

十七年回顧 Seventeenth Year in Review

(a) 土地註冊處處長報告

本人欣然向各位公布土地註冊處營運基金截至2010年3月31日止財政年度的業績表現。這是在2009年8月就任土地註冊處處長後的首份年報。



2009/10年度對土地註冊處是充滿挑戰的一年。在本財政年度初，我們仍處於全球經濟不景氣中。對於營運表現深受經濟周期變化影響的機構來說，這樣的局面實在令人憂慮。儘管面對這些挑戰，我們依然不斷開創新猷，提升部門的服務質素和效率，並且拓展業務。我們自2009年7月推出電子註冊摘要表格加強版後，使用電子表格的比率上升了約50%，佔現時遞交註冊文件總數約45%。在2009年10月，我們下調了「綜合註冊資訊系統」網上服務登記用戶的帳戶申請費及最低按金存額。截至2010年3月底，該網上服務登記用戶的數目高達818個，升幅近9%，創最高紀錄。

部門的上述舉措，適逢物業市道復蘇，令土地註冊處營運基金業績有超卓表現，2009/10年度的營業額增加了18.9%，達5.058億元；盈利及總全面收益增加了60.1%，達1.497億元。營運基金錄得的全年固定資產回報率約為38.5%，較上年度大幅增加104.8%。

我同樣為本處同事力臻完美的服務態度獲得大眾認同而深感鼓舞。去年，我們贏取了「2009年公務員優質服務獎勵計劃」的「部門精進服務獎」（小部門組別）亞軍及「2009年申訴專員嘉許獎—

公營機構獎」。我在此衷心感謝部門上下克盡厥職，以熱誠和專業的態度為市民提供服務。

秉承本處追求卓越的文化，我希望與各位客戶和合作伙伴分享部門致力提升服務的主要措施。我們在年內不僅超逾所有預定的主要服務承諾指標，更於年初訂定了新的服務承諾，為客戶提供更快捷的服務。此外，我欲藉此機會向讀者就我們於本年八月成功推出的一個新查冊系統作最新報導，有系統的服務時間由每天16小時延長至20小時，並提供更穩定和可靠的查冊服務。我們亦正為備受好評的電子註冊摘要表格加入更多方便易用的功能，例如大量載入以其他軟件儲存的資料，以及利用物業參考編號自動填寫地址等。這些新功能擬於2011年上半年供客戶試用。

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(a) Land Registrar's Statement

I am pleased to present the report for the Land Registry Trading Fund for the financial year ending 31 March 2010, which is also the first report since I assumed the post of the Land Registrar in August 2009.

2009/10 was a challenging year for the Land Registry. We were still in the midst of the global economic downturn at the start of the financial year. For an entity whose operation is highly sensitive to economic cycles, the situation could hardly be taken as reassuring. In face of the challenge, we maintained our momentum in introducing new initiatives to improve the quality and efficiency of our service, and to attract more business. We released an enhanced version of the e-Memorial Form in July 2009. Since its introduction, the usage rate of the e-Memorial Form increased by about 50% to account for some 45% of the documents delivered for registration currently. In October 2009, we reduced the application fee and minimum deposit for subscriber accounts for our Integrated Registration Information System (IRIS) Online Services, leading to an increase of almost 9% in the number of subscribers to a record high of 818 by end March 2010.

These initiatives, together with a general recovery in the property market, have led to a remarkable performance for the Land Registry Trading Fund. The turnover for 2009/10 increased by 18.9% to \$505.8 million, while profit and total comprehensive income increased by 60.1% to \$149.7 million. The Trading Fund recorded a rate of return on fixed assets of around 38.5%, a significant increase of 104.8% from the previous year.

I am equally encouraged by the community's recognition of our commitment to serve and excel. Last year, the Land Registry was awarded the First Runner-up in the Service Enhancement Award (Small Department category) in the Civil Service Outstanding Service Award Scheme 2009, and won the Public Organisation Award of The Ombudsman's Awards 2009. I would like to extend my heartfelt thanks to our staff members for their dedication and professionalism in the delivery of services to the public.

In keeping with our culture of continuous improvements, I am pleased to share with our customers and partners a number of service enhancements. Besides overshooting all our key performance pledges, earlier this year we introduced a new set of performance pledges for a speedier delivery of services. I would like to take this opportunity to update our readers that we successfully launched a new search service system in August 2010. The new system provides more stable and reliable search services with an extension of service hours from 16 to 20 hours each day. We are also developing an update of our popular e-Memorial Form with user-friendly features such as bulk input and auto-filling up of address by using Property Reference Number. The update would be available for trial use in the first half of 2011.

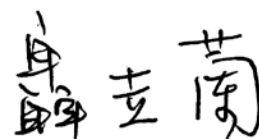
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業權註冊制度的發展是部門面對的另一重大挑戰。香港蓬勃的物業市場運作是建基於現存其中一條最早期的法例。引入業權註冊制度以取代契約註冊制度無疑是一項革命性的轉變。這個轉變亦難免會出現爭議，過程絕不平坦。

事實上，有關如何實施業權註冊制度才是最理想的爭論，自2004年《土地業權條例》制定至今六年以來一直持續未休。去年，我們就《土地業權條例》下的轉換及更正機制的建議修訂進行了一次公眾諮詢。是次諮詢所涉議題非常複雜。我十分感激持份者和市民仔細深入研究有關議題，為我們提供寶貴意見。公眾諮詢結果顯示，市民選擇保留「白晝轉換」機制，並同意就《土地業權條例》中對欺詐個案的更正安排作有限度的例外處理。然而，有主要持份者最近提出就「強制更正」規則的關注，並認為應以「即時不可推翻」概念取代，以及應撤銷彌償的上限和不對轉換前的欺詐個案作出彌償的規定。至今，各持份者就有關課題持相當分歧的意見。這些課題屬《土地業權條例》的核心組成部分，對土地業權制度以及其實施的時間表有著深遠影響。

雖然持份者的觀點相當分野，我們相信社會仍然期望業權註冊制度能夠早日實施。我們會與持份者共同努力處理有關問題，以訂出推行制度的最佳路向。

儘管推展土地業權制度的路途崎嶇，但卻同時突顯我們對伙伴關係和彼此協作的重視。我希望借此機會感謝各位伙伴和客戶在過去一年對部門的支持，及提供的意見和建議。我期望各位在未來的日子會不斷支持我們的工作。



聶世蘭 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
2010年9月27日

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Another great challenge for the department is the development of a title registration system. Our vibrant property market is currently underpinned by one of the oldest pieces of legislation in the territory. It is no exaggeration to say that the introduction of a title registration system to replace the deed registration system would be a revolutionary change. The process would inevitably be controversial, with plenty of twists and turns.

Indeed, the debate on how best to implement our title registration system continues to this day, six years after the enactment of the Land Titles Ordinance (LTO) in 2004. Last year we completed a public consultation exercise on the proposed modifications to the conversion and rectification mechanisms under the LTO. The exercise was an intellectually taxing one, not least because of the highly complex subjects involved. I am greatly indebted to our stakeholders and other members of the public, who had painstakingly considered the issues involved and offered their invaluable comments. The result of the public consultation has pointed towards the preservation of the “daylight conversion” mechanism and the provision of limited exceptions to the rectification arrangement for fraud cases under the LTO. Concerns were recently raised on the “mandatory rectification” rule in the LTO. Suggestions were made on the adoption of “immediate indefeasibility” instead, and that the cap on indemnity and the bar on indemnity for pre-conversion fraud should be lifted. Divergent views were held by our major stakeholders on these issues. They touched on the core elements enshrined in the LTO and could have far-reaching implications on our land titles system and its implementation timetable.

Notwithstanding the divergence in views held by stakeholders, we believe that there maintains an aspiration in the community for the early implementation of the title registration system. We will strive to resolve the issues concerned together with our stakeholders, with a view to identifying the best way forward.

The land titles exercise, albeit a difficult one, underlines the importance and value we attach to partnership and collaboration. I would therefore like to end this note by thanking our partners and customers for all their support, comments and advice over the past year. We look forward to your continued support in the years to come.



Olivia NIP, J.P.

The Land Registrar & General Manager
The Land Registry Trading Fund, Hong Kong
27 September 2010

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(b) 2009/10年度重要事項 Highlights of 2009/10

2009- 2010

公共服務及客戶關係 Public Services and Customer Relations

四月
Apr

二零零九年四月二十八日
28 April 2009

出售電腦光碟《街道索引》(第41版)及
《新界地段/地址對照表》(第10版)
Launched for sale the Street Index (41st
edition) and the New Territories Lot/
Address Cross Reference Table (10th
edition) on compact disc



五月
May

二零零九年五月四日
4 May 2009

公布2009/10年度服務承諾，提升
服務水平。
Announced the enhanced Performance
Pledges 2009/10



二零零九年五月四日
4 May 2009

關閉沙田查冊中心，原有的業主立案法團註冊服務則由
大埔查冊中心繼續提供。
Closed the Sha Tin Search Office and relocated the
Owners' Corporation Services to the Tai Po Search Office

六月
Jun

二零零九年六月一日
1 June 2009

《老土正傳》專題電視節目在「2009年
電視節目欣賞指數調查」(第一階段)
佔首20位
The TV series of "Stories of Our Land"
was among the top 20 in the 2009
TV Programme Appreciation Index
Survey (Phase 1)

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七月
Jul

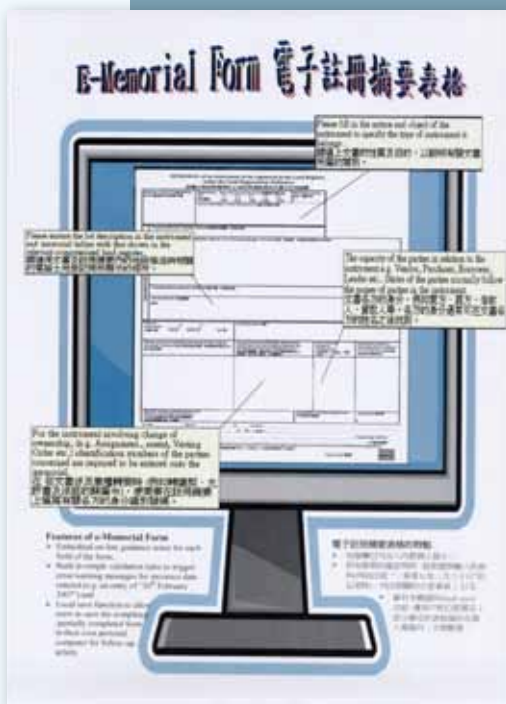
二零零九年七月十日
10 July 2009

推出電子註冊摘要表格加強版
Launched the enhanced version of
e-Memorial Form



二零零九年七月十五日至十七日
15 - 17 July 2009

安排北京及上海官員到本處進行為期三天的實習
Conducted a three-day Attachment Programme for
Mainland Officials from Beijing and Shanghai



八月
Aug

二零零九年八月二十八日
28 August 2009

更新客戶服務熱線的互動話音系統
Introduced the enhanced Interactive Voice
Response System of the customer service
hotline

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九月
Sep

二零零九年九月
September 2009

在「綜合註冊資訊系統」的資料庫加入
中文街道名稱

Enriched the Integrated Registration
Information System (IRIS) database with
Chinese street names

二零零九年九月二十九日
29 September 2009

榮獲「2009年公務員優質服務獎勵計
劃」的「部門精進服務獎」(小部門組別)
亞軍獎項

Received the First Runner-up of the
Service Enhancement Award (Small
Department category) in the Civil
Service Outstanding Service Award
Scheme 2009



Sep

10
十月
Oct

二零零九年十月一日
1 October 2009

下調「綜合註冊資訊系統」網上服務登記用戶的帳
戶申請費及最低按金存額

Reduced the application fee and minimum deposit
for IRIS Online Services Subscriber Accounts

Oct

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十月
Oct

二零零九年十月十九日
19 October 2009

山東律師會代表團到訪
Received a delegation from
Shandong Lawyers Association



二零零九年十月二十一日
21 October 2009

向立法會提交《土地註冊處營運基金
2008/09年度年報》
Tabled the Land Registry Trading Fund
Annual Report 2008/09 in the
Legislative Council

二零零九年十月二十七日至三十日
27 - 30 October 2009

土地註冊處處長出席在澳洲悉尼舉行的第36屆業權註冊處長會議
The Land Registrar attended the 36th Registrars of Title
Conference held in Sydney,
Australia



十一月
Nov

二零零九年十一月二十六日
26 November 2009

榮獲「2009年申訴專員嘉許獎」的「公營機構獎」
Received the Ombudsman's Awards 2009 —
Public Organisation Award

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三月 Mar

二零一零年三月
March 2010

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



二零一零年三月八日
8 March 2010

位於沙田的土地註冊處檔案室開幕
Opened the Land Registry Archive in
Sha Tin

二零一零年三月八日至四月一日
8 March - 1 April 2010

土地註冊處開放日
The Land Registry Open Day

Mar

2009- 2010

社區服務 Community Services

六月 Jun

二零零九年六月七日及八日
7 & 8 June 2009

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



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八月
Aug

二零零九年八月三日至九月二日
3 August – 2 September 2009

為「展翅•青見計劃」提供工作實習訓練
Workplace attachment training for the
Youth Pre-employment Training Programme

Aug

8

九月
Sep

二零零九年九月一日至十一月三十日
1 September – 30 November 2009

為「陽光路上」培訓計劃提供就業見習
Provided job attachment for the Sunnyway
— On The Job Training Programme



二零零九年九月三十日
30 September 2009

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

Sep

9

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十二月
Dec

二零零九年十二月九日
9 December 2009

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



一月
Jan

二零一零年一月九日
9 January 2010

在第29屆全港長者舞蹈節(決賽)向
長者送贈由土地註冊處同事製作的
1,000件紀念品
Presented 1,000 souvenirs (hand-made
by the Land Registry colleagues) to the
elderly during the 29th Hong Kong
Dance Festival for the Elderly (Final)



二月
Feb

二零一零年二月二十八日
28 February 2010

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



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三月 Mar



二零一零年三月二十三日
23 March 2010

參加香港公益金舉辦的「公益行善『折』食日」

Participated in the Skip Lunch Day organised by The Community Chest of Hong Kong

二零一零年三月二十五日
25 March 2010

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」2009/10年度標誌

Awarded the Caring Organisation Logo 2009/10 by the Hong Kong Council of Social Service



二零一零年三月二十九日
29 March 2010

獲鄰舍輔導會上海總會護理安老院贈送紀念品，以表揚土地註冊處義工隊多年來的服務。

Presented with a souvenir by The NAAC Shanghai Fraternity Association Care and Attention Home For the Elderly in recognition of the Land Registry Volunteers Team's service over the years

