



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

# 年報 2008-09 Annual Report



同心展關懷

caring **organisation**

Awarded by The Hong Kong Council of Social Service  
香港社會服務聯會頒發

HONG KONG 香港



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# 十六年回顧

## Sixteenth Year in Review



## 十六年回顧 Sixteenth Year in Review

### (a) 土地註冊處處長報告

本年度，我們的財務狀況頗為波動。

年度之初，各方面的業務均表現強勁。至8月，營業額驟降，其後稍見平穩，11月又再進一步下跌。在2008年12月至2009年2月，土地註冊處營運基金的業務更錄得虧損。這是本處自1999年2月以來首次出現月度經營虧損，也是基金成立以來首度連續三個月錄得虧損。

由此可見，本年度營運基金整體財務狀況表現理想，乃由於年度之初業務錄得強勁增長所致。

展望將來，本處在未來數年會因推出新的查冊系統和籌備推行業權註冊而須增加開支，如果業績持續處於低水平，調高費用和收費的壓力便會增加。不過，我們不會在今年調整任何收費，而會積極提升效率以改善收益，並貫徹履行我們支持政府保就業







### (a) Land Registrar's Statement

Financially the year was dramatic. It began with very strong performance across all areas of business. Business volumes then fell off a cliff in August and, after steadying for a while, declined sharply again in November. The Land Registry Trading Fund saw deficits for operations from December 2008 to February 2009. Not since February 1999 have we seen any monthly operating deficit. This was the first time ever that the Trading Fund has seen deficits for three consecutive months.

Against this background it is clear that the good overall financial performance recorded by the Trading Fund for the year was entirely due to the very strong performance at the beginning of the financial year.

Looking forward, the Land Registry will be faced with increased costs over the next several years as we introduce a new search system and as we gear up for the commencement of title registration. Pressure to increase fees and charges will be high and will increase if business conditions remain poor. But, we will not seek any increases this year. We will pursue efficiency

政策的責任以及提供優質服務的承諾。我們會繼續重整餘下的新界辦事處的業務，以騰出人手作重新調配。當然，我們會確保繼續為新界居民提供有效的途徑以使用本處服務。與此同時，我們亦會研究提供更具靈活性的登記客戶服務新方案，供小企業採用，協助他們應付當前艱難的經營環境。

儘管最近經濟稍有起色，未來數年的業務前景仍存在不明朗因素。尤幸，我們在經濟放緩的影響下，仍能繼續推行資本投資計劃。不過，我們會盡可能在《土地業權(修訂)條例草案》獲通過後，才考慮上調費用和收費。因為草案通過後，我們的經營環境將會較為穩定。

去年我曾談及社會對《土地業權(修訂)條例草案》的工作進展表示關注。年內，我們努力不懈，以期解決須否

gains wherever possible, consistent with our obligation to support the Government's measures to sustain employment and with our commitment to sustain quality service. We will continue the programme for transferring services from our remaining offices in the New Territories where this is possible, so that staff can be freed for redeployment. But, we will ensure that effective means for residents in the New Territories to obtain services are maintained. We will also explore new approaches to subscriptions for services to make these more flexible for small businesses, to assist them in the current difficult conditions.

It is still hard to take a firm view of business conditions over the next few years even though there has been some recovery lately. Happily, we are able to sustain our capital investment programme despite the downturn. Given this, we will try to wait, before considering any increase in fees and charges, until the Land Titles (Amendment) Bill is enacted and there is a more stable business environment.

Last year I wrote of the concern being shown at the progress towards completing work on the Land Titles

對轉換機制和更正條文作出修訂等兩項尚未定案的關鍵問題的爭議，並處理業權註冊制度對其他法例帶來的影響。喜見本年度後期為此進行的公眾諮詢提供了明確的方向。諮詢結果顯示對轉換機制作出若干修訂以處理已發現的問題是得到支持的，惟這些修訂須在2004年制定的「白晝轉換」機制的基礎框架內作出。有關人士對於更正條文的意見亦相若，即接受在原有的框架內作出有限度的修改。這個結果讓我們可以加快完成修訂條例草案的草擬工作。我們會與香港律師會及其他相關團體就有關附屬法例進行商討，預期可於2010年年底把修訂條例草案呈交立法會審議。

去年，我曾公布計劃開發一套新的查冊系統，以回應客戶對我們現有系統提出的訴求，及為過渡到業權註冊制度作好準備。年內，這方面的進度雖未盡如我所願，但我們已為新系統招

(Amendment) Bill. During the year we have worked persistently to try to resolve debate on the two main outstanding issues – whether there should be any modification to the conversion mechanism and to the rectification provisions – and to work through the implications for other legislation arising from the title registration system. I am pleased that the consultation carried out in the latter part of the year produced a clear cut outcome. Support was given to certain modifications to the conversion mechanism to resolve identified problems, provided that these were kept within the basic framework of the “Daylight Conversion” mechanism enacted in 2004. On the rectification provisions, similarly the preference was for limited changes within the original framework. This outcome should allow the drafting of the amendment bill to be finished more quickly. Subject to discussions with the Law Society of Hong Kong and other interested parties on the subsidiary legislation, it should be possible to bring the amendment bill to the Legislative Council by the end of 2010.

Last year I also announced plans to develop a new search system to address concerns that customers had





標，並於本年度結束前着手評審標書。我相信新系統可於下個年度內投入運作。這個新系統對我們履行致力為香港市民不斷提高服務質素和價值的承諾至為重要。

本處能提供優質服務，全賴所有員工共同努力。在過去一年，他們一如既

raised over our existing system and to help with the transition to title registration. Progress over the year was not as rapid as I would have liked, but tenders for the new system were called and evaluation of bids had begun before the year end. I trust that well within next year we will see the system in operation. It is an important part of our commitment to continue to improve the quality and value of service that the Land Registry gives to Hong Kong.



往，同心攜手，以摯誠高效的態度服務每位客戶。謹此感謝各同事及於年內不吝賜教的各界人士。他們寶貴的意見，對推動本處的工作及向社會提供精益求精的服務，裨益甚大。

At the heart of that service stand the staff of this Department. They have again given their best endeavours over the year to meeting the needs of every customer in a friendly, helpful and efficient manner. I would like to thank them and to thank everyone who has shared ideas or raised questions with us over the year, helping us to work together more effectively for the benefit of the community.



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  
二零零九年七月二十三日

**K. A. Salkeld, J.P.**  
The Land Registrar & General Manager  
The Land Registry Trading Fund, Hong Kong  
23 July 2009

**(b) 2008/09年度重要事項**  
**Highlights of 2008/09**



**2008年4月1日**  
**1 Apr 2008**

推出土地註冊處的新網頁  
Roll-out of the Land Registry's  
revamped homepage



**2008年4月28日**  
**28 Apr 2008**

以電腦光碟出售《街道索引》(第40版)及《新界地段/地址對照表》(第9版)  
Sale of the Street Index (40th edition) and the New Territories Lot/Address Cross Reference Table (9th edition) on compact disc

**2008**  
**4月 April**

**2008**  
**5月 May**



**2008年4月14日至17日**  
**14 -17 Apr 2008**

參加在香港會議及展覽中心舉辦的國際資訊科技博覽 2008  
Participated in the International ICT Expo  
2008 at Hong Kong Convention and  
Exhibition Centre

**2008年5月5日**  
**5 May 2008**

關閉屯門查冊中心，原有的業主立案法團註冊服務則由荃灣查冊中心繼續提供  
Closure of Tuen Mun District Search Office and Relocation of Owners' Corporation Services to Tsuen Wan District Search Office



2008年6月17日

17 Jun 2008

公布 2008/09 年度服務承諾，  
進一步提升服務水平  
Announcement of enhanced  
Performance Pledges 2008/09

2008  
6月 June

2008  
7月 July



2008年7月3日

3 Jul 2008

澳洲北領地的基建、規劃及  
環境部門代表團到訪  
Received a delegation  
from Department of  
Infrastructure, Planning  
and Environment (Northern  
Territory, Australia)



2008年9月9日  
9 Sep 2008

公司註冊處代表團到訪  
Received a delegation from Companies Registry

2008年9月至11月  
Sep to Nov 2008

進行客戶服務意見調查  
Conducted a Customer Service Survey

2008  
8月 August

2008  
9月 September



2008年8月19日  
19 Aug 2008

西澳洲土地資訊局代表團到訪  
Received a delegation from Western Australia  
Land Information Authority





**2008年10月27日**  
**27 Oct 2008**

土地註冊處營運基金 15 周年誌慶酒會  
The Land Registry Trading Fund 15th Anniversary Reception



**2008年11月3日**  
**3 Nov 2008**

獲香港管理專業協會頒發 2008 年報優異獎  
Received an Honourable Mention in the 2008 Hong Kong Management Association Best Annual Report Awards

**2008年11月7日**  
**7 Nov 2008**

北京及杭州代表團到訪  
Received a delegation from Beijing and Hangzhou

**2008**  
**10月 October**

**2008**  
**11月 November**

**2008年10月27日**  
**27 Oct 2008**

推出土地註冊處部門短片  
Release of the Land Registry Corporate Video



**2008年10月28日至11月4日**  
**28 Oct to 4 Nov 2008**

土地註冊處營運基金 15 周年服務展覽  
The Land Registry Trading Fund 15th Anniversary Exhibition



**2008年11月11日**  
**11 Nov 2008**

上海浦東新區政府代表團到訪  
Received a delegation from Government of Shanghai Pudong New Area



**2008年10月22日**  
**22 Oct 2008**

向立法會提交《土地註冊處營運基金 2007/08 年度年報》  
Tabling of the Land Registry Trading Fund Annual Report 2007/08 at the Legislative Council



2008年12月15日  
15 Dec 2008

2008 深圳市律師協會代表團到訪  
Received a delegation from 2008 Shenzhen Lawyers Association

2008  
12月 December

2009  
1月 January

《土地業權條例》  
LAND TITLES ORDINANCE  
CHAPTER 585

2009年1月1日至3月31日  
1 Jan to 31 Mar 2009

就《土地業權條例》的修訂內容進行公眾諮詢  
Public Consultation on Amendments to Land Titles Ordinance



2009年1月15日  
15 Jan 2009

房屋署代表團到訪  
Received a delegation from Housing Department



2009年2月7日  
7 Feb 2009

與香港電台聯合製作共十集專題電視節目「老土正傳」首映禮暨嘉賓講座  
Premiere-cum-Guest Talk of the 10-episode TV series "Stories of Our Land"  
co-produced with the Radio Television Hong Kong

2009  
2月 February

2009  
3月 March



2009年2月11日  
11 Feb 2009

專題電視節目「老土正傳」首播  
Broadcast of the first episode of the TV series  
"Stories of Our Land"



2009年3月  
24至26日  
24 - 26 Mar  
2009

參加發展局在中央圖書館舉辦的職業博覽  
Participated in the  
Career Expo organised  
by the Development  
Bureau at the Central  
Library





## 年內的社區服務

### Community services in the year



2008年9月30日  
30 Sep 2008

參加香港公益金舉辦的「公益服飾日」  
Participated in the Dress Special Day organised by The Community Chest of Hong Kong

2008年12月20日  
20 Dec 2008

參加第28屆全港長者舞蹈節  
Participated in the 28th Hong Kong Dance Festival for the Elderly



2008  
6月 June

2008年6月27日  
27 Jun 2008

參加義工大使行動  
Participated in the Volunteer Ambassador Programme

2008  
9月 September

2008  
12月 December



2008年12月9日  
9 Dec 2008

參加香港公益金舉辦的「公益愛牙日」  
Participated in the Love Teeth Day organised by The Community Chest of Hong Kong





2009年2月18日  
18 Feb 2009

與國際成就計劃香港部合作，為學生舉辦「工作影子日」  
Organised the Job Shadow Day for students in collaboration with the Junior Achievement Hong Kong



2009年2月8日  
8 Feb 2009

參加香港渣打馬拉松 2009  
Participated in the Standard Chartered Hong Kong Marathon 2009



2009年2月28日  
28 Feb 2009

參加「Good Life, Good Wellness」青年嘉年華  
Participated in the "Good Life, Good Wellness" Carnival for the Youth

2009

1月 January

2009年1月31日  
31 Jan 2009

參加「公務義工傳愛心」頒獎典禮  
Participated in the Civil Service Volunteer Action Awards Presentation Ceremony

2009

2月 February



2009年2月10日  
10 Feb 2009

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」2008/09 年度標誌  
Awarded the Caring Organisation Logo 2008/09 by the Hong Kong Council of Social Services under Caring Company Scheme

2009

3月 March

2009年3月15日  
15 Mar 2009

參加「苗圃 512 助學行」  
Participated in the Opening Ceremony of the 512 Walk of the Sowers Action





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



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



土地註冊處於1993年8月成為香港最先以營運基金形式運作的政府部門之一。營運基金是為鼓勵加強服務及回應客戶需要而設計的一項公共財政安排。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營機構，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紅利，但可以保留投資收

In August 1993, the Land Registry was established as one of Hong Kong's first Trading Fund Departments.

The trading fund concept is an approach to 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





益，用作改善服務。此外，基金享有自主權，可決定進行支援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。

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。

that it provides. The Trading Fund pays dividends to public funds but may otherwise retain profits to invest for 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.

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.



理想、使命、信念及職能  
Vision, Mission, Values and Functions

## 理想、使命、信念及職能 Vision, Mission, Values and Functions

### 我們的理想

我們竭盡所能，凡事做到最好。

### Our Vision

To be the best in all that we do.

### 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，確保為客戶提供高效及優質服務。
- 與時並進，提倡及循序落實香港土地業權註冊制度。

### 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** — 以至誠的態度及操守接待客戶及工作伙伴。

**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及工作伙伴。

**積極學習** — 與客戶、工作伙伴和海外同業緊密聯繫、交流學習，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.

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

**Learning** - we learn constantly from each other, from our partners, customers and comparable organisations 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土地和物業作抵押的貸款超過13,280 億港元。
- 每年查閱註冊資料逾4百萬宗。
- 共有83個政府部門使用土地註冊處的資料進行規劃研究以至保安查證等事宜。
- 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。

## Our Value to Hong Kong

- Over half of all Hong Kong families are registered property owners or are becoming property owners.
- Banks and financial institutions loan over HK\$1,328 billion against the security of registered land and property.
- Over four million searches of registered information take place each year.
- A total of 83 Government departments use Land Registry information for purposes ranging from planning studies to security investigations.
- Registered information traces back to 1844 – providing resources 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》(第128章)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》(第344章)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 (Cap. 128) 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 (Cap. 344).









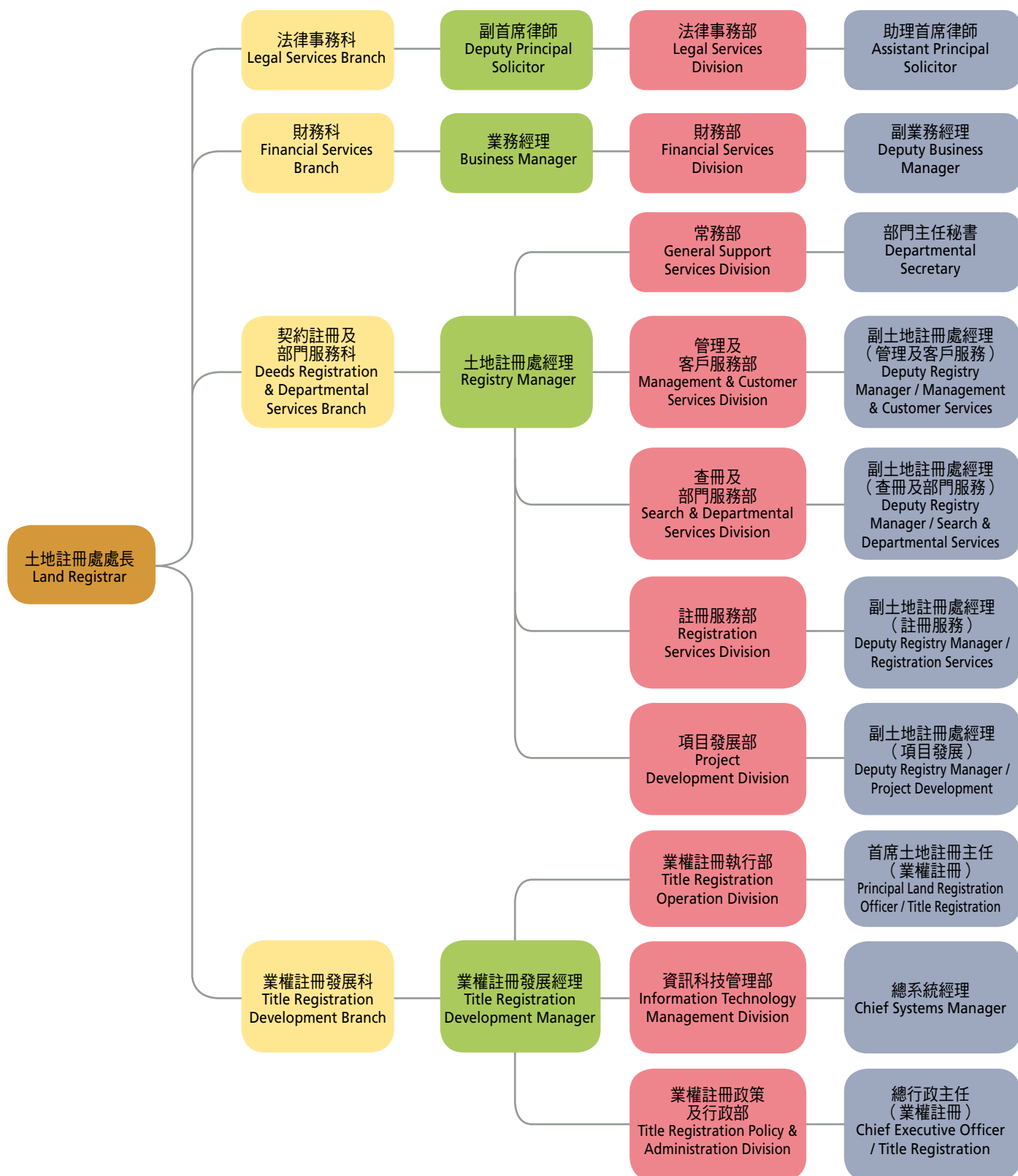
# 組織及管理

## Organisation and Management

(a) 組織架構  
Organisation Structure

土地註冊處組織架構圖 (截至2009年4月1日)

Organisation Chart of the Land Registry (as at 1 April 2009)



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



**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



**林梁曼華女士**  
**Mrs. Maria LAM**  
副首席律師  
Deputy Principal  
Solicitor



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

法律事務部  
Legal Services Division



1. 梁德麗女士  
Ms. Juliet LEUNG  
高級律師  
Senior Solicitor

2. 蔡恒璇女士  
Ms. Christina CHOI  
高級律師  
Senior Solicitor

3. 尹玉清女士  
Ms. Stephanie WAN  
高級律師  
Senior Solicitor

4. 李德偉先生  
Mr. Eric LEE  
律師  
Solicitor

5. 孫嘉玲女士  
Ms. Kitty SUEN  
律師  
Solicitor

6. 陳維茵女士  
Ms. Lauren CHAN  
律師  
Solicitor

7. 周湘湘女士  
Ms. Connie CHOW  
律師  
Solicitor

8. 楊茜女士  
Ms. Majestic YEUNG  
高級律師  
Senior Solicitor

9. 梁韋舜女士  
Miss Wilcie LEUNG  
律師  
Solicitor

10. 吳潔霞女士  
Ms. Adele NG  
律師  
Solicitor

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

12. 袁淑玲女士  
Ms. Lisa YUEN  
高級律師  
Senior Solicitor

13. 周弘慧女士  
Ms. Celia CHAU  
律師  
Solicitor

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

15. 文達揚先生  
Mr. T Y MAN  
助理首席律師  
Assistant Principal  
Solicitor



財務部  
Financial Services Division

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



常務部  
General Support Services Division



1. 高崇德先生  
Mr. S T KO  
高級主任  
Senior Executive
2. 袁秀明女士  
Ms. Anna YUEN  
副部門主任秘書  
Deputy Departmental Secretary
3. 陳錦全先生  
Mr. Steve CHAN  
部門主任秘書  
Departmental Secretary
4. 李廖月娥女士  
Mrs. Anita LEE  
副部門主任秘書  
Deputy Departmental Secretary

管理及客戶服務部  
Management and Customer Services Division

1. 潘輝耀先生  
**Mr. Kenneth POON**  
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. 劉潤霞女士  
**Miss Kathy LAU**  
助理土地註冊處經理  
Assistant Registry  
Manager

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

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



1. 陳釗根先生  
Mr. C K CHAN  
助理土地註冊處經理  
Assistant Registry Manager

2. 劉琮威先生  
Mr. Andas LAU  
副土地註冊處經理  
(由2.2.2009 至31.3.2009)  
Deputy Registry Manager  
(From 2.2.2009 to 31.3.2009)

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

4. 李芳群女士  
Miss Fion LI  
副土地註冊處經理  
(由1.4.2008 至1.2.2009)  
Deputy Registry Manager  
(From 1.4.2008 to 1.2.2009)

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

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

### 註冊服務部 Registration Services Division



### 項目發展部 Project Development Division



1. 原偉銓先生  
Mr. W C YUEN  
副土地註冊處經理  
Deputy Registry Manager

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. 溫錫麟先生  
**Mr. Francis WAN**  
副土地註冊處經理  
Deputy Registry  
Manager

2. 陳倩姬女士  
**Ms. Emily CHAN**  
高級主任  
Senior Executive

3. 陳愛蘭女士  
**Ms. Allan CHAN**  
助理土地註冊處經理  
Assistant Registry  
Manager

4. 陳曾碧玲女士  
**Mrs. Alison CHAN**  
助理土地註冊處經理  
Assistant 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. 黃婉君女士  
**Miss Wendy WONG**  
宣傳主任  
Publicity Officer

7. 吳楚玲女士  
**Ms. Michelle NG**  
總行政主任  
Chief Executive Officer

8. 田世雲女士  
**Ms. Ella TIN**  
助理土地註冊處經理  
Assistant Registry  
Manager

9. 梁慧嫻女士  
**Ms. Alice LEUNG**  
助理土地註冊處經理  
Assistant Registry  
Manager

10. 張寶玲女士  
**Miss Helen CHEUNG**  
助理土地註冊處經理  
Assistant Registry  
Manager

11. 彭嘉輝先生  
**Mr. K F PANG**  
副土地註冊處經理  
Deputy Registry  
Manager

12. 陳偉康先生  
**Mr. Wallace CHAN**  
助理土地註冊處經理  
Assistant Registry  
Manager



資訊科技管理部  
Information Technology Management Division



1. 韋比得先生  
**Mr. Peter WAI**  
合約項目經理  
Contract Project  
Manager

2. 李達才先生  
**Mr. Ray LEE**  
系統經理  
Systems Manager

3. 方偉興先生  
**Mr. Tony FONG**  
合約項目經理  
Contract Project  
Manager

4. 梁志成先生  
**Mr. Philip LEUNG**  
系統經理  
Systems Manager

5. 程綺園女士  
**Ms. Iris CHING**  
合約項目經理  
Contract Project Manager

6. 尹兆信先生  
**Mr. S S WAN**  
系統經理  
Systems Manager

7. 葉榮深先生  
**Mr. Luis YIP**  
合約項目經理  
Contract Project Manager

8. 伍仲良先生  
**Mr. Albert NG**  
高級系統經理  
Senior Systems  
Manager

9. 黎健榮先生  
**Mr. Gary LAI**  
總系統經理  
Chief Systems Manager

10. 潘錦鴻先生  
**Mr. K H POON**  
高級系統經理  
Senior Systems  
Manager

**(b) 管理架構**

土地註冊處由土地註冊處處長領導，下設四個科，分別是由土地註冊處經理主管的契約註冊及部門服務科、副首席律師主管的法律事務科、業權註冊發展經理主管的業權註冊發展科，以及業務經理主管的財務科。土地註冊主任是土地註冊處的骨幹，監督各項運作職能。工作人員主要由提供一般支援的一般職系人員組成。部門有一組律師負責就法律事宜提供意見，另有資訊科技組人員負責確保「綜合註冊資訊系統」正常運作，並負責開發及推出電腦系統以支援部門的新計劃。

**(b) Management Structure**

Under the Land Registrar, the department is organised 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 Land Registry overseeing various operational functions. A workforce comprising largely general grades staff provides general support. A group of legal officers provides advice on legal matters and a team of IT staff is responsible for the operation of the Integrated Registration Information System (IRIS), as well as the development and implementation of computer systems to support the Land Registry's new projects.



### (c) 各科職能

#### 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务；向政府部門提供業權報告；以及處理業主立案法團的申請。
- 提供客戶服務，預計客戶的需要並予回應；管理及發展土地註冊主任職系；以及透過綜合培訓計劃以規劃及發展人力資源，配合部門業務的需求。
- 策劃及推行各項簇新管理措施，包括知識管理系統、方便交付契約的電子註冊摘要表格；整理土地登記冊，為查冊人士提供完整及準確的土地註冊紀錄等，從而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。

### (c) Branch Functions

#### Deeds Registration and Departmental Services

##### Branch

- To provide services for the registration of documents affecting land in Hong Kong.
- To provide search services for documents affecting land, reports-on-title to Government departments and to handle applications for registration of owners' corporations.
- To provide customer services as well as to anticipate and respond to their needs, to manage and develop the Land Registration Officer Grade, and to plan for the development of human resources through comprehensive training programmes 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, including Knowledge Management System, e-Memorial Form for lodgement and cleaning up of



### 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及根據《建築物管理條例》(第344章)註冊業主立案法團的法律工作。
- 為實施《土地業權條例》(第585章)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提供行政支援，並為與《土地業權條例》及業權註冊制度相關的主要諮詢委員會提供秘書支援服務。
- 為業權註冊制度制定運作方式及設計新註冊程序；為宣傳及教育計劃



land registers for provision of complete and accurate land records to searchers.

- To plan, manage and review human resources, office accommodation and administrative systems and provide general support services to the Land Registry.

### Legal Services Branch

- To provide legal advisory and support services on departmental functions and to undertake legal work relating to the deeds registration system and the registration of owners' corporations under the Building Management Ordinance (Cap. 344).
- To provide legal advisory and support services in the preparation for implementation of the Land Titles Ordinance (Cap. 585) (LTO), conduct LTO review, prepare regulations, statutory forms and to provide professional guidance to practitioners.

### Title Registration Development Branch

- To provide administrative support to the implementation of the title registration system and secretarial support to major consultative committees



提供運作支援；以及為業權註冊制度開發合適電腦系統。

- 管理及監督「綜合註冊資訊系統」的日常運作及持續的系統改善工作；推出新查冊系統；發展資訊科技系統，以便對業權註冊制度提供支援；以及為土地註冊處的各項服務提供資訊科技支援。

#### 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。

當有關推行業權註冊制度的立法工作完成後，我們會重新研究部門的架構和人手編制，以支援新的業權註冊制度。

concerning the LTO and the title registration system.

- To develop operational practices and design new registration processes for the title registration system, to provide operational support to the implementation of publicity and education programmes and to develop suitable computer systems for the title registration system.
- To manage and oversee the daily operation and on-going enhancement of the Integrated Registration Information System, to implement a new search system, to develop suitable computer systems to support the title registration system and to provide IT support for various services in the Land Registry.

#### Financial Services Branch

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

When the legislation to implement title registration is settled, the organisation and staffing structure will be reviewed to provide support to the new system of title registration.





部門運作及客戶服務  
Operations and Customer Services

## 部門運作及客戶服務 Operations and Customer Services

### 摘要

2008/09年度的土地註冊服務及土地紀錄查冊服務營業額均較2007/08年度有所下跌。年內，我們完全達致各項服務承諾和指標。

為使服務精益求精，我們一貫以最佳的管理模式作為服務藍本。我們聯同效率促進組按客戶管理評估架構進行了自我評估。結果顯示，我們的服務在16項評估範疇中，有10項已達優越水平。此外，我們亦於2008/09年度進行了全面客戶服務意見調查，達90.6%的客戶滿意本處的服務。

我們會不斷與時並進，以確保向客戶提供優質服務。我們已為2009/10年度訂定新服務承諾。我們會推出加強版的電子註冊摘要表格；配置新的互動話音系統以提供更方便易用的熱線服務；進行小規模的客戶服務意見調查，以了解客戶對本處服務的需求，

### HIGHLIGHT

The business volume for both land registration services and search of land records services in 2008/09 fell compared with 2007/08. We met all performance pledges and targets during the year.

In pursuit of excellence in services, we take every opportunity to benchmark our services with best management practices. In conjunction with the Efficiency Unit, we conducted a self-assessment under the Customer Management Assessment Framework (CMA 101). Our services excelled in ten out of 16 assessment areas. In parallel, a comprehensive customer service survey was also conducted in 2008/09 which showed that 90.6 % of our customers are satisfied with our services.

To sustain improvement in customer satisfaction, we will continue to enhance our services. A new performance pledge has been implemented for 2009/10. An enhanced version of the e-Memorial Form will be introduced. The Interactive Voice Response System will



特別是對年內實施的各項改善措施的意見；以及安排舉行業權報告服務的「客戶交流會」。

### (a) 服務種類和工作量

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。

be revamped to provide a more user-friendly hotline service. A small scale customer service survey will be conducted to tap our customers' feedback on our services, in particular, the improvements implemented during the year. "Meet the clients" session for our reports-on-title service would be arranged.

### (a) Services and Workload

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.



**(i) 辦理土地文件註冊**

在2008年4月1日至2009年3月31日的財政年度內，送交本處註冊的土地文件共593,328份，較去年下跌25.7%。平均每個工作天有2,422份文件送交註冊。

**(i) Registration of Land Documents**

In the financial year of 1 April 2008 - 31 March 2009, a total of 593,328 land documents were lodged for registration, representing a decrease of 25.7% when compared with the previous year. On average, 2,422 documents were lodged for registration each working day.

**2006/07至2008/09年度送交本處註冊的土地文件數目**

Number of Land Documents Lodged for Registration from 2006/07 to 2008/09

年度 Year	送交文件總數 Total number of documents lodged	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天平均送交文件數目 Average number of documents lodged per working day
2006/07	591,968	(10.9%)	2,180
2007/08	799,033	35.0%	3,196
2008/09	593,328	(25.7%)	2,422

**2008/09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 2008/09

4月 Apr	5月 May	6月 Jun	7月 Jul	8月 Aug	9月 Sep	
71,075	64,449	66,515	65,122	50,540	49,460	
10月 Oct	11月 Nov	12月 Dec	1月 Jan	2月 Feb	3月 Mar	全年總數 Yearly Total
46,737	36,785	35,854	33,251	31,996	41,544	593,328

**2008/09年度送交本處註冊的土地文件類別**

Distribution of Land Documents Lodged for Registration in 2008/09

性質 Nature		數目 Number
樓宇買賣合約	Agreements for Sale and Purchase of Building Units	89,801
地段買賣合約	Agreements for Sale and Purchase of Land	1,709
樓宇轉讓契約	Assignments of Building Units	130,868
地段轉讓契約	Assignments of Land	5,965
建築按揭 / 建築法定押記	Building Mortgages/Building Legal Charges	103
其他按揭 / 法定押記	Other Mortgages/Legal Charges	114,910
其他	Others	249,972
<b>總數</b>	<b>Total</b>	<b>593,328</b>

在2008/09年度送交本處註冊的文件中，逾15%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。

Over 15% of the documents lodged for registration in 2008/09 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.





**2006/07至2008/09年度送交本處註冊的樓宇買賣合約數目和價值**

Number and Consideration of Sale and Purchase Agreements (SPAs) of Building Units Lodged for Registration from 2006/07 to 2008/09

年度 Year	送交註冊的買賣合約總數 Total number of SPAs lodged	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天平均送交註冊 的買賣合約數目 Average number of SPAs lodged per working day	買賣合約總值 (港幣百萬元) Total consideration of SPAs (in HK\$ million)
2006/07	105,076	(8.8%)	387	344,756
2007/08	160,587	52.8%	642	603,559
2008/09	89,801	(44.1%)	367	312,499

**2008/09年度每月送交本處註冊的樓宇買賣合約數目和價值**

Number and Consideration of Sale and Purchase Agreements of Building Units Lodged for Registration per Month in 2008/09

	4月 Apr	5月 May	6月 Jun	7月 Jul	8月 Aug	9月 Sep	
數目 Number	10,945	10,138	11,876	8,930	6,402	7,369	
價值 (港幣百萬元) Consideration (in HK\$ million)	33,509	33,972	57,479	32,697	18,030	23,559	
	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	6,054	3,786	5,437	5,759	5,043	8,062	89,801
價值 (港幣百萬元) Consideration (in HK\$ million)	18,937	10,648	20,516	18,684	15,874	28,594	312,499



**2006/07至2008/09年度送交本處註冊的住宅樓宇買賣合約數目和價值**

Number and Consideration of Sale and Purchase Agreements (SPAs) of Residential Units Lodged for Registration from 2006/07 to 2008/09

年度 Year	送交註冊的買賣合約總數 Total number of SPAs of residential units lodged	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天平均送交註冊 的買賣合約數目 Average number of SPAs of residential units lodged per working day	買賣合約總值 (港幣百萬元) Total consideration of SPAs of residential units (in HK\$ million)
2006/07	88,076	(8.5%)	324	255,473
2007/08	137,164	55.7%	549	503,093
2008/09	75,478	(45.0%)	308	261,287

**2008/09年度每月送交本處註冊的住宅樓宇買賣合約數目和價值**

Number and Consideration of Sale and Purchase Agreements of Residential Units Lodged for Registration per Month in 2008/09

	4月 Apr	5月 May	6月 Jun	7月 Jul	8月 Aug	9月 Sep	
數目 Number	9,047	8,281	10,205	7,433	5,284	6,075	
價值 (港幣百萬元) Consideration (in HK\$ million)	27,564	26,304	50,431	25,139	14,974	18,733	
	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	4,719	3,264	4,706	4,875	4,487	7,102	75,478
價值 (港幣百萬元) Consideration (in HK\$ million)	16,279	9,007	17,662	16,124	13,622	25,448	261,287

**(ii) 查閱土地登記冊**

2008/09年度土地登記冊的查冊宗數共有4,628,256宗，較上年度下跌14.2%。平均每個工作天處理17,528宗查冊。超過88%的查冊是透過「綜合註冊資訊系統」在網上進行。

**(ii) Search of Land Registers**

4,628,256 searches of land registers were made in 2008/09, a 14.2% decrease compared with the previous year. On average, 17,528 searches were handled each working day. More than 88% of the searches were conducted through the IRIS Online Services.

**2006/07至2008/09年度查閱土地登記冊宗數**

Number of Searches of Land Registers from 2006/07 to 2008/09

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	每個工作天平均查冊宗數 Average number of searches per working day
2006/07	4,392,580	(2.5%)	16,179
2007/08	5,396,269	22.8%	20,033
2008/09	4,628,256	(14.2%)	17,528





**2006/07至2008/09年度土地登記冊查冊類別**

Distribution of Searches of Land Registers from 2006/07 to 2008/09

年度 Year	網上查冊 Online searches		櫃位查冊 Counter searches	
	宗數 Number	百分比 Per cent	宗數 Number	百分比 Per cent
2006/07	3,811,922	86.8	580,658	13.2
2007/08	4,808,175	89.1	588,094	10.9
2008/09	4,091,126	88.4	537,130	11.6

**(iii) 提供土地紀錄副本**

在2008/09年度，土地註冊處向客戶提供648,206份土地紀錄的影像本和影印本，較上年度下跌8%。

**(iii) Supply of Copies of Land Records**

In 2008/09, the Land Registry provided 648,206 sets of imaged copies and photocopies of land records to customers, a 8% decrease compared with the previous year.

**2006/07至2008/09年度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 from 2006/07 to 2008/09

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	每個工作天平均提供影像本及影印本的份數 Average number of sets of imaged copies and photocopies supplied per working day
2006/07	648,326	(3.3%)	2,388
2007/08	704,873	8.7%	2,693
2008/09	648,206	(8.0%)	2,646

**(iv) 認證土地紀錄副本**

在2008/09年度，土地註冊處共認證124,576份土地紀錄副本，較上年度下跌26.7%。

**(iv) Certification of Copies of Land Records**

In 2008/09, the Land Registry certified 124,576 copies of land records, a 26.7% decrease compared with the previous year.

**2006/07至2008/09年度認證土地紀錄副本的份數**

Number of Copies of Land Records Certified from 2006/07 to 2008/09

年度 Year	認證土地紀錄副本的 總數 Total number of copies of land records certified	較上年度增加(減少) Increase (decrease) compared with previous year	每個工作天平均認證土地紀錄 副本的數目 Average number of land records certified per working day
2006/07	136,434	(1.6%)	503
2007/08	169,972	24.6%	680
2008/09	124,576	(26.7%)	508

**(v) 「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7天，每天16小時的網上查冊服務(即「綜合註冊資訊系統」網上服務)。

**(v) IRIS Online Services**

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

截至2009年3月底，「綜合註冊資訊系統」網上服務的登記用戶數目達740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20%。

By the end of March 2009, the number of subscribers to the IRIS Online Services reached 740. Searches conducted online constituted about 90% of the total search volume. Searches by ad hoc users by means of credit cards and Payment-by-phone Service (PPS) constituted about 20% of all online searches.

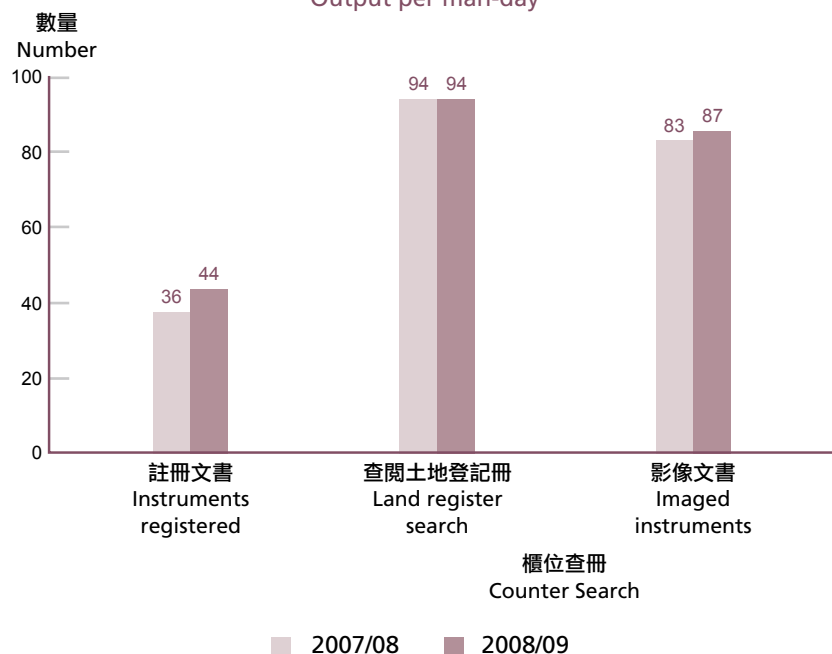
**(vi) 員工效率**

註冊服務方面，每人每天處理註冊文件的宗數，由2007/08年度的36宗，增加至2008/09年度的44宗。櫃位查冊服務方面，每人每天處理查閱土地登記冊的宗數維持在94宗，處理影像副本的宗數則由83宗增至87宗。

**(vi) Staff Productivity**

For registration service, the output per man-day increased from an average of 36 for 2007/08 to 44 for 2008/09. For the counter search, the outputs per man-day for search of land registers remained steady at 94 and for imaged copies have increased from 83 to 87.

**每人每天生產量**  
Output per man-day





**(vii) 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。新服務運作兩年後，我們在2007/08年度覆檢了所有新界查冊中心的使用量。經覆檢後，北區及西貢查冊中心於2007年4月16日關閉，屯門查冊中心亦於2008年5月5日關閉。

在2009年年初，我們對各區查冊中心的使用情況進行了另一次覆檢，結果顯示沙田查冊中心的服務需求亦一直維持在低水平。因此，我們決定由2009年5月4日起，關閉沙田查冊中心。

「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大埔、元朗及荃灣的查冊中心提供。客戶亦可登入 [www.iris.gov.hk](http://www.iris.gov.hk) 進行網上查冊。

**(vii) New Territories Search Offices**

In February 2005, the Land Registry launched the new IRIS Online Services. After two years of operation with the new services, we carried out reviews of the use of all the New Territories Search Offices in 2007/08. After review, North and Sai Kung Search Offices were closed on 16 April 2007 and Tuen Mun Search Office on 5 May 2008.

At the beginning of 2009 we carried out another review of the use of the remaining Search Offices in the New Territories. Demand for services at the Sha Tin Search Office had remained at a low level, and in light of this, we decided to close the Sha Tin Search Office with effect from 4 May 2009.

Counter search services continue to be provided at our Central Search Office in Queensway Government Offices and the District Search Offices at Tai Po, Yuen Long and Tsuen Wan. Customers can also conduct internet searches at [www.iris.gov.hk](http://www.iris.gov.hk).

沙田查冊中心關閉後，先前於該中心提供的北區、西貢及沙田區業主立案法團服務，改由大埔查冊中心接掌。

所有客戶和持份者（包括北區、西貢及沙田區的業主立案法團）在查冊中心關閉前均獲知會有關新安排。

#### (viii) 業主立案法團服務

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查冊事務。該條例屬民政事務局的政策管轄範圍，旨在讓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277個，佔業主立案法團總數(8,726)的3.2%。



After closure, the owners' corporation services of North, Sai Kung and Sha Tin districts previously provided at Sha Tin Search Office were taken up by the Tai Po Search Office.

All customers and stakeholders, including owners' corporations in North, Sai Kung and Sha Tin districts, were informed of the new arrangements before closure of the search office.

#### (viii) Owners' Corporation Services

The Land Registry is responsible for registration of owners' corporations and search of owners' corporation records under the Building Management Ordinance. The Ordinance, which falls within the policy jurisdiction of the Home Affairs Bureau, aims to enable owners of multi-storey buildings to establish owners' corporations to deal with building management matters. During the year, 277 new owners' corporations have been formed, representing about 3.2% of the total number of owners' corporations (8,726).

**(b) 服務承諾**

本處順利達致或超標完成2007/08年度的所有服務承諾，亦提高了2008/09年度的服務指標和標準。

「服務承諾」自1993年起訂定，並每年作出檢討。在2008/09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 I(a)的圖表列出本處年內的承諾和實際表現。本處的工作表現是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。

**(b) Performance Pledges**

The Land Registry met or exceeded all the performance pledges in 2007/08 and enhanced the target and standard for 2008/09. Performance pledges were first launched in the Land Registry in 1993. They are reviewed annually. For 2008/09, 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 (a) sets out the pledges and the actual performance of the year. Performance monitoring is conducted by Customer Liaison Groups comprising members from both the public and private sectors as well as internal committees.



### (c) 客戶服務

提供服務是本處的核心使命。我們致力與公眾建立互信的伙伴合作關係，以便提供更優質的服務。我們設有多個正式和非正式的溝通渠道，與客戶保持對話。我們另特設管理及客戶服務部，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；
- 主動聯絡客戶，以增強與客戶的溝通；
- 緊密向現有客戶和準客戶報告土地註冊處的各項服務、活動及／或與他們有關的改變；
- 預計和了解客戶的需求和期望；
- 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。

### (c) Customer Services

Service is at the core of the Land Registry's mission. Our aim is to create partnerships of trust that help to give better service to all. We have a number of communication channels, both formal and informal, helping us to maintain an open dialogue with our customers. We also have a dedicated Management and Customer Services Division that is responsible for planning and coordinating customer services.

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.



**(i) 客戶的意見**

本處十分重視客戶對我們的服務質素和改善服務所提出的寶貴意見。在2008/09年度，本處客戶服務經理透過客戶服務熱線、土地註冊處網頁、客戶意見卡、信件、電郵、會議及交流會等收到的讚譽、建議及投訴超過400項。

**(i) Customer Feedback**

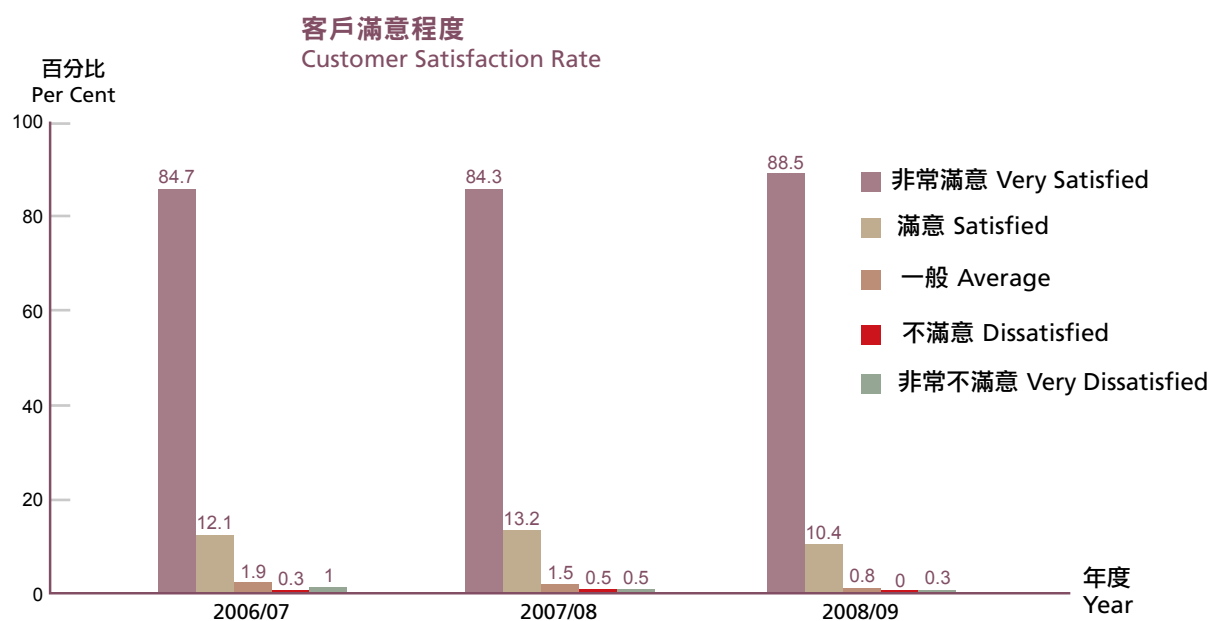
We depend on customers for feedback on the quality of our services and ideas for improvement. In 2008/09, the Customer Service Manager received over 400 commendations, suggestions and complaints from our customers through the customer service hotline, Land Registry website, comment cards, letters, emails, meetings and sharing sessions.

**2008/09年度收到的讚譽、建議及投訴數目****Number of Commendations, Suggestions and Complaints Received in 2008/09**

讚譽 Commendations	388
建議 Suggestions	8
投訴 Complaints	11

本處各辦事處設置客戶意見卡和意見箱，方便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 offices to collect customers' feedback and suggestions about the services provided. The chart below shows the customer satisfaction rate drawn from comment cards received:



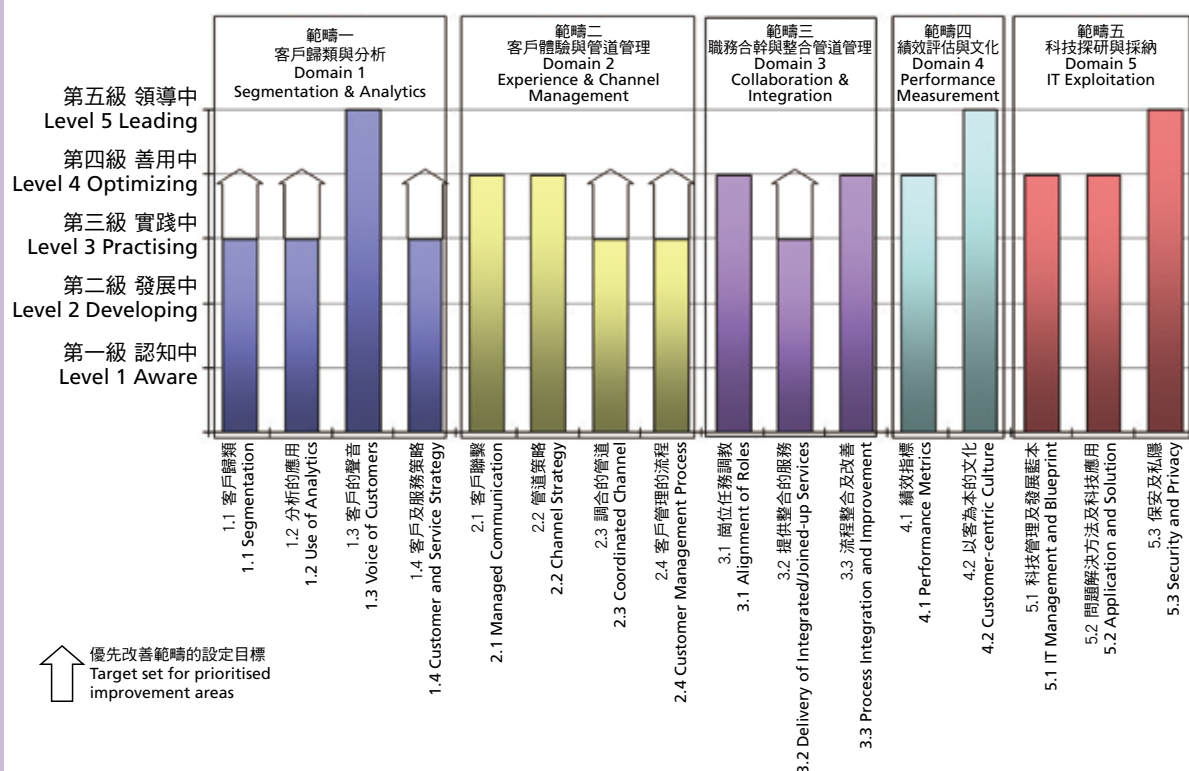
**(ii) 客戶管理評估架構 (CMA 101)**

為使服務精益求精，我們以最佳的管理模式作為服務藍本。在效率促進組的支援下，我們推行客戶管理評估 (CMA 101)。這是一項組合性的自我評估計劃，以找出可改善的地方，從而持續加強客戶服務的管理。這項計劃在2008年7月完成。我們在16項評估範疇中，有10項是位居前列或已達優越水平。我們致力推廣以客為本的文化；聆聽客戶的需要；以及妥善處理所有投訴和建議。評估結果的概要列於下表。我們亦已採取有效措施處理有需要改善的地方。

**(ii) 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 conducted the CMA 101 exercise. This is a structured self-assessment programme to identify potential improvement areas and support continuous enhancement in customer management. The exercise was completed in July 2008. We are at the leading level or the optimising level for ten out of 16 assessment areas. Our strengths are in promoting a customer centric culture, listening to customers, and effective handling of complaints and suggestions. The assessment results are summarised in the chart below. Measures are being taken for areas which required improvement.

### 客戶管理評估101評估結果 Assessment Results of CMA 101



### (iii) 客戶服務意見調查

我們在2008年9月和10月委托獨立顧問進行詳盡的客戶服務意見調查，共收集了約1,800項客戶意見。

調查結果顯示，本處服務的整體滿意率為90.6%。與2006年的調查所得比較，以下各方面服務的滿意程度均見上升：

### (iii) Customer Service Survey

A comprehensive customer service survey was conducted in September and October 2008 by an independent consultant, in which about 1,800 customers' opinions were collected.

The survey results revealed that the overall satisfaction on the services provided by the Land Registry is 90.6%. Comparing with the results of the comprehensive survey conducted in 2006, satisfaction on services provided increased in the following areas:

	整體滿意率(%) Satisfaction Rate (%)	
	2006年調查 2006 Survey	2008年調查 2008 Survey
「綜合註冊資訊系統」網上服務 IRIS Online Services	65.9	86.7
客戶服務熱線 Customer Service Hotline	75.2	83.9
熱線人員的表現 Performance of Hotline Staff	84.6	91.6
客戶服務中心 / 查冊中心的整體滿意率 Overall satisfaction level of the Customer Centre / Search Offices	97.6	98.0
客戶服務中心 / 查冊中心的環境 Environment of the Customer Centre / Search Offices	96.1	96.9

**(iv) 聯絡客戶****客戶聯絡小組**

土地註冊處在私營機構客戶和政府部門及公營機構分別成立了客戶聯絡小組，與持份者保持聯絡和溝通。

**(iv) Liaison with Customers****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 liaison and communication with our stakeholders.



客戶聯絡小組(私營機構)  
Customer Liaison Group (Private Sector)



客戶聯絡小組(公營機構)  
Customer Liaison Group (Public Sector)



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。2008/09年度共舉行了4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。

The objectives of the Customer Liaison Groups are to:

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

The private sector group comprises representatives from the Law Society of Hong Kong, Hong Kong Association of Banks, Hong Kong Institute of Certified Public Accountants, Hong Kong Institute of Surveyors, Hong Kong Real Estate Agencies General Association and Society of Hong Kong Real Estate Agents Limited. The public sector group is comprised of representatives from Government departments and public bodies which are frequent users of the Land Registry's services. In 2008/09, four Customer Liaison Group meetings were held. Members from the private sector and representatives from the public sector are listed in Annex II.

### 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。委員會定期舉行會議，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。委員會成員見附錄 II。

### 訪客

我們歡迎各界人士來訪，亦與海外同業機構保持緊密聯繫。藉著這些會面，我們向到訪嘉賓講解本處的服務及信念。在2008/09年度，我們共接待了來自內地、澳洲、公司註冊處及房屋署等7個代表團逾50名訪客，他們到訪目的是希望進一步了解我們的

### 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 Land Registry's services provided to the legal practitioners and implementation of title registration system. Members of the Committee are at Annex II.

### Visitors

We welcome external visitors and maintain close ties with our overseas counterparts. Through visits, we introduce the services and promote the value of the Land Registry. In 2008/09, we received seven delegations comprising over 50 visitors from the Mainland, Australia, the Companies Registry and



工作或是與我們進行專題討論。

#### 「綜合註冊資訊系統」網上服務客戶交流(私營/公營機構)

我們在2009年2月和3月舉行了9次

「綜合註冊資訊系統」網上服務客戶交流會，共有317位客戶出席。這些聚會讓我們向客戶收集意見，分享經驗，並向他們闡述「綜合註冊資訊系統」服務的新猷。

#### (v) 溝通途徑

本處透過不同途徑收集客戶對我們客戶服務質素的意見，從而了解我們需要提升服務的項目，以便推廣本處的工作。

#### 土地註冊處通函

在2008/09年度，本處共發出4份通函：

Housing Department who wanted to know more about our work or to discuss specific subjects.

#### Meet the Clients on IRIS Online Services (Private / Public Sectors)

A total of nine “Meet the Clients” sessions with 317 participants were held in February and March 2009 to exchange views on IRIS Online Services. The sessions are effective platforms for sharing experience with our customers, collecting their views and serving as a refresher briefing on our IRIS Online Services.

#### (v) Communication Channels

The Land Registry provides a variety of communication channels to receive feedbacks from our customers on the quality of customer services, to identify improvement areas and to promote its services.

#### Land Registry Circular Memoranda

In 2008/09, four circulars were issued:

- Revised Schedule and Associated Service Arrangements for Maintenance and Upgrade of

- 2008年下半年維修及提升「綜合註冊資訊系統」的時間和相關的服務安排
- 2009年維修及提升「綜合註冊資訊系統」的時間和特別服務安排
- 第40版《街道索引》及第9版《新界地段／地址對照表》
- 關閉屯門查冊中心；原有的業主立案法團服務由荃灣查冊中心接掌

Integrated Registration Information System in Second Half of 2008

- Schedule and Special Service Arrangements for Maintenance and Upgrade of Integrated Registration Information System in 2009
- The Street Index (40th Edition) and the New Territories Lot / Address Cross Reference Table (9th Edition)

#### 《土地註冊處通訊》

《土地註冊處通訊》是我們向客戶推介本處的最新動向、服務新猷以及提升項目的有效溝通刊物。為慶祝本處

- Closure of Tuen Mun District Search Office and Relocation of Owners' Corporation Services to Tsuen Wan District Search Office



#### Land Registry News

The Land Registry News has been a very effective communication tool to keep our customers abreast of the most up-to-date events, new service initiatives and service enhancements of the Land Registry. To celebrate the Land Registry 15th Anniversary, we issued a special



成立15周年，我們在2008年10月出版了第28期《土地註冊處通訊》誌慶特刊，與客戶重溫本處服務發展的歷程。



edition, the 28th Land Registry News, in October 2008 to mark this special event and to share with customers the progress of the Land Registry developments over the years.

#### 資料小冊 – 新設計

我們重新處理本處資料小冊子的設計和內容，現以單頁形式取代小冊形式提供資料，方便讀者閱覽。

The design and content of the information pamphlets had been reviewed. The pamphlets are now replaced by single information sheets which are more user-friendly.

#### 新的部門短片

我們在2008年10月製作新的部門短片，方便推廣本處奉行「以客為本」

#### New Corporate Video

A new corporate video was released in October 2008 to promote the Land Registry's image on its customer centric service culture. The video gives an account on



的信息。短片闡述本處在物業市場的工作、現時服務以及發展前景。

our role in the real estate market, the existing services and future development.

#### 客戶服務熱線

我們的客戶服務熱線設有互動話音系統，透過預錄信息及專人接聽服務，為客戶提供多方面的資訊。透過與效率促進組轄下的1823電話中心合作，專人接聽服務已延長至翌日零時三十分。

#### Customer Service Hotline

Our Customer Service Hotline equipped with an interactive voice response system offers a wide range of information through the recorded messages and manned operator service. Through our collaboration with the Efficiency Unit's 1823 Call Centre, the operator service is extended to 00:30 hour next day.

年內，本處的查詢熱線收到131,309項電話查詢(包括由1823電話中心接聽的查詢)，平均每月收到10,942項。

During the year, 131,309 calls were received (including calls received by 1823 Call Centre), averaging 10,942 calls per month.



## 網頁

本處的網頁提供部門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（[www.landreg.gov.hk](http://www.landreg.gov.hk)）方便易用。客戶可透過網頁閱覽本處的各種主要刊物、知悉我們新推出的服務，亦可通過網頁快速連結至「綜合註冊資訊系統」網上服務的網站（[www.iris.gov.hk](http://www.iris.gov.hk)）。我們更會定期更新和加強網頁的內容。

在2008/09年度，本處網頁的瀏覽次數達3,342,137次，較2007/08年度增加26%。

## 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 worldwide round-the-clock. Our homepage ([www.landreg.gov.hk](http://www.landreg.gov.hk)) provides user-friendly navigation features. It provides users with access to all main Land Registry publications, new services launched and a quick-link directly to the IRIS Online Services ([www.iris.gov.hk](http://www.iris.gov.hk)). We update and enhance the content of our website regularly.

In 2008/09, there were 3,342,137 visits to the homepage, an increase of 26% compared to 2007/08.

**(vi) 15周年誌慶酒會暨展覽**

為慶祝土地註冊處營運基金成立15周年，我們安排了連串慶祝活動，包括舉行海報／標語／標誌設計比賽；製作部門短片；以及出版《土地註冊處通訊》特刊等。為答謝客戶和業務伙伴多年來的支持，我們在2008年10月27日舉行了由發展局局長林鄭月娥女士主禮的15周年誌慶酒會。

慶祝活動一項重點是由2008年10月28日至11月4日期間在金鐘道政府合署舉辦展覽，展示本處的服務成果及未來的發展計劃。公眾除了欣賞內容豐富的展板外，亦對「綜合註冊資訊系統」網上查冊的示範及場內展出土地紀錄的歷史文物深感興趣。

**(vi) 15th Anniversary Reception cum Exhibition**

To commemorate the 15th Anniversary of the Land Registry Trading Fund, we organised a series of celebration activities including a poster/slogan/logo design competition, production of a corporate video and publishing of a special edition of Land Registry News. An Anniversary Reception, officiated by Mrs Carrie LAM, Secretary for Development, was held on 27 October 2008 to thank our customers and business partners for their support over the past years.

As the highlight of the celebration activities, the Land Registry staged an exhibition at the Queensway Government Offices from 28 October to 4 November 2008 to showcase its service achievements and future development plans. Apart from the rich exhibition content, visitors were also deeply attracted by the demonstration of IRIS online searches and the display of old land records with heritage value.





**(d) 項目發展與新服務****(i) 以電子註冊摘要表格遞交文件**

電子註冊摘要表格自2007年11月底推出以來，使用率持續上升。在2009年年初，使用電子表格遞交文件的比率佔遞交文件總數約三分之一。我們計劃在2009年下半年推出表格的加強版。加強版將透過二維條碼記錄註冊摘要的主要資料。只要掃描該條碼，電腦系統便會自動讀取有關資料以便進行審核。這項自動讀取資料的功能，可提高更新土地登記冊的效率和準確程度。

**(ii) 標準條款文件**

我們準備在《土地註冊條例》(第128章)下提供儲存標準條款文件在本處的新服務，以協助減省用於按揭安排所涉及的大量文件。我們將會以《土地業權(修訂)條例草案》的相應修訂提出所需的法律條款。

**(d) Development Projects and New Services****(i) E-Memorial Form for Lodgement**

Since the launch in late November 2007, the usage rate of e-Memorial Forms has been rising trend. About one third of the lodgements in early 2009 used the new form. We are planning for release of an enhanced form in the second half of 2009. The enhanced version will capture the key data of the memorial through a 2-dimension barcode. By simply scanning the barcode, our computer system will automatically retrieve the data for scrutiny. This automation of the data retrieval process will improve the efficiency and accuracy of updating the land registers.

**(ii) Standard Terms Document**

We are preparing a new service for depositing standard terms documents in the Land Registry under the Land Registration Ordinance (Cap. 128). This should help to reduce the volume of documentation for mortgage arrangements. The necessary legislative amendments will be introduced by way of consequential amendments under the Land Titles (Amendment) Bill.

**(iii) 跨部門的項目**

本處與差餉物業估價署合作，於2009年2月11日在該署的物業資訊網網頁([www.rvdpi.gov.hk](http://www.rvdpi.gov.hk))推出物業資訊網系統，方便公眾取得物業資料。公眾可以利用5種不同的方式從該系統取得所需的物業資料(當中包括土地註冊處物業參考編號)。該網頁設有超連結接達本處的「綜合註冊資訊系統」網頁，方便公眾進行查冊。

本處會繼續向差餉物業估價署提供最新的物業地址紀錄。此項跨部門合作可充實該署的資料庫及加強物業市場的透明度。

**(iv) 外判服務研究**

為盡量調派資深員工處理註冊事務和因應由契約註冊轉換至業權註冊所增加的工作量，本處已開始估量把非核心的服務外判的可行性。我們現正研究各項非核心服務的項目外判的機會

**(iii) Inter-Departmental Projects**

As a result of collaboration between the Rating and Valuation Department (RVD) and the Land Registry, the public can obtain property information from the Property Information Online (PIO) system at the RVD's PIO website ([www.rvdpi.gov.hk](http://www.rvdpi.gov.hk)), which was launched on 11 February 2009. Users can obtain the information from the PIO in five different ways, one of which is the Land Registry's property reference numbers. The website is hyperlinked to the Land Registry's IRIS website to facilitate users in making land searches.

The Land Registry will continue to provide up-to-date property address records to the RVD to enrich the database. The concerted inter-departmental efforts will enhance the transparency of the property market.

**(iv) Exploring Contracting-out Services**

Faced with the workload involved in conversion from deeds to title registration, we have begun to explore outsourcing of non-core activities so as to make the best

以及相關的主要考慮因素，以評估外判服務會否為部門帶來實際利益。

## **(e) 未來計劃**

### **(i) 2009/10年度的新服務承諾**

為增加暫止註冊契約程序的透明度及回應客戶的需求，我們推出了為再交付註冊的暫止註冊契約辦理註冊的新服務承諾。註冊時間以16個工作天為目標，當中12個工作天用以進行註冊的工序，而契約的影像處理工作及把契約交回遞交人士，則需在4個工作天內完成。2009/10的新服務承諾見附錄 I(b)。我們會繼續監察上述服務承諾。

### **(ii) 客戶管理評估架構 - 高階行動計劃**

完成客戶管理評估架構後，我們依據效率促進組的建議制定了高階行動計劃。我們會依據各項的溝通途徑，加強了解客戶使用服務的經驗，並定期核實客戶的資料。

use of experienced staff in dealing with registration and conversion work. Business cases 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.

## **(e) Future Plan**

### **(i) New Performance Pledges for 2009/10**

To improve the transparency of stopped deeds procedures and in response to customers' needs, we have introduced a new performance pledge for registration of re-submitted stopped deeds. The total registration time is targeted at 16 working days, comprising 12 working days for registration and 4 working days for imaging and returning the registered deed to the lodging party. The new set of performance pledges for 2009/10 is at Annex I(b). We shall continue to monitor the performance pledges.

### **(ii) Customer Management Assessment Framework (CMA 101) – High Level Action Plan**

On completion of the CMA 101 exercise, a high level



### (iii) 客戶服務意見調查2009

繼2008年委托獨立顧問進行詳盡的客戶服務意見調查後，我們在今年亦會進行客戶服務意見調查，以收集客戶的意見，從而繼續優化本處的服務以及了解客戶對我們就上次調查結果所作的改善措施的滿意程度。

action plan was formulated to take on the Efficiency Unit's recommendations. We shall enhance the understanding of customers' experience of obtaining our services through different channels and conduct regular validation of customer data.

### (iii) Customer Service Survey 2009

Following the comprehensive customer service survey conducted by an independent consultant in 2008, a further customer service survey would be conducted in 2009 to gauge customers' views for continuous

improvement and to measure customers satisfaction level on the improvement measures implemented after the last survey.



**(iv) 業權報告服務的「客戶交流會」**

本處一直向公營機構客戶，包括屋宇署、地政總署、民政事務總署及機電工程署等提供服務，方便各部門進行日常運作及履行法定職能。

我們在2008年9月與機電工程署的23名人員召開「客戶交流會」，從而加強他們對本處的業權報告服務及土地登記冊的資料的了解。交流會成功協助雙方員工簡化工序。鑑於是次交流會反應良好，我們會在2009/10年度與業權報告服務的其他客戶進行「客戶交流會」。

**(iv) “Meet the Clients” Session on Reports-on-title Services**

The Land Registry has been providing services to public sector customers, including the Buildings Department, Lands Department, Home Affairs Department and Electrical and Mechanical Services Department (EMSD), to facilitate their daily operations and carrying out of statutory duties.

A “Meet the Clients” session was held in September 2008 with 23 participants from the EMSD to enhance their understanding of reports-on-title services and information on land registers. The session was well-received. Through exchange of views, officers of the two departments identified means to streamline the work procedures. In view of the positive feedback, more similar sessions with other users of the reports-on-title services would be conducted in 2009/10.

**(v) 配置新的互動話音系統**

因應2008年客戶服務意見調查所得意見，我們會改革互動話音系統。現時的電話流程及服務資料將予以重新設計。

**(v) Revamp of Interactive Voice Response System (IVRS)**

In response to customers' feedback received in the Customer Service Survey 2008, the IVRS will be revamped. The existing call flow and information on services will be reviewed and re-designed.





業權註冊

Title Registration



## 業權註冊 Title Registration

### 摘要

業權註冊的準備工作在2008/09年度內繼續進行。我們在2009年1月就《土地業權條例》的修訂內容展開了為期三個月的公眾諮詢。本處與香港電台聯合製作了一輯名為「老土正傳」的專題電視節目，以提高公眾對物業權益保障及新業權註冊制度的認識。展望將來，我們正擬備《土地業權(修訂)條例草案》及相關的規例，預備在2010年提交立法會。我們亦正籌備為實施業權註冊展開公眾教育及專業培訓計劃。

### HIGHLIGHT

Preparation work for title registration continued in 2008/09. A three-month public consultation on the amendments to the Land Titles Ordinance was launched in January 2009. The Land Registry and Radio Television Hong Kong jointly produced a TV series entitled “Stories of Our Land” to raise public awareness of security of property rights and the new title registration system. Looking forward, we are preparing the Land Titles (Amendment) Bill and related rules for introduction to the Legislative Council in 2010. We are also planning for the launch of the public education and professional training programmes for the implementation of title registration.



## (a) 近期發展

### (i) 就《土地業權條例》的修訂進行諮詢

我們在2008年12月向立法會發展事務委員會呈交關於擬備《土地業權條例》修訂內容及餘下尚未定案的重要事項進展報告。為此，立法會成立了發展事務委員會與司法及法律事務委員會的聯合小組委員會，負責監察當局有關《土地業權條例》的修訂工作。

在2009年1月1日至3月31日，我們就《土地業權條例》修訂的兩個主要事項 - 轉換機制及更正與彌償條文 - 進行了為期3個月的諮詢，收集公眾及主要持份者的意見。本處的網站特為是次諮詢設立了一個專頁，提供相關背景資料及說明文件，方便公眾了解該兩個事項及發表意見。遞交的意見均已上載至該諮詢專頁。

我們亦去信香港律師會、香港大律師



## (a) Recent Development

### (i) Consultation on Amendments to Land Titles Ordinance (LTO)

In December 2008, a progress report on the preparation of the amendments to the LTO and the remaining substantial matters to be finalised was made to the Panel on Development of the Legislative Council (LegCo). A Joint Subcommittee of the Panel on Development and the Panel on Administration of Justice and Legal Services was set up to monitor the Administration's work on the amendments to the LTO.

From 1 January to 31 March 2009, a three-month consultation was launched to invite views from the public and key stakeholder groups on two major aspects of the amendments to the LTO: the conversion mechanism and the rectification and indemnity provisions. A consultation webpage was set up on the

公會、消費者委員會、新界鄉議局、地產代理監管局、香港銀行公會、香港會計師公會、香港地產建設商會、香港按揭證券有限公司，以及香港家庭法例會，邀請各機構就修訂建議發表意見。

## (ii) 專題電視節目 - 「老土正傳」

業權註冊公眾教育計劃的兩大目標，分別是提高公眾對保障物業權益的意識，以及讓他們就行將推出的業權註冊制度作好準備。土地註冊處與香港電台聯合製作的一輯(共十集)名為「老土正傳」的專題電視節目，正為業權註冊公眾教育計劃揭開序幕。該專輯已於2009年2月至4月播出，讓市民重溫香港於過去一個世紀的土地註冊制度演變，並加深公眾對土地註冊與他們之間存在切身關係的關心和認識。



Land Registry website with background information and explanatory documents to facilitate the public to understand the issues and give comments. Views received were posted on the consultation webpage.

We also wrote to the Law Society of Hong Kong, Hong Kong Bar Association, Consumer Council, Heung Yee Kuk, Estate Agents Authority, Hong Kong Association of Banks, Hong Kong Institute of Certified Public Accountants, Real Estate Developers Association, Hong Kong Mortgage Corporation Limited and Hong Kong Family Law Association to seek their views on these proposed amendments.

## (ii) TV Programme – “Stories of Our Land”

Raising public awareness of security of property rights and preparing them for the coming title registration system are two main objectives of the public education programme for





該專輯在2009年2月7日舉行了首映禮暨嘉賓講座。啟播儀式的主禮嘉賓包括發展局局長林鄭月娥女士、廣播處長黃華麒先生、新界鄉議局主席劉皇發先生、香港律師會會長黃嘉純先生，以及土地註冊處處長蘇啟龍先生。其後，蘇啟龍處長向嘉賓和與會者就「土地 - 萬物之源」的講題分享看法和意見。

title registration. The Land Registry kick-started the programme by partnering with the Radio Television Hong Kong to produce a TV series entitled “Stories of Our Land”. The ten-episode TV series, broadcast from February to April 2009, reviewed the development of the land registration system in Hong Kong over the past century and drew the attention of the public to the close relationship between land registration and themselves.

A premiere-cum-guest talk to launch the TV series was held on 7 February 2009. The ceremony was officiated by Mrs Carrie Lam, Secretary for Development, Mr Franklin Wong, Director of Broadcasting, Mr Lau Wong Fat, Chairman of Heung Yee Kuk, Mr Lester Huang, Chairman of the Law Society of Hong Kong, and the Land Registrar. The Land Registrar also delivered a talk on “Land, the Source of all Material Wealth” and shared



這個廣受觀眾歡迎的專題電視節目採用了嶄新和生動的演繹方法，幫助大眾深入了解現正進行的土地註冊制度改革，以及這個改革將如何影響他們的日常生活。

### (iii) 《土地業權(修訂)條例草案》的擬備工作

- 諮詢不同政府部門

我們就(1)《土地業權條例》與現行法例之間的關係及(2)其他法例下的權利和押記問題，徵詢各政府部門的意見。我們現正檢視收集得來的意見，以釐定《土地業權條例》或其他法例的修訂內容，並共

his views and ideas on the topic with the guests and audience.

The TV series, using an innovative and lively approach, helped the general public understand more about the current land registration system reform and its bearing on their everyday life. It was well received by the audience.

### (iii) Preparation of Land Titles (Amendment) Bill

- Consultation with various departments

We consulted departments in relation to (1) the interrelationship between the LTO and existing ordinances and (2) rights and charges under other ordinances. Comments received from the



同解決法例之間出現牴觸或不協調的地方。

- 擬備附屬法例

有關《土地業權規例》、《土地業權法庭規例》、《彌償基金規例》及《土地業權收費及徵費規例》的擬備工作現正進行。

## (b) 未來計劃

公眾諮詢在2009年3月31日結束，我們會就收集所得的意見及建議進行研究，並着手為所需的修訂內容定稿。我們會向專責《土地業權條例》修訂的立法會聯合小組委員會匯報情況。我們現正進一步草擬修訂條例草案，並會向主要持份者進行諮詢。我們計劃在2010年年底向立法會提交條例草案，待草案制訂一年後正式實施業權註冊。

departments were being considered to determine the amendments required to the LTO or other ordinances to resolve any conflicts or incompatibility.

- Preparation of subsidiary legislation

Preparatory work for the drafting of the rules i.e. Land Titles Rules, Land Titles Court Rules, Indemnity Fund Rules and Land Titles Fees and Levies Rules was underway.

## (b) Future Plan

After the closing of the consultation on 31 March 2009, we will consider the views and comments received on the matters under consultation and will work to finalise the amendments required. We will report to LegCo's Joint Subcommittee on Amendments to Land Titles Ordinance. The key stakeholders will be consulted on a further draft of the amendment bill that is being prepared. We aim to introduce the bill into LegCo in end 2010 and commence title registration one year after the enactment of the bill.

我們正繼續為支援業權註冊的過渡安排、運作手冊及程序，以及所需的新資訊科技系統的設計及開發進行預備工作。我們亦會為實施業權註冊草擬轉易表格、申請表格、實務守則及指引。在專業培訓方面，我們準備成立各工作小組展開有關計劃，待《土地業權(修訂)條例草案》定稿後便會召開會議。

### **(c) 業權註冊以外的法律服務**

過去一年，除了《土地業權條例》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的註冊事宜提供法律意見和支援服務。

有關處理暫止註冊契約方案的諮詢工作已經完成。我們會以《土地業權(修訂)條例草案》作相應修訂的方式修訂《土地註冊條例》，從而實行上述方案。我們現正籌備草擬有關修訂內容。

We are continuing with the preparation for transitional arrangements, operation manuals and procedures and the design and development of a new IT system to support title registration. We will also prepare the draft conveyancing forms, application forms, practice notes and guidelines for the implementation of title registration. For professional training programmes, we are planning to set up working groups to take forward the programmes. Meetings will be convened when the Land Titles (Amendment) Bill is finalised.

### **(c) Legal Services apart from Title Registration Work**

In the past year, apart from the work relating to the LTO, the Legal Services Branch continued to provide legal advisory and support services relating to the deeds registration system and registration of owners' corporations under the Building Management Ordinance.

Consultation on the proposal to deal with stopped deeds had been completed. Amendments to the Land

此外，我們亦準備對《土地註冊條例》草擬修訂，以容許及規管標準條款文件的儲存事宜。標準條款文件內的條文，是供合適的文書選取作為文書本身的條款。本處初步將會接納儲存載有押記或按揭適用條款和條件的文件。

Registration Ordinance (LRO) to implement the proposal will be made by way of consequential amendments in the Land Titles (Amendment) Bill. Preparation for the drafting of the amendments is underway.

We are also preparing draft amendments to the LRO to provide for the depositing of standard terms documents. A standard terms document is a document containing provisions intended to be incorporated as terms of an instrument to which the document applies. Initially the Land Registry will accept the depositing of documents containing terms and conditions for incorporation in charges or mortgages.







# 人力資源

## Human Resources

## 人力資源 Human Resources

### 摘要

截至2009年3月31日，本處共聘用了599名員工，當中包括456名常額人員和143名合約人員。本處為所有員工提供優質培訓，讓他們發揮卓越表現，提供出色服務。亦為各級人員設計和推行綜合培訓計劃，範圍遍及職務相關的技能以至發展培訓等多個層面。此外，我們深明與員工保持有效溝通的重要性，一直恪守培養良好溝通環境的承諾 - 透過會面、出版刊物及員工福利活動，以加強各級員工之間的溝通。本處員工不單積極推動部門的工作，同時鼎力支持和履行良好企業公民的責任。本處會繼續為員工提供優質培訓；保持與員工交流及鼓勵員工參與社區服務，共同締造愜意的環境。

### HIGHLIGHT

The total number of staff as at 31 March 2009 was 599, including 456 permanent staff and 143 contract staff. We provide quality training that enables all staff to perform well and to give excellent service. A comprehensive training programme ranging from job related skills and development training for staff at all levels has been designed and implemented. We recognize the importance of effective communication with staff and in honoring our commitment to providing an environment that promotes communication between staff at all levels through meetings, publications and staff welfare functions. While offering their best to the work of the department, our staff are equally dedicated in supporting and promoting good corporate citizenship. We will continue to provide staff with quality training, maintaining interflow and encouraging their participation in community services and support for a healthy environment.

### (a) 部門編制

本處採取靈活的人力資源政策，並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，在於可以聘用公務員和非公務員合約人員，以及為所有員工提供優質培訓和支援，使他們能有良好的表現。公務員屬本處的核心員工，確保部門的架構以至客戶服務的質素保持穩定。非公務員合約人員則可以協助核心員工，使本處能以最具成本效益的方式回應運作或業務轉變的需求。截至2009年3月31日，本處共聘用了456名常額人員和143名非

### (a) Staffing

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 Land Registry to ensure stability in the organisation and quality of service to customers. NCSC staff are employed to supplement the core staff thus enabling the Land Registry to respond to changes in operational or business needs in the most cost-effective manner. As at 31 March 2009, the





公務員合約人員。常額職位員工分布於不同職系，包括土地註冊主任、律師、會計主任、系統分析/程序編製主任及文書主任等。這些職系亦兼聘非公務員合約人員，包括土地註冊行政助理、律師、會計助理、資訊科技人員及合約文員等。本處會定期檢視人手編制狀況，並調整非公務員合約人員的數量，以切合運作需要。

政府於2008年3月撤銷暫停招聘新常額人員的規定。我們隨即公開招聘土地註冊主任，新聘職員已於2008年7月後到任。

### **(b) 管理創意**

為配合部門接任計劃及落實土地註冊主任發展政策，本處致力為土地註冊主任提供與其級別相關的培訓機會及鼓勵，拓展他們的視野並發揮他們的所長，本處在公務員事務局的協助

Land Registry employed 456 permanent staff and 143 NCSC staff. The permanent staff comprises officers in various grades including Land Registration Officers, Solicitors, Accounting Officers, Analysts/Programmers and clerical officers. They are supplemented by NCSC staff including Land Registration Executives, Solicitors, Accounting Executives and IT staff, as well as contract clerks. The Land Registry reviews its staffing position and adjusts the number of NCSC staff regularly to meet operational needs.

The Government lifted the freeze on recruitment of new permanent staff in March 2008. An open recruitment exercise for Land Registration Officer was conducted and the successful applicants have reported duty after July 2008.

### **(b) Management Initiatives**

For succession planning and in support of the department's career development policy on providing opportunities and encouragement for Land Registration

下，制定了政策局掛職計劃。在該計劃下，本處會安排高級管理人員暫調政府決策局，得以實習政策制訂範疇的職務。在2009年2月，本處一名總土地註冊主任在這個計劃下暫調到發展局工作。我們會繼續與公務員事務局緊密合作，安排其他合適人員參與這個實習計劃。

Officers at all stages of their career to widen their exposure and realise their potential, the Land Registry has embarked on a secretariat attachment programme with the assistance of the Civil Service Bureau. Under the programme, an officer at senior management level will be arranged for posting to a Government bureau for a period to undertake duties with greater emphasis on policy formulation. In February 2009, a Chief Land Registration Officer was posted to work in the Development Bureau under the programme. We are working closely with the Civil Service Bureau in arranging secretariat attachment for other suitable officers.



### (c) 員工培訓及發展

本處致力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，並協助他們作好準備以面對實施業權註冊及其他改善計劃帶來的各種挑戰。我們的目標是透過優質培訓，建立一個愉快和諧又能提供超卓服務的工作環境。培訓工作的成效顯著。本處所有員工對個人及團隊均充滿信心，精益求精，繼續竭誠為公眾提供優質服務。

#### (i) 2008/09年度培訓活動的重要事項

##### 員工發展主題培訓課程

為加強員工明瞭部門整體運作及成就有賴堅強的團隊的支持和努力，在2008/09年度，我們以「團隊一心，互信同行」作為周年員工發展培訓課程的主題。該課程為所有職系各級別人員專題設計以一天體驗工作坊的形式進行，並選取了遠離辦公室的幽靜

### (c) Training and Development

We are committed to provide quality training to support the development needs of all staff (civil service staff and non-civil service staff alike) and prepare them for the forthcoming challenges in relation to title registration and various improvement projects. Through quality training, we aim to help sustain an amicable 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.

#### (i) Highlights of Training Activities arranged in 2008/09

##### Theme Training

To enhance staff's understanding on the importance of building a strong workforce for the overall achievement of the Land Registry, "Team Work, Team Trust" was adopted as the Annual Staff Development Theme for

郊區環境作為上課地點。廣闊的戶外場地加上寬敞的空間，令參加者進行小組活動和討論時更感自由開放，亦令到這次培訓活動十分成功。

### 專業培訓

除了周年發展培訓計劃外，我們亦著重員工的專業發展。年內，我們為土地註冊主任職系人員安排了「《土地註冊條例》複修課程」及「香港法律制度及土地法與土地轉易」的法律培訓課程。

### 廉政公署講座

維持一個廉潔、誠實及負責任的公務員架構對維繫公眾信心至為重要。為提高本處人員的誠信意識及重溫操守管理之道，我們為所有職系的各級人員安排了由廉政公署主講的「防止貪污」講座。

2008/09. The one-day experiential training workshops for officers at all ranks and grades were conducted in a secluded training environment away from the workplace. The spacious environment and huge open area facilitated group activities and free discussions which contributed to the success of the event.

### Professional Training

Apart from the annual development-training programme, we also emphasise on the professional development of officers. This year, “In-house Refresher Training Course on Land Registration Ordinance” and a legal training course on “Hong Kong Legal System and Land Law & Conveyancing” were arranged for the Land Registration Officer Grade staff.

### Talks delivered by Independent Commission Against Corruption (ICAC)

Maintaining a clean, honest and accountable civil service is vital to the maintenance of public trust. To strengthen the awareness of our staff on integrity and



### 語言學習

今年，土地註冊處提供了一連串的職務普通話課程，協助員工加強普通話的溝通能力。我們舉辦了午間和下班後的普通話課程，級別包括初級、中級和高級，以配合不同員工的需要。

除普通話課程外，我們也為主任級人員提供職務中文和英文工作坊，以增加他們以中文及英文與客戶溝通的信心。

### 新知講座

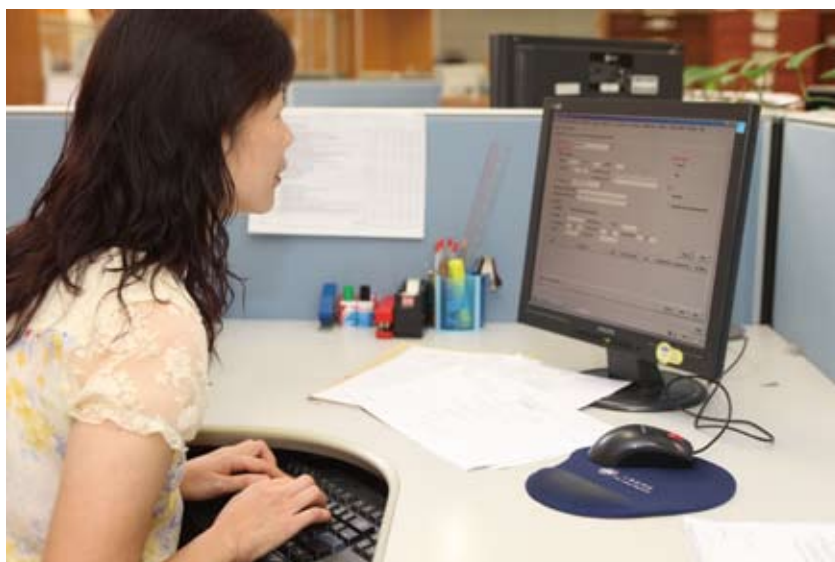
本處十分著重為員工充實專業知識和技能，以配合部門未來的轉變和發展

refresh their knowledge on ethical management, talks on corruption prevention by the ICAC were delivered to officers of all ranks and grades.

### 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 and advanced levels were arranged to suit the different needs of staff.

Apart from Putonghua, workplace Chinese and English workshops were also provided for officer grade



需要。年內，我們為高級員工安排了多次新知講座和簡報會，加深他們對土地事務、政府架構和大眾關注的事宜的認識，並增廣見聞。

### 自我增值

為培養自我增值的文化，本處提供多個相關課程組合，供員工選擇。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，員工也可選擇非辦公時段，例如午膳時間在辦公室，或下班後在家自行進修。我們還訂閱了 Language Key 的網上雜誌，供員工作

staff with a view to enhancing their confidence in communicating with customers in both Chinese and English.

### 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.



為持續增進語文能力的輔助工具。員工可經部門入門網站或互聯網，閱覽該電子雜誌，程序簡易方便。

## (ii) 員工發展計劃

為擴闊員工視野，使他們能預計及迎接新挑戰，加強他們的溝通及表達技巧，以及發展他們的領導才能，本處安排了一系列員工發展課程。年內，

- 1位總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」；
- 1位總土地註冊主任修讀了瑞士International Institute for Management Development 的 Breakthrough Program for Senior Executives課程；
- 1位總系統經理修讀了美國哈佛大學舉辦的Delivering Information Services課程；

## Self-learning

To nurture a culture of self-learning, the Land Registry 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 self-learning. Besides, we have subscribed the e-magazine of Language Key as an additional learning aid for on-going development of staff's language skills. The e-magazine can be easily accessed via departmental portal or internet.

## (ii) Staff Development Programmes

To broaden staff's 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

- 1位總土地註冊主任及1位高級律師修讀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；
- 1位總土地註冊主任及3位高級土地註冊主任參加了由香港科技大學舉辦的「管理發展課程」；以及
- 3位高級土地註冊主任分別修讀了中山大學及北京大學深圳研究生院舉辦的中層管理人員國情研究課程。

development courses had been arranged. During the year,

- one Chief Land Registration Officer had attended the “Senior Executive Fellows Programme” at Harvard University of the USA;
- one Chief Land Registration Officer had attended the “Breakthrough Program for Senior Executives” at International Institute for Management Development of Switzerland;
- one Chief System Manager had attended the “Delivering Information Services” course at Harvard University of the USA;
- one Chief Land Registration Officer and one Senior Solicitor had received senior management development training through attending the “Leadership in Action Programme” at the Civil Service Training and Development Institute;
- one Chief Land Registration Officer and three Senior Land Registration Officers had attended the “Management Development Program” at The Hong Kong University of Science and Technology; and

## (d) 鼓勵和嘉許員工

### 員工建議書計劃

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，資訊科技保安及節約能源等。委員會共收到10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2008年12月舉行電子聖誕卡設計比賽，得獎作品其後用作部門電子聖誕卡。

### 最優秀員工選舉

「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

- three Senior Land Registration Officers had attended the National Studies course for Middle Managers at Sun Yat-sen University and Peking University Shenzhen Graduate School respectively.

## (d) Staff Motivation and Recognition

### Staff Suggestions Scheme

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 members have been invited to make suggestions on various issues including improvement of service quality, operation and management of the department, environmental protection, IT security and



氣、提高工作熱忱，以及表揚作出卓越貢獻的優秀員工。我們在2008年11月邀請員工投票選出他們當中的「最優秀員工」，3名獲選者已獲頒獎項。

#### 土地註冊處長期服務獎勵計劃

「土地註冊處長期服務獎勵計劃」在1999年首度舉行，是表揚長期服務及表現優良的員工的另一周年獎勵計劃。在2008年，共有10位服務年資已達25年或以上的同事獲此獎項。這個獎勵計劃自推出以來，獲獎人數合共127人。

energy saving. A total of ten 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 2008 and winning designs were used as the Land Registry electronic Christmas cards.

#### Best Staff of the Year Award Scheme

The annual award scheme “Best Staff of the Year”, first introduced in 1997, aims to motivate staff, promote work commitment and give recognition to deserving staff for their remarkable contributions. In November 2008, staff were invited to vote among themselves the “Best Staff”. Three prizes were awarded.



### 最佳前線員工獎勵計劃

為提倡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](http://www.landreg.gov.hk))、《土地註冊處通訊》、年報和《土地註冊處員工通訊》內公布。



### Long Service Appreciation Award Scheme

The Land Registry's Long Service Appreciation Award Scheme, launched in 1999, is another annual award to give recognition to officers with long and meritorious service. In 2008, ten staff members with 25 or more years of service have been awarded, making a total of 127 awards since the Scheme was first introduced.

### Best Frontline Staff Award Scheme

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 recognise 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 members and teams receiving the highest number of written/verbal commendations from our customers each quarter are awarded. The name of the winning staff members and teams are posted at the

### (e) 員工關係

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。本處致力提供合適的環境，以促進各級員工之間的溝通。

#### 會見員工

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，每季舉行一次會議，以促進員工與管理層之間的了解和合作。

Customer Centre and New Territories Search Offices.

Announcement is also made in the Land Registry's homepage ([www.landreg.gov.hk](http://www.landreg.gov.hk)), Land Registry News, annual report and Staff Magazine.

### (e) Staff Relations

The Land Registry recognises that effective communication between management and staff is essential for provision of quality service to customers.

We are committed to providing an environment that promotes communication between staff at all levels.



此外，土地註冊處經理經常與土地註冊主任及土地註冊行政助理的員工會面，就部門的管理及員工發展等事宜交流意見。

管方會定期召開管理會議及進行親善探訪，與員工交換意見。

部門亦於2008年第四季，為文書職系人員舉行了連串簡介會，讓他們更了解一般職系人員的調職政策。

### Meetings with Staff

The Departmental Consultative Committee, comprising 14 representatives of various staff groups, meets quarterly to promote better understanding and co-operation between staff and the management.

The Registry Manager meets the Land Registration Officers and the Land Registration Executives regularly for free exchange of views on the management of the department and staff's expectation on development opportunities.

Regular management meetings and goodwill visits are held to exchange views with staff.



## 土地註冊處員工通訊

《土地註冊處員工通訊》是一份由員工定期編製的部門刊物，編輯委員會的成員來自不同部組。為符合環保原則，刊物以電子形式出版。這份刊物深受同事歡迎，對培養團隊精神及加強員工對部門的歸屬感亦有所裨益。

To facilitate clerical grade staff to have a better understanding about the posting policy of the general grades, a series of briefing sessions were also conducted in the last quarter of 2008.

## Staff Magazine

The Staff Magazine is a departmental publication issued periodically under an editorial board comprising staff of various divisions. The Magazine is published in electronic format in support of environmental protection. It has been proven to be a popular publication among staff and has helped promote team spirit and a sense of “corporate identity”.



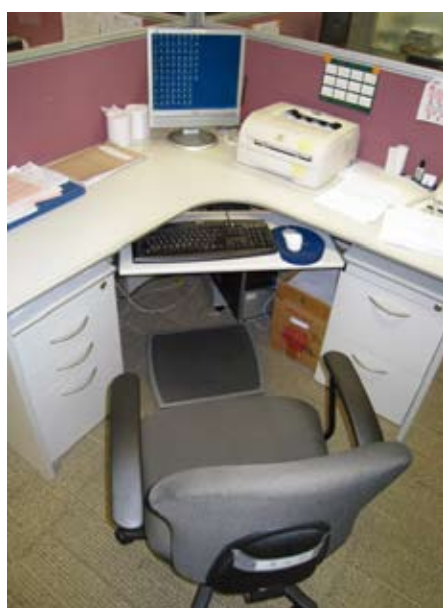


### 土地註冊處員工康樂會

「土地註冊處員工康樂會」由本處的同事以義務形式管理。在2008/09年度，該會舉辦了多項社會及康樂活動，包括部門周年員工聯歡晚宴、聖誕聯歡會、義工服務、興趣班及郊遊活動等。

### (f) 安全的工作環境

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



### Staff Recreation Club

The Land Registry Staff Recreation Club is run by staff on a voluntary basis. In 2008/09, it organised a number of social and recreational activities, including the department's annual dinner, Christmas party, volunteer social services, interest classes and outings.



### (f) Safe Workplace

We recognise that a safe and suitable work environment is an important factor to enhance staff's 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 workplace and adequate knee clearances. Ancillary

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的設計均符合人體工程學，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和手腕軟墊等，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滅火設施，並每年進行火警演習。此外，我們亦從部組中委任環保職安主任，負責進行定期檢查，確保同事工作間的安全。我們會在有需要時安排更新簡報會予員工，闡述目前的安全措施。

### (g) 知識管理

本處已開發一套知識管理系統，為員工提供一個將各種知識分門別類及傳達的平台。我們分別在2008年5月及2009年1月完成整理註冊個案及培訓材料。系統至今已備存約5,000個項目可供參考。

equipment, such as footsteps, keyboard drawers of various sizes and wrist cushions are provided to ensure a comfortable posture at work. Fire prevention system and fire fighting equipment are inspected regularly while fire drills are arranged annually. 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.

### (g) Knowledge Management

The Land Registry has developed a Knowledge Management System (KMS) as a platform for systematic codification and transfer of knowledge within the department. With the completion of codification of registration cases in May 2008 and training materials in January 2009, about 5,000 items have been captured in the system for sharing.

我們現正加強知識管理系統的內容，把其他與工作有關的知識亦收納其中。我們會在2009年7月推出一個新的支援小組參考資料單元，為本處支援小組的日常運作提供協助。

The KMS is being enriched to cover other aspects of the work-related knowledge. A new module of help desk reference materials was provided in July 2009 to support the daily operation of the Land Registry Help Desk.

## (h) 企業公民

### (i) 支持社會服務

為加強和宣揚「企業公民」的責任，我們鼓勵及支持員工為社區籌辦社會公益活動。土地註冊處義工隊與約十多個其他政府部門合力推動「義工服務協作計劃」。在2008/09年度，我們的義工隊籌辦了13項義工活動，並參加了該計劃下由其他部門為環境保護、病童、殘疾人士、長者及青少年籌辦的4項義工活動。在2009年2月，我們獲香港社會服務聯會頒授「同心展關懷」證書，以表揚我們年內付出的努力。

## (h) Corporate Citizenship

### (i) Supporting Social Services

To enhance and promote the responsibilities of corporate citizenship, we encourage and support the organisation of social and charity activities for the community. The Land Registry Volunteer Team has joined hands with some ten other Government departments to run a “Crossover Volunteer Project” programme. During 2008/09, the Land Registry Volunteer Team organised 13 volunteer activities and participated in four volunteer activities coordinated by other departments under the programme for



environmental protection, sick children, the disabled, the elderly and the youth. In recognition of our contribution, the Hong Kong Council of Social Service awarded the “Caring Organisation” certificate to the Land Registry in February 2009.



## (ii) 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舉。

## (ii) Encouraging Donations

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

- 公益金：本處極力鼓勵同事參加公益金於2008年舉辦的不同活動，包括「公益金百萬行」、「公益服飾日」、「僱員募捐計劃」、「公益綠識日」及「公益愛牙日」。



- Community Chest: we encouraged colleagues to contribute in various activities organised by the Community Chest in 2008, including the “Walks for Millions”, “Dress Special Day”, “Employee Contribution Programme”, “Green Day” and “Love Teeth Day”.
- Standard Chartered Hong Kong Marathon: we have participated in the event since 2002. This year, 15 staff members participated in the race on 8 February 2009 and raised an encouraging sum for charity.





- 香港渣打馬拉松：本處自2002年起便組織隊伍參與這項盛事。今年，本處共有15名同事參加2009年2月8日舉行的賽事，為大會籌得可觀善款。

### (iii) 平等機會

作為支持平等機會的僱主，本處秉持一視同仁的原則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。

### (iii) 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 people in need.



### (iv) Promoting Care for Employees

#### (iv) 加強關懷員工

本處在2008/09年度，為員工安排了共31個關於職業安全與健康事宜的講

A total number of 31 seminars on occupational safety and health related issues, such as first aid training, health hints on the use of display screen, how to handle

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。

#### (v) 工作影子日

為支持培育我們的新一代，本處與國際成就計劃香港部合作，第三年為學生舉辦工作影子日，希望透過這個計劃，協助年青人發展自我，讓他們親身接觸現實工作環境，向資深的工作導師學習，發掘一己潛能，定立工作抱負。

工作影子日在2009年2月18日舉行，學員是來自聖羅撒書院和聖保羅書院的20名中六學生。當天每兩名學員由一名工作導師帶領，完成部門一天的日常工作。當天的活動在土地註冊處

potentially violent clients, occupational health for office workers, prevention of musculoskeletal disorders and stress management, etc. were arranged for staff in 2008/09.

#### (v) Job Shadowing

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

The Job Shadow Day was conducted on 18 February 2009 for 20 sixth form students from St. Rose of Lima's College and St. Paul's College. One mentor was assigned to every two students to guide them through

處長致開幕詞後展開。這個計劃讓學生有機會完成導師安排的簡單工作，從而建立自信。導師及學員均認為該項計劃饒具意義，令他們獲益良多。

#### (vi) 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均符合環保原則。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。本處成立了環保工作小組，成員包括部門主任秘書和多名部組代表，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：

the work in a normal working day. The day commenced with an opening remark by the Land Registrar. Through the job shadowing 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.

#### (vi) 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 fulfil our commitment we have drawn up an environmental policy to establish the overall direction for the Land Registry and set out the key areas for action. We adopt good environmental practices in reducing the consumption of paper and energy, reusing office materials and replacing office consumables with environmentally friendly products.

- 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
- 職員的環保意識

The Registry Manager is the Green Manager of the department, responsible for monitoring the Land 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:

環保工作小組為部門各個辦事處籌劃及進行環保巡查。在2008年，我們進行了兩次巡查，共視察了4個辦事處。通過上述措施，我們可以檢視環保工作實況，提出建議及鼓勵員工努力推動環保工作。

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





自金鐘道政府合署各部門裝設獨立電錶的工程於2007年年底完成以來，本處已能直接監控用電量及定出節能基準。

公眾人士可到本處的網頁([www.landreg.gov.hk](http://www.landreg.gov.hk))閱覽2008年管制人員環境報告，了解我們的環保成果。

The Working Group plans and organises environmental audit inspections to various offices of the department.

In 2008, two inspections covering four offices were conducted. By conducting environmental audits, the green practices at operational level are reviewed and recommendations are made for continual improvement.

With the completion of installation of separate electricity meters for the user departments in Queensway Government Offices including our offices in late 2007, we have facility to assist us to directly monitor our electricity consumption and benchmark improvements.



## (i) 未來計劃

### (i) 員工發展

為讓員工盡展所長，本處已制定計劃，來年安排員工參與本地的管理人員專業培訓課程以及由公務員事務局中央統籌的培訓課程。透過參加這些專業培訓課程，員工可學習新知，增進個人技能，從而為部門的發展作出貢獻。

### (ii) 法律培訓

為加強主任職系人員對一般與及職務有關的法律知識的認識，我們在2008/09年度舉辦了一個專為他們而設的法律訓練課程。來年，我們會繼續舉辦法律學習課程，增強他們對一些基本法律概念和原則的理解，讓他

The Controlling Officer's Environmental Report 2008 with detailed environmental performance is available from the Land Registry's website ([www.landreg.gov.hk](http://www.landreg.gov.hk)).

## (i) Future Plan

### (i) Staff Development

To develop our staff to reach their full potential, the Land Registry has formulated plans to arrange officers to attend local executive development programmes and centrally organised training programmes of the Civil Service Bureau in the forthcoming year. Through the development programmes, officers are empowered with competencies and enhanced personal effectiveness to make full and effective contribution to the development of the department.

### (ii) Legal Training

To enhance the general and work related legal knowledge of officer grade staff, a custom legal training programme was developed in 2008/09. In the coming year, we will continue our legal study programme with

們作好準備以迎接日後推行業權註冊制度的新挑戰。

### (iii) 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有關精神健康、預防情緒失控以及生活與工作平衡的講座。來年，我們會繼續舉辦一系列的壓力管理課程，加強員工應付壓力的能力及維持工作與生活的平衡。我們也會在《土地註冊處員工通訊》加入有關壓力管理的資料，提高員工在這方面的意識。

a view to improving participants' understanding on basic legal concepts and principles so that they will be better equipped for the new challenges ahead with the launch of the title registration system.

### (iii) Stress Management

To promote good health and as a caring employer, the Land Registry has regularly organised seminars on mental health, preventive measures on mood disorder and work life balance for staff. In the coming year, we will continue to organise a series of stress management programmes to strengthen staff's ability to cope with stress and to promote work-life balance. We will also include information of stress management in the departmental staff magazine to raise their awareness on the issue.



#### (iv) 綠色管理

本處的業務運作對環境的影響主要在於耗用紙張和電力。我們在2008年進行了多項節約用紙的措施，包括進一步把報表改以軟本形式製作，以及提倡更廣泛使用電子方式進行溝通和儲存各類紀錄等。我們將會在這方面繼續努力，宣傳節約用紙。另一方面，本處已與香港銀行公會及香港按揭證券有限公司就有關儲存標準條款文件的安排達成協議。當正式推行時，便可大幅減省交付註冊的按揭文件的紙張數目及在相關工序中的耗紙量。

#### (iv) 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 2008. They include further replacement of reports by soft copies, and promoting wider application of electronic communication and storage of records. We will continue efforts in this aspect to promote the reduction of paper consumption. Separately, the Land Registry has reached agreement with the Hong Kong Association of Banks and Hong Kong Mortgage Corporation on arrangements to allow for filing of standard terms documents. When 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.

此外，我們正與建築署探討減少本處各辦事處耗電量的方法，包括在一些辦公室裝置博視燈以代替天花燈；在升降機大堂使用LED燈；以及減少走廊及外圍地方的照明等。

We are also exploring with the Architectural Services Department ways to reduce power consumption in our offices. These include the replacement of ceiling lights by task lights in some offices, the use of LED lights in lift lobbies and reduction of lighting along corridors and peripheral areas.









資訊科技服務  
IT Services

## 資訊科技服務 IT Services

### 摘要

年內，「綜合註冊資訊系統」進行了若干項提升客戶服務的工程。除了為定於2010年年中推出的新查冊系統進行預備工作外，我們會繼續為支援業權註冊開發資訊科技系統。同時，我們優先整理部門的電腦保安系統，並採取步驟加強員工在資訊科技保安方面的知識。

### (a) 提升「綜合註冊資訊系統」的服務

年內，系統進行了下列提升工程：

- 「綜合註冊資訊系統」登記用戶每宗查冊交易中可訂購的資料上限數目由20個增至30個；
- 把重新瀏覽／重新下載已確認訂單的時間延長至開列訂單當天的辦公時間結束為止(即翌日零時30分)；
- 現時，「綜合註冊資訊系統」的主頁上會顯示廣播訊息的條目，方便瀏覽人士參閱；以及

### HIGHLIGHT

Enhancements were implemented for the Integrated Registration Information System in the year to further improve our customer services. In addition to the preparatory work for the launching of a New Search System scheduled for mid-2010, we shall continue to establish the IT system for support of title registration. In parallel, we prioritize our computer security systems and have taken steps to strengthen staff knowledge in IT security.

### (a) Service Enhancement to Integrated Registration Information System (IRIS)

Enhancements implemented to the system during the year include the following:

- the maximum number of orders per transaction for IRIS subscribers has been increased from 20 to 30;
- the length of time for re-browsing/re-downloading a confirmed order has been extended to close of business (i.e. at 00:30 hours the next morning) on the day of order creation;

- 改良「綜合註冊資訊系統」的技術建構，以提高系統向客戶提供服務時的穩定程度。

## (b) 資訊科技保安

本處一直竭力保護部門電腦系統及數據安全，並已制定保安指引，要求所有員工遵行。我們也定期舉辦培訓課程，以加強員工對必須保障資訊科技系統安全的意識。年內，我們特別推行了下述措施：

- 在2008年6月為所有員工安排資訊科技保安講座；
- 向員工發出有關妥善使用便攜式電子儲存裝置的詳細指引；
- 定期傳閱有關資訊科技保安的部門政策及指引，以強調資訊保安及保障個人資料的重要；

- the headings of broadcast messages are now displayed on the IRIS homepage for easy reference by visitors to the website; and
- the IRIS technical infrastructure has been improved to enhance stability of the system in delivering services to customers.

## (b) IT Security

The Land Registry is constantly on guard to maintain security of our computer systems and data. Security instructions have been promulgated for compliance by all staff. Training classes are conducted regularly to heighten staff awareness of the need to maintain IT security. Specifically, we have taken the following measures during the year:



- 提供資訊科技保安的實用錦囊，供員工作為日常工作參考；
- 定期對資訊科技系統進行資訊科技保安核查／就核查的建議作出改善措施；
- 安裝網頁過濾工具，阻止經由本處內部網絡進入一些可能危及資訊科技保安或可能抵觸本處資訊科技保安政策和指引的網頁；以及
- 在本處的網頁加入保護個人資料的保障私隱政策，以保障瀏覽人士的利益。
- a round of briefings on IT security were arranged for all staff in June 2008;
- detailed instructions were issued to staff on the proper use of portable electronic storage devices;
- departmental policy and guidelines on IT security were periodically re-circulated to reinforce the importance of information security and personal data protection;
- practical tips on IT security were produced for reference by staff in their day-to-day work;
- regular IT security audit was conducted and improvement measures arising from audit recommendations were implemented on IT systems;
- a website filtering tool has been installed to prevent visits to websites, from the Land Registry's internal networks, that may cause IT security risks or may lead to violation of the Land Registry's IT security policy and guidelines; and
- a privacy policy on security protection of personal data has been put up on the Land Registry website for the benefit of visitors to the site.

## (c) 未來計劃

### (i) 新查冊系統

本處將於2010年年中為網上查冊服務推出一套新的電腦系統。該系統採用先進技術設計，確保為客戶提供更穩定的查冊服務。新系統將會獨立運作，因此不會受內部註冊系統定期維修及提升工程影響。

新系統的服務時間亦將由現時的每天16小時延長至不少於20小時。我們在2008年下半年進行了客戶服務意見調查，以了解客戶對在清晨(上午8時30分之前)或是深夜(翌日零時30分之後)延長服務時間的意願。由於兩個時段

## (c) Future Plan

### (i) New Search System

A new computer system will be launched by mid-2010 for the provision of online search services. The new system will be built with enhanced technological design to ensure that search services to customers will be delivered in a stable manner. The new system will be separated from the internal registration systems so that its operation will not be affected by scheduled maintenance and upgrading work on the latter.

Service hours of the new system will also be extended from the present 16 hours to no less than 20 hours a day. In our customer service survey conducted in the latter half of 2008, we have tapped customers'





也有客戶選擇，因此我們在安排將延長的查冊服務時間(即每天不少於20小時)時會兼顧客戶的期望。

### **(ii) 業權註冊的資訊科技支援**

我們會開發一套新的資訊科技系統支援將來實行的業權註冊。我們已建造了一些原型樣辦，以方便設計所需的註冊及工作流程功能。新系統進一步的設計工作則須要配合《土地業權條例》修訂的立法程序。

### **(iii) 資訊科技保安**

為繼續加強本處內部的資訊保安及提高員工在這方面的意識，本處將會採取下述措施：

- 密切注視市場上最新的資訊科技保安發展，並採取適當措施保護部門的系統和數據；
- 定期對資訊科技系統進行保安查核；

preference on whether the extended service hours should be provided in early morning (before 08:30 hours) or late evening (after 00:30 hours the next morning). Since preferences on both options were received, we will arrange to extend our search hours (i.e. to no less than 20 hours a day) to meet both groups of customers' expectation.

### **(ii) IT Support for Title Registration**

To provide IT support for the future operation of title registration, a new IT system will be developed. We have built some prototypes to facilitate the design of the required registration and workflow functions. Further work on the design of the new system will need to tie in with the legislative process of the amendment of the Land Titles Ordinance.

### **(iii) IT Security**

To further strengthen information security within the Land Registry and to enhance staff awareness in this regard, the Land Registry will take forward the following measures:



- to keep abreast with the latest technological development on IT security in the market and to adopt appropriate measures to protect our systems and data;
- to carry out periodic security audit on IT systems;
- to put in place appropriate and adequate security protection measures when developing new IT systems; and
- to ensure that all the Land Registry staff are aware of and will stay vigilant in preserving information security.

- 開發新系統時加入適當及充足的安  
全保護措施；以及
- 確保本處所有員工均明白並時刻警  
惕須保障資訊安全。





# 土地註冊處

## THE LAND REGISTRY



財政管理  
Financial Management

# 財政管理 Financial Management

## 摘要

儘管自2008年9月以來經濟出現下滑，本處在2008/09年度仍錄得稅後純利9,350萬元，全年固定資產平均淨值回報率為18.8%。

## (a) 財政目標

土地註冊處根據《營運基金條例》(第430章)的條文，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。

## (b) 實際表現

截至2009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9,350萬元，全年固定資產平均淨值回報率為18.8%。

## HIGHLIGHT

Despite the economic downturn since September 2008, we managed to achieve a profit after tax of \$93.5 million and a return of 18.8% on average net fixed assets (ANFA) for 2008/09.

## (a) Financial Objectives

In accordance with the Trading Funds Ordinance (Cap. 430), the Land Registry pursues clearly defined financial objectives as follows:

- 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 ANFA employed.

## (b) Actual Performance

In the year ended 31 March 2009, the Land Registry Trading Fund achieved a net profit after taxation of \$93.5 million and attained a return on ANFA of 18.8%. When compared with 2007/08, overall revenue



整體收入較2007/08年度減少8,620萬元(下跌16.8%)。運作開支增加600萬元(上升1.8%)，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。

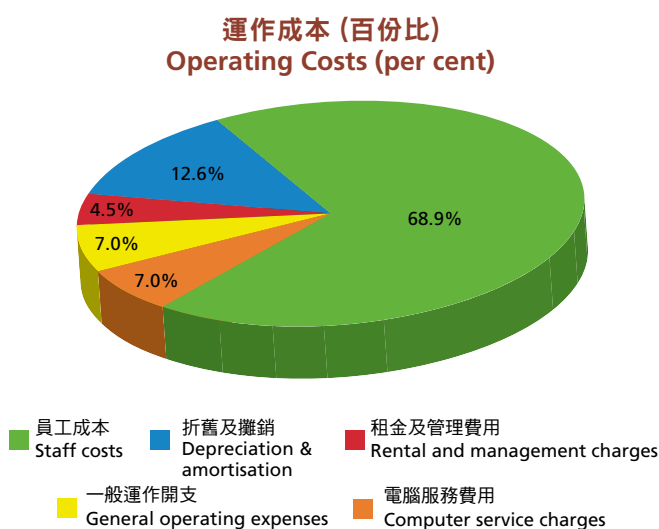
### (c) 展望

本處的業務深受2008年9月以來經濟下滑的情況衝擊。儘管我們已不斷提高運作效率，但由於在收入減少的同時，仍要為開發新的查冊系統及預備推行業權註冊而增加開支，故此我們預計未來數年可能會出現大幅虧損。為達致《營運基金條例》規定的目標回報率，本處不排除在未來數年需要上調收費的可能性。

decreased by \$86.2 million (down 16.8%). Operating expenses increased by \$6 million (up 1.8%) mainly due to increase in staff cost, general operating expenses and computer service charges.

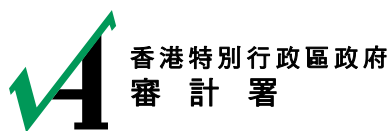
### (c) Forecast

The Land Registry had been hard-hit by the economic downturn since September 2008. With the loss of revenue and additional commitments in the development of the New Search System and preparation for title registration, we anticipated that sizeable deficits may be incurred despite our continuous effort to enhance operating efficiency. Given the requirement to achieve the target rate of return under the Trading Funds Ordinance, we cannot rule out the possibility of fee increases in the coming years.





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139至175頁土地註冊處營運基金的財務報表，該等財務報表包括於2009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



## 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 139 to 175, which comprise the balance sheet as at 31 March 2009, 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

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。

審計涉及執执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

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.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures



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。

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.

**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2009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**  
(審計署助理署長陳霸強代行)

**審計署**  
**香港灣仔**  
**告士打道7號**  
**入境事務大樓26樓**  
**2009年8月25日**

**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 2009 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.

**(CHAN Bar-keung)**  
**Assistant Director of Audit**  
**for Director of Audit**

**Audit Commission**  
**26th Floor, Immigration Tower**  
**7 Gloucester Road**  
**Wanchai, Hong Kong**  
**25 August 2009**



GENERAL JOURNAL

DESCRIPTION

DATE

AMOUNT

DEBIT

CREDIT

REFERENCE

GL ACCT #

DR

CR

161 5469.98

167 1201.00

204 2.20

822 401.07

830 81.06

822 70.11

220 264.64

161 1389.38

167 31115.29

204 4457.40

822 134.35

830 1128.40

220 38235.02

161 58.54

167 500.00

204 558.50

822 558.50

830 62314.74

822 62314.74

830 5513.09

220 1988.41

161 18.25

167 10.40

204 10.40

822 459.86

830 45.94

822 97.97

220 2883.29

161 405.23

167 295.00

204 2095.45

822 1004.18

830 10440.09

220 737.25

161 205.00

167 9139.00

204 320.00

822 86.00

830 9139.00

220 9139.00

財務報表  
Certified Financial Statements

土地註冊處營運基金  
損益表

截至二零零九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 2009  
(Expressed in thousands of Hong Kong dollars)

		註釋 Note	2009	2008
營業額	Turnover	3	425,511	511,664
運作成本	Operating costs	4	(340,780)	(334,737)
運作盈利	Profit from operations		84,731	176,927
其他收入	Other income	5	22,183	30,362
除稅前盈利	Profit before tax		106,914	207,289
稅項	Taxation	6	(13,398)	(31,277)
除稅後盈利	Profit after tax		93,516	176,012
紅利	Dividend	7	(146,759)	(288,006)
固定資產回報率	Rate of return on fixed assets	8	18.8%	36.0%

第146至175頁的註釋亦為本財務報表的一部分。

The notes on pages 146 to 175 form part of these financial statements.



土地註冊處營運基金  
資產負債表

於二零零九年三月三十一日  
以港幣千元表示

LAND REGISTRY TRADING FUND  
BALANCE SHEET

as at 31 March 2009  
(Expressed in thousands of Hong Kong dollars)

		註釋 Note	2009	2008
<b>非流動資產</b>	<b>Non-current assets</b>			
物業、設備及器材	Property, plant and equipment	9	313,156	337,011
無形資產	Intangible assets	10	53,771	55,867
持至期滿的證券	Held-to-maturity securities	11	100,082	100,216
			<b>467,009</b>	<b>493,094</b>
<b>流動資產</b>	<b>Current assets</b>			
應收帳款及預繳款項	Debtors and prepayments		16,272	19,732
有關連人士之應收帳款	Amounts due from related parties		9,773	6,419
應退稅款	Tax recoverable		6,460	-
銀行存款	Bank deposits		471,000	653,000
現金及銀行結餘	Cash and bank balances		19,169	31,911
			<b>522,674</b>	<b>711,062</b>
<b>流動負債</b>	<b>Current liabilities</b>			
遞延收入	Deferred revenue	12	10,219	12,414
客戶按金	Customers' deposits	13	25,585	24,456
應付帳款	Creditors		7,560	11,076
有關連人士之應付帳款	Amounts due to related parties		2,572	2,228
僱員福利撥備	Provision for employee benefits		3,342	1,955
應付稅款	Tax payable		-	16,247
			<b>49,278</b>	<b>68,376</b>
<b>流動資產淨額</b>	<b>Net current assets</b>		<b>473,396</b>	<b>642,686</b>
<b>總資產減去流動負債</b>	<b>Total assets less current liabilities</b>		<b>940,405</b>	<b>1,135,780</b>
<b>非流動負債</b>	<b>Non-current liabilities</b>			
遞延稅項	Deferred tax	14	11,373	15,888
僱員福利撥備	Provision for employee benefits		77,879	74,249
<b>資產淨額</b>	<b>NET ASSETS</b>		<b>851,153</b>	<b>1,045,643</b>

第146至175頁的註釋亦為本財務報表的一部分。

The notes on pages 146 to 175 form part of these financial statements.

## 資產負債表 (續)

## BALANCE SHEET (continued)

		註釋 Note	2009	2008
<b>資本及儲備</b>	<b>CAPITAL AND RESERVES</b>			
營運基金資本	Trading fund capital	15	118,300	118,300
保留盈利	Retained earnings	16	586,094	639,337
擬發紅利	Proposed dividend	7	146,759	288,006
			<u>851,153</u>	<u>1,045,643</u>

聶世蘭太平紳士

土地註冊處處長

土地註冊處營運基金總經理

二零零九年八月二十五日

Ms Olivia NIP, J.P.

Land Registrar and General Manager,

Land Registry Trading Fund

25 August 2009

第146至175頁的註釋亦為本財務報表的一部分。

The notes on pages 146 to 175 form part of these financial statements.

土地註冊處營運基金  
權益變動表

截至二零零九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 2009  
(Expressed in thousands of Hong Kong dollars)

		註釋 Note	2009	2008
在年初的結餘	Balance at beginning of year		1,045,643	928,387
年度除稅後盈利	Profit after tax for the year		93,516	176,012
年度已付紅利	Dividend paid during the year		(288,006)	(58,756)
在年終的結餘	Balance at end of year		851,153	1,045,643

第146至175頁的註釋亦為本財務報表的一部分。

The notes on pages 146 to 175 form part of these financial statements.

**土地註冊處營運基金  
現金流量表**

截至二零零九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 2009  
(Expressed in thousands of Hong Kong dollars)

	註釋 Note	2009	2008
<b>Cash flows from operating activities</b>			
<b>營運項目的現金流量</b>			
運作盈利	Profit from operations	84,731	176,927
折舊及攤銷	Depreciation and amortisation	42,818	44,922
遞延收入的 (減少)/增加	(Decrease)/Increase in deferred revenue	(2,195)	8,104
應付帳款及有關連人士 之應付帳款的 (減少)/增加	(Decrease)/Increase in creditors and amounts due to related parties	(3,172)	6,607
僱員福利撥備的增加	Increase in provision for employee benefits	5,017	8,087
客戶按金的增加	Increase in customers' deposits	1,129	1,503
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	(1,572)	(1,646)
已付利得稅	Profits tax paid	(40,621)	(24,166)
<b>營運項目的現金流入淨額</b>	<b>Net cash from operating activities</b>	<b>86,135</b>	<b>220,338</b>

第146至175頁的註釋亦為本財務報表的一部分。

The notes on pages 146 to 175 form part of these financial statements.

土地註冊處營運基金  
現金流量表 (續)

LAND REGISTRY TRADING FUND  
CASH FLOW STATEMENT (continued)

	註釋 Note	2009	2008
<b>投資項目的現金流量</b>	<b>Cash flows from investing activities</b>		
銀行存款的減少/(增加) (等同現金除外)	Decrease /(Increase) in bank deposits (other than cash equivalents)	12,000	(32,000)
添置固定資產	Purchase of fixed assets	(16,867)	(23,074)
已收利息	Interest received	23,996	32,949
<b>投資項目的現金 流入/(流出) 淨額</b>	<b>Net cash from/(used in) investing activities</b>	<b>19,129</b>	<b>(22,125)</b>
<b>融資項目的現金 流量</b>	<b>Cash flows from financing activities</b>		
已付紅利	Dividend paid	(288,006)	(58,756)
<b>融資項目的現金 流出淨額</b>	<b>Net cash used in financing activities</b>	<b>(288,006)</b>	<b>(58,756)</b>
<b>現金及等同現金的 (減少)/增加淨額</b>	<b>Net (decrease)/increase in cash and cash equivalents</b>	<b>(182,742)</b>	<b>139,457</b>
在年初的現金 及等同現金	Cash and cash equivalents at beginning of year	201,911	62,454
<b>在年終的現金 及等同現金</b>	<b>Cash and cash equivalents at end of year</b>	<b>19,169</b>	<b>201,911</b>

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第146至175頁的註釋亦為本財務報表的一部分。

The notes on pages 146 to 175 form part of these financial statements.



## 財務報表註釋

(除另有註明外，所有金額均以港幣千元為表示單位)

## NOTES TO THE FINANCIAL STATEMENTS

(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.

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。適用於本財務報表所呈報的年度的會計政策，並未因這些發展而有任何改變。

The HKICPA has issued a number of new and revised HKFRSs that are first effective for the current accounting period. There have been no changes to the accounting policies applied in these financial statements for the years presented as a result of these developments.

土地註冊處營運基金並沒有採納在本會計期尚未生效的任何新準則（註釋22）。

The LRTF has not applied any new standard that is not yet effective for the current accounting period (note 22).

**2. 主要會計政策 (續)****Significant accounting policies (continued)****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、銀行存款及現金及銀行結餘。

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, banks deposits, and 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）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）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.



**2. 主要會計政策 (續)****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任何減值虧損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.

## 2. 主要會計政策 (續)

## Significant accounting policies (continued)

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 their estimated useful lives as follows :

- |  |          |
|--|----------|
| - 物業   | 30 年     |
| - 設備及器材  | 5 年      |
| - 於一九九三年八月一日撥歸土地註冊處<br>營運基金的土地（為土地註冊處營運基<br>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<br>are situated as appropriated to the LRTF<br>on 1 August 1993 is regarded as a<br>non-depreciating asset. |          |

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. 主要會計政策 (續)****Significant accounting policies (continued)****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任何減值虧損列帳（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 direct labour and cost 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 straight-line 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 expenditure 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 charged as expenditure in the year in which the associated services are rendered.

## 2. 主要會計政策 (續)

## Significant accounting policies (continued)

## 2.9 所得稅

## Income tax

- (i) 政府要求土地註冊處營運基金須繳交依照《稅務條例》(第112章)的規定計算的名義利得稅。本年度稅項支出包括本期稅項及遞延稅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.

- (ii) 本期稅項為本年度對應課稅收入按結算日已生效或實際有效的稅率計算的預計應付稅項，並包括以往年度應付稅項的任何調整。

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.

- (iii) 遞延稅項資產及負債是因納稅基礎計算的資產及負債與其帳面值之間的差異，而分別產生的可扣稅及應課稅的暫記差額。遞延稅項資產也包括未使用的稅損及稅項抵免。

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.

所有遞延稅項負債及未來可能有應課稅盈利予以抵銷的遞延稅項資產，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.

遞延稅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稅率計算。遞延稅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.



**2. 主要會計政策 (續)****Significant accounting policies (continued)**

遞延稅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稅盈利以實現相關稅務利益的遞延稅項資產予以扣減。被扣減的遞延稅項資產會於預期將來出現足夠的應課稅盈利時撥回。

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.

**2.10 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. 主要會計政策 (續)****Significant accounting policies (continued)****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。外匯換算產生的匯兌收益及虧損，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.

**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

		2009	2008
辦理文件註冊	Registration of documents	223,643	281,211
查冊	Search	73,351	87,421
提供副本	Copying	68,114	83,873
業權報告	Reports on title	47,970	48,242
業主立案法團	Owners incorporation	7,110	5,474
其他	Others	5,323	5,443
<b>總額</b>	<b>Total</b>	<b>425,511</b>	<b>511,664</b>

## 4. 運作成本

## Operating costs

		2009	2008
員工費用	Staff costs	234,563	228,191
一般運作開支	General operating expenses	20,996	18,987
電腦服務開支	Computer service charges	23,942	23,179
租金及管理費	Rental and management charges	15,471	16,620
中央行政費用	Central administrative overheads	2,520	2,438
折舊及攤銷	Depreciation and amortisation	42,818	44,922
審計費用	Audit fees	470	400
<b>總額</b>	<b>Total</b>	<b>340,780</b>	<b>334,737</b>

## 5. 其他收入

## Other income

		2009	2008
銀行存款利息	Bank deposits interest	17,313	25,507
持至期滿證券利息	Held-to-maturity securities interest	5,267	5,271
滙兌淨虧損	Net exchange loss	(397)	(416)
<b>總額</b>	<b>Total</b>	<b>22,183</b>	<b>30,362</b>

## 6. 稅項

## Taxation

(i) 於損益表內扣除的稅額如下：

Taxation charged to the profit and loss account represents :

		2009	2008
本期稅項	Current tax		
本年名義利得稅 的撥備	Provision for notional profits tax for the year	17,913	34,442
遞延稅項	Deferred tax		
暫記差額的產生 及撥回	Origination and reversal of temporary differences	(3,607)	(3,165)
稅率下調對期初 遞延稅項的減少	Reduction in opening deferred taxes resulting from reduction in tax rate	(908)	-
<b>稅項支出總額</b>	<b>Total tax expense</b>	<b>13,398</b>	<b>31,277</b>

(ii) 稅項支出與損益表盈利按適用稅率計算的稅項兩者之對帳：

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

		2009	2008
除稅前盈利	Profit before tax	106,914	207,289
按香港利得稅率 16.5% (二零零八 年度為17.5%) 計 算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2008 : 17.5%)	17,641	36,275
二零零七/零八年度 一次性的稅項寬減	One-off tax reduction in 2007/08	-	(25)
稅率下調對期初遞 延稅項的減少	Reduction in opening deferred taxes resulting from reduction in tax rate	(908)	-
非應課稅收入的 稅項影響	Tax effect of non-taxable revenue	(3,335)	(4,973)
<b>實際稅項支出</b>	<b>Actual tax expense</b>	<b>13,398</b>	<b>31,277</b>

**7. 紅利****Dividend**

建議就截至二零零九年三月三十一日止年度派發紅利1億4,675.9萬元(二零零八年度為2億8,800.6萬元)，相等於除稅後盈利的 50% 及加添數額1億元(二零零八年度為2億元)。

A dividend of \$146.759 million (2008 : \$288.006 million), based on 50% of the profit after tax plus an additional amount of \$100 million (2008 : \$200 million), is proposed for the year ended 31 March 2009.

**8. 固定資產回報率****Rate of return on fixed assets**

固定資產回報率是以除稅後盈利(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.



## 9. 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、 傢具 及裝置 Equipment, Furniture and Fittings	總計 Total
<b>成本</b>	<b>Cost</b>				
在二零零七年四月一日	At 1 April 2007	350,000	108,946	12,743	471,689
添置	Additions	-	4,029	2,026	6,055
出售	Disposal	-	-	(11)	(11)
在二零零八年三月 三十一日	At 31 March 2008	<b>350,000</b>	<b>112,975</b>	<b>14,758</b>	<b>477,733</b>
在二零零八年四月一日	At 1 April 2008	350,000	112,975	14,758	477,733
添置	Additions	-	1,180	1,795	2,975
在二零零九年三月 三十一日	At 31 March 2009	<b>350,000</b>	<b>114,155</b>	<b>16,553</b>	<b>480,708</b>
<b>累計折舊</b>	<b>Accumulated depreciation</b>				
在二零零七年四月一日	At 1 April 2007	52,631	54,565	9,363	116,559
年度費用	Charge for the year	3,851	18,719	1,597	24,167
出售	Disposal	-	-	(4)	(4)
在二零零八年三月 三十一日	At 31 March 2008	<b>56,482</b>	<b>73,284</b>	<b>10,956</b>	<b>140,722</b>
在二零零八年四月一日	At 1 April 2008	56,482	73,284	10,956	140,722
年度費用	Charge for the year	3,851	21,100	1,879	26,830
在二零零九年三月 三十一日	At 31 March 2009	<b>60,333</b>	<b>94,384</b>	<b>12,835</b>	<b>167,552</b>
<b>帳面淨值</b>	<b>Net book value</b>				
在二零零九年三月 三十一日	At 31 March 2009	<b>289,667</b>	<b>19,771</b>	<b>3,718</b>	<b>313,156</b>
在二零零八年三月 三十一日	At 31 March 2008	<b>293,518</b>	<b>39,691</b>	<b>3,802</b>	<b>337,011</b>

## 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

		2009	2008
<b>成本</b>	<b>Cost</b>		
在年初	At beginning of year	140,006	122,987
添置	Additions	13,892	17,019
在年終	At end of year	153,898	140,006
<b>累計攤銷</b>	<b>Accumulated amortisation</b>		
在年初	At beginning of year	84,139	63,384
年度費用	Charge for the year	15,988	20,755
在年終	At end of year	100,127	84,139
<b>帳面淨值</b>	<b>Net book value</b>		
在年終	At end of year	53,771	55,867

## 11. 持至期滿的證券

## Held-to-maturity securities

		2009	2008
按攤銷成本列帳	At amortised cost		
上市：	Listed：		
- 本港	- in Hong Kong	55,057	55,221
- 本港以外	- outside Hong Kong	14,991	15,028
		70,048	70,249
非上市	Unlisted	30,034	29,967
<b>總額</b>	<b>Total</b>	<b>100,082</b>	<b>100,216</b>

## 12. 遞延收入

## 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.

		2009	2008
查冊票	Search tickets	369	370
訂購費用或其他 服務收費	Subscription fees/other service charges	9,850	12,044
在年終的結餘	Balance at end of year	<u>10,219</u>	<u>12,414</u>

## 13. 客戶按金

## Customers' deposits

		2009	2008
網上服務登記用戶	Online services subscribers	24,601	23,473
各政府部門	Government departments	984	983
在年終的結餘	Balance at end of year	<u>25,585</u>	<u>24,456</u>

## 14. 遞延稅項

## Deferred tax

在資產負債表內確認的遞延稅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 折舊免稅額 Depreciation allowances in excess of the related depreciation and amortisation	其他暫記 差額 Other temporary differences	總額 Total
在二零零七年四月 一日的結餘	Balance at 1 April 2007	19,147	(94)	19,053
於損益表內扣除/ (計入)	Charged/(Credited) to profit and loss account	(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	<u>15,951</u>	<u>(63)</u>	<u>15,888</u>
在二零零八年四月 一日的結餘	Balance at 1 April 2008	15,951	(63)	15,888
於損益表內計入	Credited to profit and loss account	(4,506)	(9)	(4,515)
在二零零九年三月 三十一日的結餘	Balance at 31 March 2009	<u>11,445</u>	<u>(72)</u>	<u>11,373</u>

## 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

		2009	2008
在年初的結餘	Balance at beginning of year	639,337	751,331
年度除稅後盈利	Profit after tax for the year	93,516	176,012
		732,853	927,343
擬發紅利	Proposed dividend	(146,759)	(288,006)
在年終的結餘	Balance at end of year	586,094	639,337

## 17. 現金及等同現金

## Cash and cash equivalents

		2009	2008
現金及銀行結餘	Cash and bank balances	19,169	31,911
銀行存款 (等同現金部分)	Bank deposits (cash equivalents portion)	-	170,000
在年終的現金及等同現金	Cash and cash equivalents at end of year	19,169	201,911



## 18. 有關連人士交易

## Related party transactions

除了在本財務報表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 financial statements, the other material related party transactions for the year are summarised as follows :

- (i) 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8,500萬元(二零零八年度為8,400萬元)，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 \$85 million (2008 : \$84 million). This amount is included in turnover under note 3.

- (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2,300萬元(二零零八年度為2,000萬元)，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 \$23 million (2008 : \$20 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 bank deposits. 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.

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 did 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 :

		2009	2008
持至期滿的證券	Held-to-maturity securities	100,082	100,216
應收帳款	Debtors	10,092	13,926
有關連人士之應			
收帳款	Amounts due from related parties	9,773	6,419
銀行存款	Bank deposits	471,000	653,000
銀行結餘	Bank balances	19,123	31,869
<b>總額</b>	<b>Total</b>	<b>610,070</b>	<b>805,430</b>

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.

## 19. 金融風險管理 (續)

## Financial risk management (continued)

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.

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 :

		2009	2008
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-	100,082	100,216

## 19. 金融風險管理 (續)

Financial risk management (*continued*)

## (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.

## (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 bank deposits bear interest at fixed rates, their fair values will fall when market interest rates increase. However, as all the held-to-maturity securities and bank deposits are stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the LRTF's profit and reserves.

## 19. 金融風險管理 (續)

## Financial risk management (continued)

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.

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	超過 3個月 但 不超過 1年	超過 1年 但 不超過 5年	超過 5年 但 不超過 10年	總額
		3 months or less	More than 3 months but not more than 1 year	More than 1 year but not more than 5 years	More than 5 years but not more than 10 years	Total
<b>2009</b>	<b>2009</b>					
	Held-to-maturity					
持至期滿的證券	securities	-	-	45,026	55,056	100,082
銀行存款	Bank deposits	291,000	180,000	-	-	471,000
<b>總額</b>	<b>Total</b>	<b>291,000</b>	<b>180,000</b>	<b>45,026</b>	<b>55,056</b>	<b>571,082</b>
<b>2008</b>	<b>2008</b>					
	Held-to-maturity					
持至期滿的證券	securities	-	-	-	100,216	100,216
銀行存款	Bank deposits	409,000	244,000	-	-	653,000
<b>總額</b>	<b>Total</b>	<b>409,000</b>	<b>244,000</b>	<b>-</b>	<b>100,216</b>	<b>753,216</b>



## 19. 金融風險管理 (續)

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(二零零八年度為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 (2008 : \$101 million) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

## 19. 金融風險管理 (續)

## Financial risk management (continued)

## (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 were as follows :

		帳面值 Carrying value		公平值 Fair value	
		2009	2008	2009	2008
持至期滿的證券	Held-to-maturity securities	100,082	100,216	107,421	105,886

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

在二零零九年三月三十一日，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 2009, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows :

		2009	2008
已批准及簽約	Authorised and contracted for	8,019	6,509
已批准惟未簽約	Authorised but not yet contracted for	229,510	214,738
<b>總額</b>	<b>Total</b>	<b>237,529</b>	<b>221,247</b>

## 21. 經營租約承擔

## Operating lease commitments

在二零零九年三月三十一日，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 2009, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows :

		2009	2008
不超過一年	Not later than one year	2,569	3,497
超過一年但不超過五年	Later than one year and not later than five years	-	2,569
<b>總額</b>	<b>Total</b>	<b>2,569</b>	<b>6,066</b>

**22. 已頒布但於截至二零零九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 2009**

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二零零九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 2009 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.

**22. 已頒布但於截至二零零九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 (續)**

**Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2009 (continued)**

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 standards 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

二零零九年一月一日

HKAS 1 (revised)

Presentation of financial statements

1 January 2009

香港財務報告準則第7號「金融工具：披露」的修訂

- 改善金融工具的披露

二零零九年一月一日

Amendments to HKFRS 7 Financial Instruments : Disclosures

- Improving Disclosures about Financial Instruments

1 January 2009



## 附錄 I Annex I

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

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)
	工作天 Working Day(s)	分鐘 Minutes		
<b>1. 辦理土地文件註冊</b> <b>Registration of land documents</b>	16(a+b)		92 <sup>(註2)</sup> (See Note 2)	94
(a) 由收到契約至根據已註冊的契約更新土地登記冊 <sup>(註 1)</sup> ；以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a)12			
(b) 完成影像處理程序並把已註冊的契約送回交契人士 <sup>(註 1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b)4			
<b>2. 在櫃位查閱電腦土地登記冊</b> <b>Counter search of computerised land registers</b>		15	97 <sup>(註2)</sup> (See Note 2)	100
<b>3. 提供土地紀錄影像副本</b> <b>Supply of imaged copies of land records</b>				
(a) 在櫃位索取 Over the counter				
(i) 不連過大圖則 Without oversize plans		15	97 <sup>(註2)</sup> (See Note 2)	100
(ii) 附連過大圖則 With oversize plans	5		97	100
(b) 透過網上服務訂購 Order via online services				
(i) 親身領取 Collection in person				
• 不連彩色圖則 Without colour plans	1		97	100
• 附連彩色圖則 With colour plans	3		97	100
• 附連過大圖則 With oversize plans	5		97	100

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)
	工作天 Working Day(s)	分鐘 Minutes		
(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	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		97	100
• 附連彩色圖則 With colour plans	3		97	100
• 附連過大圖則 With oversize plans	5		97	100
<b>4. 提供土地紀錄認證本</b> Supply of certified copies of land records				
(a) 在櫃位辦理 Over the counter				
(i) 電腦土地登記冊 Computerised land registers		50 <sup>(註3)</sup> (See Note 3)	96	100
(ii) 不連過大圖則的影像副本 Imaged copies without oversize plans		50 <sup>(註3)</sup> (See Note 3)	96	100
(iii) 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97	100
(b) 透過網上服務訂購 Order via online services				
(i) 親身領取 Collection in person				
• 電腦土地登記冊 Computerised land registers	1		97	100
• 影像副本 Imaged copies				
- 不連過大圖則 Without oversize plans	3		97	100
- 附連過大圖則 With oversize plans	5		97	100

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)
	工作天 Working Day(s)	分鐘 Minutes		
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 電腦土地登記冊 Computerised land registers				
- 下午6時前訂購 Orders placed before 6 pm	1		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		97	100
• 不連過大圖則的影像副本 Imaged copies without oversize plans	3		97	100
• 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97	100
<b>5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)</b>				
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98 <sup>(註2)</sup> (See Note 2)	100
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98 <sup>(註2)</sup> (See Note 2)	100
<b>6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>				
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98 <sup>(註2)</sup> (See Note 2)	100
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	5		98 <sup>(註2)</sup> (See Note 2)	100

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)
	工作天 Working Day(s)	分鐘 Minutes		
7. 修訂土地登記冊資料 Amendment of Registered Data				
(a) 一般個案 Simple Cases	3		90	97
(b) 複雜個案 Complicated Cases	10		90	98
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 <sup>(註2)</sup> (See Note 2)	100
(b) 非辦公時間收到留言 Voice mail left after office hours	下一工作天 早上10時前回覆 Return calls before 10 am on the next working day		92 <sup>(註2)</sup> (See Note 2)	100
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.		-	-

註1：不包括被暫止註冊的契約

Note 1: Excluding deeds withheld from registration

註2：已提高的服務指標

Note 2: Enhanced performance target

註3：已提高的服務標準

Note 3: Enhanced service standard

## (b) 2009/10 年度服務承諾 2009/10 Performance Pledges

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)
	工作天 Working Day(s)	分鐘 Minutes	
<b>1. 辦理土地文件註冊</b> <b>Registration of land documents</b>	16(a+b)		92
(a) 由收到契約至根據已註冊的契約更新土地登記冊 <sup>(註 1)</sup> ；以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a)12		
(b) 完成影像處理程序並把已註冊的契約送回交契人士 <sup>(註 1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b)4		
<b>2. 在櫃位查閱電腦土地登記冊</b> <b>Counter search of computerised land registers</b>		15	97
<b>3. 提供土地紀錄影像副本</b> <b>Supply of imaged copies of land records</b>			
(a) 在櫃位索取 Over the counter			
(i) 不連過大圖則 Without oversize plans		15	97
(ii) 附連過大圖則 With oversize plans	5		97
(b) 透過網上服務訂購 Order via online 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

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)
	工作天 Working Day(s)	分鐘 Minutes	
(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
• 附連彩色圖則 With colour plans	3		97
• 附連過大圖則 With oversize plans	5		97
<b>4. 提供土地紀錄認證本</b> Supply of certified copies of land records			
(a) 在櫃位辦理 Over the counter			
(i) 電腦土地登記冊 Computerised land registers		50	97 <sup>(註2)</sup> (See Note 2)
(ii) 不連過大圖則的影像副本 Imaged copies without oversize plans		50	97 <sup>(註2)</sup> (See Note 2)
(iii) 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97
(b) 透過網上服務訂購 Order via online services			
(i) 親身領取 Collection in person			
• 電腦土地登記冊 Computerised land registers	1		97
• 影像副本 Imaged copies			
- 不連過大圖則 Without oversize plans	3		97
- 附連過大圖則 With oversize plans	5		97



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)
	工作天 Working Day(s)	分鐘 Minutes	
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 電腦土地登記冊 Computerised land registers			
- 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
• 不連過大圖則的影像副本 Imaged copies without oversize plans	3		97
• 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97
<b>5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)</b>			
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98
<b>6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>			
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4(註3)(See Note 3)		98
<b>7. 電話查詢服務 Telephone enquiry services</b>			
(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

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)
	工作天 Working Day(s)	分鐘 Minutes	
8. 修訂土地登記冊資料 Amendment of Registered Data			
(a) 一般個案(即根據註冊摘要資料更正土地登記冊) Simple Cases (i.e. Rectification of land registers based on Memorial information)	3		90
(b) 複雜個案 Complicated Cases	10		90
9. 為再交付註冊的暫止註冊契約辦理註冊 <sup>(註4)</sup> Registration of withheld deeds redelivered for registration <sup>(See Note 4)</sup>			
(a) 由收到再交付註冊的暫止註冊契約至根據已註冊的契約更新相關土地登記冊；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a) 12		90
(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	(b) 4		
10.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.		-

註 1: 不包括被暫止註冊的契約

註 2: 已提高的服務指標

註 3: 已提高的服務標準

註 4: 新服務承諾

Note 1: Excluding deeds withheld from registration

Note 2: Enhanced performance target

Note 3: Enhanced service standard

Note 4: New performance pledge

## 附錄 II Annex II

## (a) 2008/09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) 2008/09

香港律師會	The Law Society of Hong Kong	區曼珍女士	Ms. Stella AU Man-chun
		張紀明先生	Mr. CHEUNG Kee-ming
		林敏儀女士	Ms. LAM Man-yee
		梁榮輝先生	Mr. LEUNG Wing-fai
		梁雲生先生	Mr. Vincent LIANG
		黃綺薇女士	Ms. WONG Yee-mei
		楊永華先生	Mr. YEUNG Wing-wah
		袁國傑先生	Mr. YUEN Kwok-kit
香港銀行公會	The Hong Kong Association of Banks	吳克鐘先生	Mr. NG Hak-chung
		吳偉洪先生	Mr. Andy NG Wai-hung
		唐漢城先生	Mr. TONG Hon-shing
		錢偉倫先生	Mr. Kenneth TSIN Wai-lun
香港測量師學會	The Hong Kong Institute of Surveyors	趙錦權先生	Mr. CHIU Kam-kuen
		吳紹林先生	Mr. Alex NG Siu-lam
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	謝順禮先生	Mr. Calvin TSE
香港會計師公會	Hong Kong Institute of Certified Public Accountants	蔡淑蓮女士	Ms. Ivy CHUA
		江智蛟先生	Mr. Johnson KONG Chi-how
		廖美玲女士	Ms. Rhoda LIU Mei-ling
		區照濟先生	Mr. OU Zhao-ji
		王振邦先生	Mr. Alex WONG Chun-bong

**(b) 2008/09年度土地註冊處客戶聯絡小組(公營機構)代表**  
**Membership of the Land Registry Customer Liaison Group (Public Sector) 2008/09**

漁農自然護理署	Agriculture , Fisheries and Conservation Department	梁智航先生	Mr. C. H. LEUNG
屋宇署	Buildings Department	陳灼源先生 張憲民先生	Mr. C. Y. CHAN Mr. H. M. CHEUNG
香港海關	Customs & Excise Department	陳澤鵬先生	Mr. C. P. CHAN
律政司	Department of Justice	湯浩生先生	Mr. H. S. TONG
環境保護署	Environmental Protection Department	袁煥新先生	Mr. W. S. YUEN
食物環境衛生署	Food & Environmental Hygiene Department	周玉珠女士	Ms. Y. C. CHOW
政府產業署	Government Property Agency	李永祥先生	Mr. Jeff LEE
民政事務總署	Home Affairs Department	李謝肖芬女士	Mrs. Connie LEE
香港房屋協會	Hong Kong Housing Society	彭潔怡女士	Ms. Patricia PANG
香港警務處	Hong Kong Police Force	曾偉誠先生	Mr. W. S. TSANG
房屋署	Housing Department	陳錦坤先生 梁靄如小姐 凌菊儀女士 黃健雄先生	Mr. K. K. CHAN Miss O. Y. LEUNG Ms. K. Y. LING Mr. K. H. WONG
廉政公署	Independent Commission Against Corruption	鄧偉強先生	Mr. W. K. TANG
稅務局	Inland Revenue Department	盧靄怡女士 黃志偉先生	Ms. O. Y. LO Mr. C. W. WONG
地政總署	Lands Department	陳淑華小姐	Miss Junie CHAN

破產管理署	Official Receiver's Office	傅錦旺先生	Mr. Ronald FU
		黃樂夫先生	Mr. William WONG
規劃署	Planning Department	區晞凡先生	Mr. Raymond AU
差餉物業估價署	Rating and Valuation	羅瑞昌先生	Mr. S. C. LAW
	Department	李志文先生	Mr. C. M. LI

## (c) 2008/09年度土地註冊處聯合常務委員會委員

## Membership of the Land Registry Joint Standing Committee 2008/09

香港律師會	The Law Society of Hong Kong	梁雲生先生	Mr. Vincent LIANG
		林月明女士	Ms. Emily LAM
		林新強先生	Mr. Ambrose LAM
		周君倩女士	Ms. Wendy CHOW



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

保障市民財產 支持開放市場  
*Securing Your Property Supporting an Open Market*

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金鐘道政府合署二十八樓

Queensway Government Offices,  
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電郵 E-mail : [csa@landreg.gov.hk](mailto:csa@landreg.gov.hk)