSANG 唐兆楷先生 Mr. S. K. TONG
破產管理署 Official Receiver's Office	梁美玲小姐 Miss Sanita LEUNG 何長芬先生 Mr. C. F. HO 潘玉儀女士 Ms. Peggy POON
規劃署 Planning Department	袁承業先生 Mr. S. Y. YUEN 區晞凡先生 Mr. H. F. AU
差 <mark>飾物業估價署</mark> Rating and Valuation Department	劉偉傑先生 Mr. W. K. LAU 羅瑞昌先生 Mr. S. C. LAW





香港土地註冊處營運基金 The Land Registry Trading Fund Hong Kong

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電話 Tel : (852) 3105 0000 傳真 Fax : (852) 2596 0281 網址 Website : www.landreg.gov.hk 電郵 E-mail : csa@landreg.gov.hk