



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

ANNUAL REPORT 年報
2009-10

香港
土地
註冊處

THE LAND
REGISTRY

同心展關懷
caringorganisation
Awarded for the Hong Kong Centre of Social Service
香港社會服務發展局頒發





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(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.

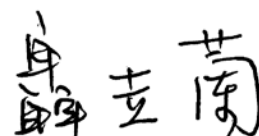
十七年回顧 Seventeenth Year in Review

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



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)

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

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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

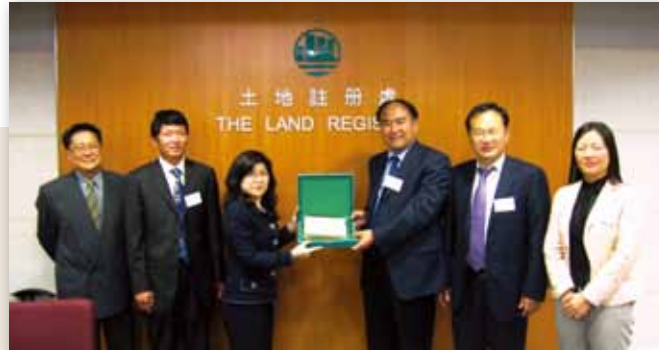
Oct

十七年回顧 Seventeenth Year in Review

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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3

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



6

十七年回顧
Seventeenth Year in Review

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

十七年回顧 Seventeenth Year in Review

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



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。



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

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 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

我們的理想

我們竭盡所能，凡事做到最好。

我們的使命

- 確保為客戶提供穩妥方便的土地註冊和資訊服務。
- 與時並進，提倡及循序落實香港土地業權註冊制度。

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、工作伙伴和海內外同業緊密聯繫、交流學習，為社會提供更佳服務。

我們對香港的價值

- 香港逾半數家庭是物業的註冊業主。
- 銀行及金融機構以註冊土地和物業作抵押的貸款超過14,420億港元。
- 每年查閱註冊資料逾500萬宗。
- 逾80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。

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

Our Vision

To be the best in all that we do.

Our Mission

- To ensure secure, customer friendly land registration and information services.
- To advocate reform of Hong Kong's land registration system through introduction of title registration.

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.

Our Value to Hong Kong

- Over half of all Hong Kong families are registered property owners.
- Banks and financial institutions loan over HK\$1,442 billion against the security of registered land and property.
- Over five million searches of registered information take place each year.
- Over 80 Government departments and agencies use the Land Registry's 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.



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

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。



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

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; and
- process applications for the incorporation of owners under the Building Management Ordinance (Cap. 344).



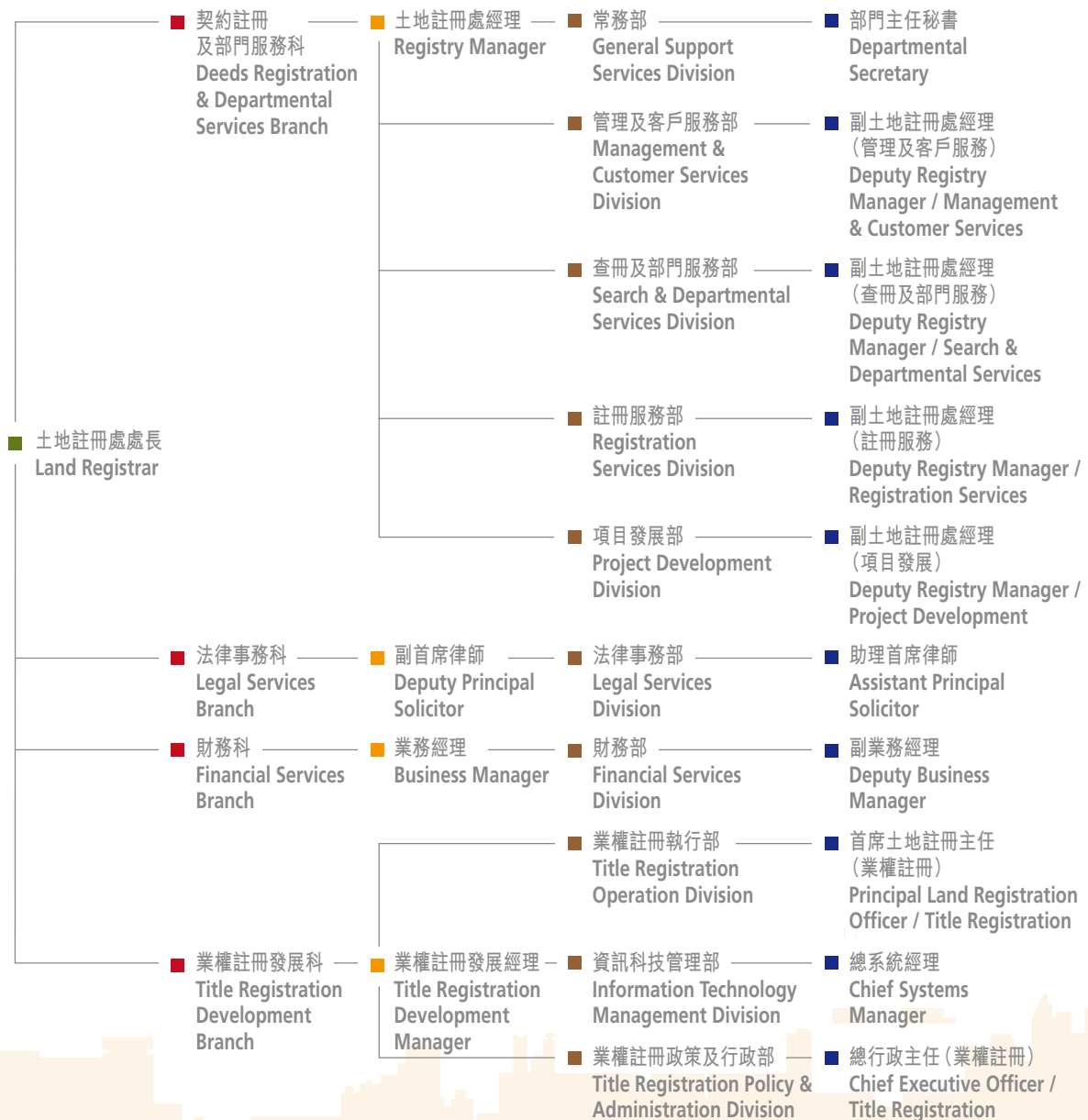
組 織 及 管 理

Organisation and Management

(a) 組織架構 Organisation Structure

土地註冊處組織架構圖(截至2010年3月31日)

Organisation Chart of the Land Registry (as at 31 March 2010)



組織及管理 Organisation and Management



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

- | | | | |
|----|---|----|--|
| 01 | 聶世蘭女士 Ms. Olivia NIP, J.P.
土地註冊處處長 Land Registrar | 04 | 湯張惠芳女士 Mrs. Edith TONG
業權註冊發展經理 Title Registration Development Manager |
| 02 | 李婉兒女士 Ms. Angel LI
副首席律師 Deputy Principal Solicitor | 05 | 李芳群女士 Miss Fion LI
土地註冊處經理 Registry Manager |
| 03 | 植張玉華女士 Mrs. Emily CHIK
業務經理 Business Manager | | |

組織及管理 Organisation and Management



契約註冊及部門服務科

Deeds Registration & Departmental Services Branch

- | | | | |
|----|--|----|--|
| 01 | 陳愛蘭女士 Ms. Allan CHAN
助理土地註冊處經理 Assistant Registry Manager | 10 | 劉琮威先生 Mr. Andas LAU
助理土地註冊處經理 Assistant Registry Manager |
| 02 | 潘輝權先生 Mr. Kenneth POON
客戶服務經理 Customer Service Manager | 11 | 陳碧瑜女士 Ms. Peggy CHAN
副土地註冊處經理 Deputy Registry Manager |
| 03 | 馬秀文女士 Ms. Delphine MA
助理土地註冊處經理 Assistant Registry Manager | 12 | 李冠殷先生 Mr. Alfred LEE
政務主任(政策) Assistant Secretary (Policy) |
| 04 | 劉潤霞女士 Miss Kathy LAU
助理土地註冊處經理 Assistant Registry Manager | 13 | 劉少雯女士 Ms. Eva LAU
訓練及發展經理 Training & Development Manager |
| 05 | 陳錦全先生 Mr. Steve CHAN
部門主任秘書 Departmental Secretary | 14 | 李芳群女士 Miss Fion LI
土地註冊處經理 Registry Manager |
| 06 | 高崇德先生 Mr. S T KO
高級主任 Senior Executive | 15 | 原偉銓先生 Mr. W C YUEN
副土地註冊處經理 Deputy Registry Manager |
| 07 | 陳惠儀女士 Ms. Adeline CHAN
副部門主任秘書 Deputy Departmental Secretary | 16 | 鄧賞麗女士 Ms. Karen TANG
助理土地註冊處經理 Assistant Registry Manager |
| 08 | 李智超先生 Mr. Patrick LI
副部門主任秘書 Deputy Departmental Secretary | 17 | 林謝淑儀女士 Mrs. Cindy LAM
助理土地註冊處經理 Assistant Registry Manager |
| 09 | 張麗貞女士 Ms. Winnie CHEUNG
助理土地註冊處經理 Assistant Registry Manager | 18 | 衛超雄先生 Mr. John WAI
副土地註冊處經理 Deputy Registry Manager |

組織及管理 Organisation and Management



法律事務科

Legal Services Branch

- | | | | |
|----|---|----|---|
| 01 | 談文錦先生 Mr. M K TAM
高級律師 Senior Solicitor | 09 | 梁韋舜女士 Ms. Wilcie LEUNG
律師 Solicitor |
| 02 | 吳潔霞女士 Ms. Adele NG
律師 Solicitor | 10 | 楊茜女士 Ms. Majestic YEUNG
高級律師 Senior Solicitor |
| 03 | 孫嘉玲女士 Ms. Kitty SUEN
律師 Solicitor | 11 | 尹玉清女士 Ms. Stephanie WAN
律師 Solicitor |
| 04 | 袁淑玲女士 Ms. Lisa YUEN
高級律師 Senior Solicitor | 12 | 蔡恒璇女士 Ms. Christina CHOI
高級律師 Senior Solicitor |
| 05 | 陳維茵女士 Ms. Lauren CHAN
律師 Solicitor | 13 | 黃惠儀女士 Ms. Florence WONG
律師 Solicitor |
| 06 | 李婉兒女士 Ms. Angel LI
副首席律師 Deputy Principal Solicitor | 14 | 羅穎淳女士 Miss Jessica LAW
律師 Solicitor |
| 07 | 梁德麗女士 Ms. Juliet LEUNG
高級律師 Senior Solicitor | 15 | 喬美琴女士 Miss Queenie KIU
律師 Solicitor |
| 08 | 曾美意女士 Ms. Therese TSANG
助理首席律師 Assistant Principal Solicitor | | |

組織及管理 Organisation and Management



財務科

Financial Services Branch

- | | | | |
|----|--|----|--|
| 01 | 植張玉華女士 Mrs. Emily CHIK
業務經理 Business Manager | 03 | 梅竹輝先生 Mr. Eddie MUI
庫務會計師 Treasury Accountant |
| 02 | 陳國開先生 Mr. Albert CHAN
副業務經理 Deputy Business Manager | 04 | 葉定宇先生 Mr. T Y YIP
合約會計師 Accountant |

組織及管理 Organisation and Management



業權註冊發展科

Title Registration Development Branch

- | | | | |
|----|--|----|--|
| 01 | 溫錫麟先生 Mr. Francis WAN
副土地註冊處經理 Deputy Registry Manager | 13 | 黎健榮先生 Mr. Gary LAI
總系統經理 Chief Systems Manager |
| 02 | 陳偉康先生 Mr. Wallace CHAN
助理土地註冊處經理 Assistant Registry Manager | 14 | 潘錦鴻先生 Mr. K H POON
高級系統經理 Senior Systems Manager |
| 03 | 彭嘉輝先生 Mr. K F PANG
副土地註冊處經理 Deputy Registry Manager | 15 | 方偉興先生 Mr. Tony FONG
合約項目經理 Contract Project Manager |
| 04 | 陳倩姬女士 Ms. Emily CHAN
高級主任 Senior Executive | 16 | 葉榮深先生 Mr. Luis YIP
合約項目經理 Contract Project Manager |
| 05 | 張寶玲女士 Miss Helen CHEUNG
助理土地註冊處經理 Assistant Registry Manager | 17 | 程綺圓女士 Ms. Iris CHING
合約項目經理 Contract Project Manager |
| 06 | 王慧芳女士 Ms. Evian WONG
助理土地註冊處經理 Assistant Registry Manager | 18 | 尹兆信先生 Mr. S S WAN
系統經理 Systems Manager |
| 07 | 田世雯女士 Ms. Ella TIN
助理土地註冊處經理 Assistant Registry Manager | 19 | 梁志成先生 Mr. Philip LEUNG
系統經理 Systems Manager |
| 08 | 梁慧嫻女士 Ms. Alice LEUNG
助理土地註冊處經理 Assistant Registry Manager | 20 | 韋比得先生 Mr. Peter WAI
合約項目經理 Contract Project Manager |
| 09 | 黃婉君女士 Miss Wendy WONG
宣傳主任 Publicity Officer | 21 | 伍仲良先生 Mr. Albert NG
高級系統經理 Senior Systems Manager |
| 10 | 吳楚玲女士 Ms. Michelle NG
總行政主任 Chief Executive Officer | 22 | 姚志強先生 Mr. C K YIU
系統經理 Systems Manager |
| 11 | 方吳淑儀女士 Mrs. Amy FONG
首席土地註冊主任 Principal Land Registration Officer | 23 | 陳曾碧玲女士 Mrs. Alison CHAN
助理土地註冊處經理 Assistant Registry Manager |
| 12 | 湯張惠芳女士 Mrs. Edith TONG
業權註冊發展經理 Title Registration Development Manager | | |

組織及管理 Organisation and Management

(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，分別由首長級人員主管。
- 土地註冊主任職系人員是土地註冊處的骨幹人員，負責監督各項運作職能及提供公共服務。
- 法律、財務、資訊科技專業人員，以及一般職系人員則為部門提供支援。

(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。
- 提供查閱土地登記冊、影像文件及其他土地紀錄的服務。
- 為各政府部門提供業權報告服務。
- 按照《建築物管理條例》的規定，辦理成立業主立案法團註冊的申請。
- 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。
- 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。
- 為部門籌劃、管理及檢討人力資源、辦公地方和行政制度。

組織及管理 Organisation and Management

(b) Management Structure

- Under the Land Registrar, the Land Registry is organised into four functional branches each headed by a directorate staff.
- The departmental grade of Land Registration Officer (LRO) forms the backbone of the Land Registry overseeing various operational functions and provision of public services.
- The department is also supported by legal, financial and IT professionals, and general grades staff.

(c) Branch Functions

Deeds Registration and Departmental Services Branch

- To provide services for registration of documents affecting land in Hong Kong.
- To provide services for search of the land register, imaged documents and other land records.
- To provide reports-on-title services to Government departments.
- To process applications for the incorporation of owners under the Building Management Ordinance.
- To provide customer services as well as to anticipate and respond to customers' needs.
- To manage and develop the LRO grade.
- To plan for the development of the workforce through comprehensive training programmes to meet the business needs of the Land Registry.
- To plan, manage and review human resources, office accommodation and administrative systems.

組織及管理 Organisation and Management

法律事務科

- 就部門職能提供關乎契約註冊制度及根據《建築物管理條例》註冊業主立案法團的法律諮詢和支援服務。
- 為實施《土地業權條例》的籌備工作提供法律諮詢和支援服務；檢討《土地業權條例》；擬備相關的規則和法定表格；以及為從業人員提供專業指引。

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。
- 管理部門物料的供應和存貨。

業權註冊發展科

- 為實施土地業權註冊制度提供政策和行政支援，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、設計新註冊程序，以及籌劃和推出公眾教育及專業培訓計劃。
- 管理及監督「綜合註冊資訊系統」的日常運作和持續的系統改善工作；推出新查冊系統；開發合適電腦系統以支援業權註冊制度；以及為土地註冊處的各项服務提供資訊科技支援。

組織及管理 Organisation and Management

Legal Services Branch

- To provide legal advisory and support services on departmental functions relating to the deeds registration system and the registration of incorporation of owners under the Building Management Ordinance.
- To provide legal advisory and support services in the preparation for implementation of the Land Titles Ordinance (LTO), to conduct LTO review, to prepare relevant rules and statutory forms, and to provide professional guidance to practitioners.

Financial Services Branch

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

Title Registration Development Branch

- To provide policy and administrative support to the implementation of the title registration system and secretarial support to major consultative committees concerning the LTO and the title registration system.
- To develop operational practices and design new registration processes for the title registration system, and to plan and implement public education and professional training programmes on the title registration system.
- To manage and oversee the daily operation and on-going enhancement of the Integrated Registration Information System (IRIS), 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.

客 戶

服務及部門運作

Customer Services and Operations

摘要

- 土地文件的註冊量及查閱土地登記冊／土地紀錄的宗數分別較2008/09年度上升了26.3%及25.7%。
- 部門在2009年10月1日下調了「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後，新增了66名登記用戶，使戶口總數達818個。
- 提升服務，包括推出電子註冊摘要表格加強版、加入中文街道名稱以充實電腦資料庫，以及更新互動話音系統。
- 部門獲取1,036個客戶表揚，較2008/09年度大幅上升167%。
- 部門榮獲「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)亞軍及「2009年申訴專員嘉許獎 — 公營機構獎」。

(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，以及提供影像文件和其他土地紀錄的副本；以及
- 根據《建築物管理條例》為成立業主立案法團辦理註冊。

客戶服務及部門運作 Customer Services and Operations

HIGHLIGHT

- Registration of land documents and search of land registers/land records increased 26.3% and 25.7% respectively as compared with 2008/09.
- The number of IRIS Online Services subscribers reached 818 with 66 new customers since reduction of the application fee and minimum deposit for subscriber account on 1 October 2009.
- More service improvements introduced including the launch of enhanced e-Memorial Form, enrichment of computer database with Chinese street names and revamp of Interactive Voice Response System.
- 1,036 commendations received from customers, a significant increase of 167% from 2008/09.
- Received the First Runner-up of the Service Enhancement Award (Small Department category) in the Civil Service Outstanding Service Award Scheme 2009, and the Public Organisation Award in The Ombudsman's Awards 2009.

(a) Services and Workload

The major services provided by the Land Registry are:

- registration of land documents;
- search of land registers and supply of copies of imaged documents and other land records; and
- registration of incorporation of owners under the Building Management Ordinance.



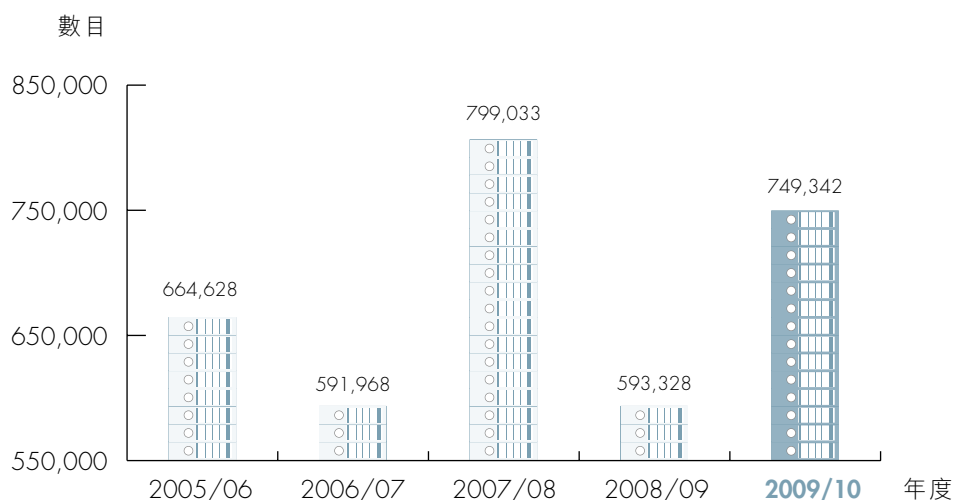
客戶服務及部門運作 Customer Services and Operations

(i) 辦理土地文件註冊

有關影響土地的文件均送交本處設於金鐘道政府合署的客戶服務中心辦理註冊。

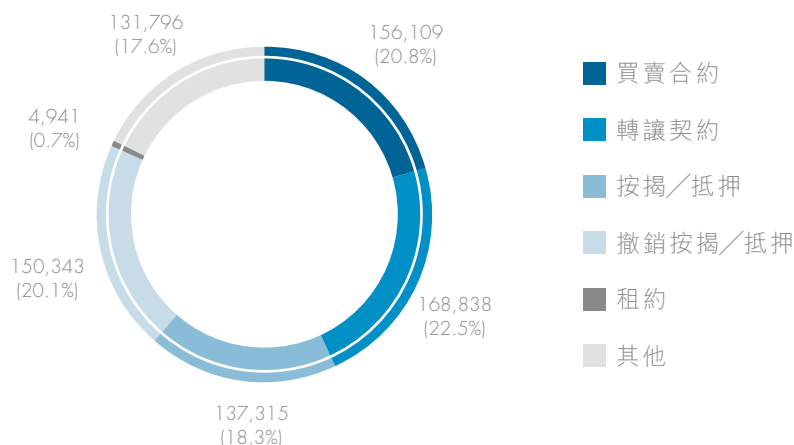
在2009/10年度，送交註冊的土地文件共749,342份，較2008/09年增加26.3%。

送交註冊的土地文件數目



年內收到的主要文件類別包括買賣合約、轉讓契約、按揭／抵押及相關的撤銷按揭／抵押，佔全年收到文件總數約82%。

2009/10年度送交註冊的土地文件類別



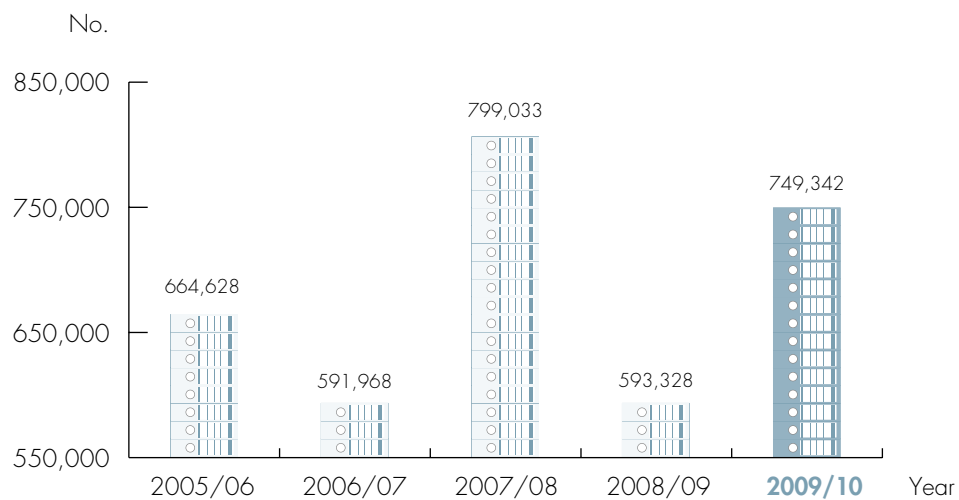
客戶服務及部門運作 Customer Services and Operations

(i) Registration of Land Documents

Documents affecting land are delivered to our Customer Centre at Queensway Government Offices for registration.

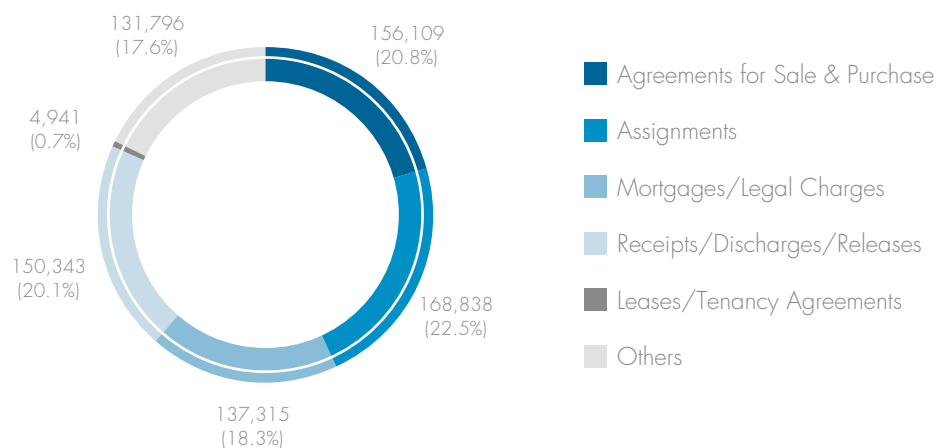
In 2009/10, 749,342 land documents were delivered for registration, an increase of 26.3% when compared with 2008/09.

No. of Land Documents Delivered for Registration



Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and their respective receipts/discharges/releases which collectively accounted for about 82% of all documents received during the year.

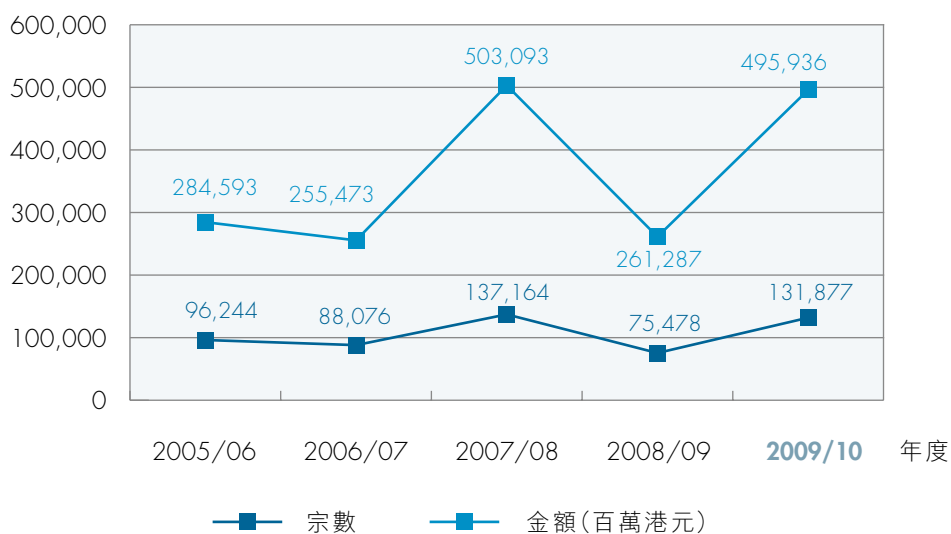
Distribution of Land Documents Delivered for Registration in 2009/10



客戶服務及部門運作 Customer Services and Operations

在2009/10送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別為131,877份(較去年增加74.7%)及4,959.36億元(較去年增加89.8%)。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。

送交註冊的住宅樓宇買賣合約宗數和金額

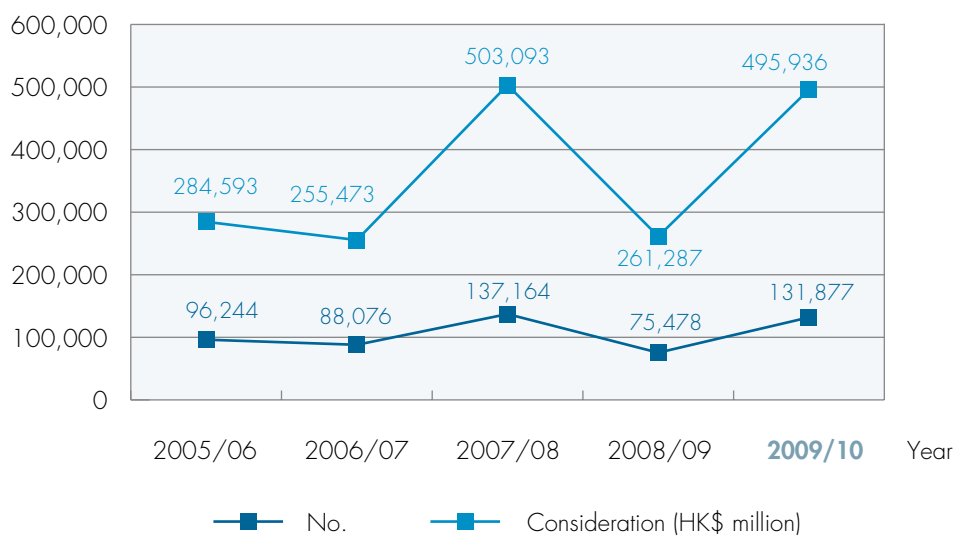


註：上述數字源自有關期間送交土地註冊處註冊的住宅樓宇買賣合約。住宅樓宇買賣是指要繳付印花稅的樓宇買賣合約。這些統計數字並不包括居者有其屋、私人機構參建居屋及租者置其屋計劃的住宅買賣，除非有關單位轉售限制期屆滿並已補償差價。

客戶服務及部門運作 Customer Services and Operations

Among the SPAs of all building units delivered for registration in 2009/10, the number of SPAs of residential units and its total consideration were 131,877 (+74.7% from last year) and \$495,936 million (+89.8% from last year) respectively. The number of these agreements is generally regarded as a key indicator of the level of activity in the property market.

No. and Consideration of Sale and Purchase Agreements of Residential Units Delivered for Registration

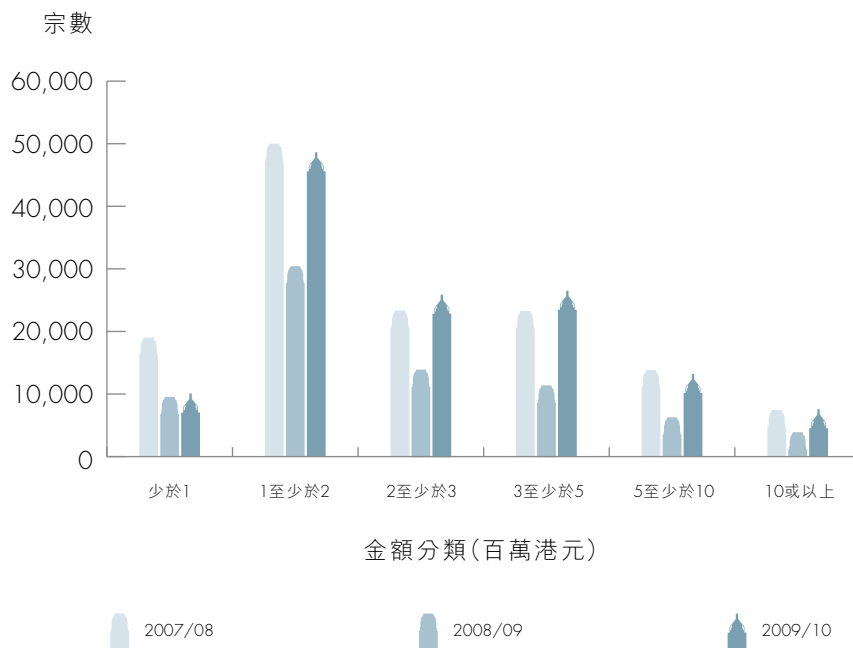


Remark: The figures are derived from SPAs of residential units delivered for registration in the Land Registry for the relevant periods. Sales of residential units refer to those SPAs with payment of stamp duty. The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme except those after payment of premium.

客戶服務及部門運作 Customer Services and Operations

2009/10年度的大部分住宅樓宇交易均介乎100萬元至200萬元之間，情況與去年度相約。

按金額分類的住宅樓宇買賣合約宗數



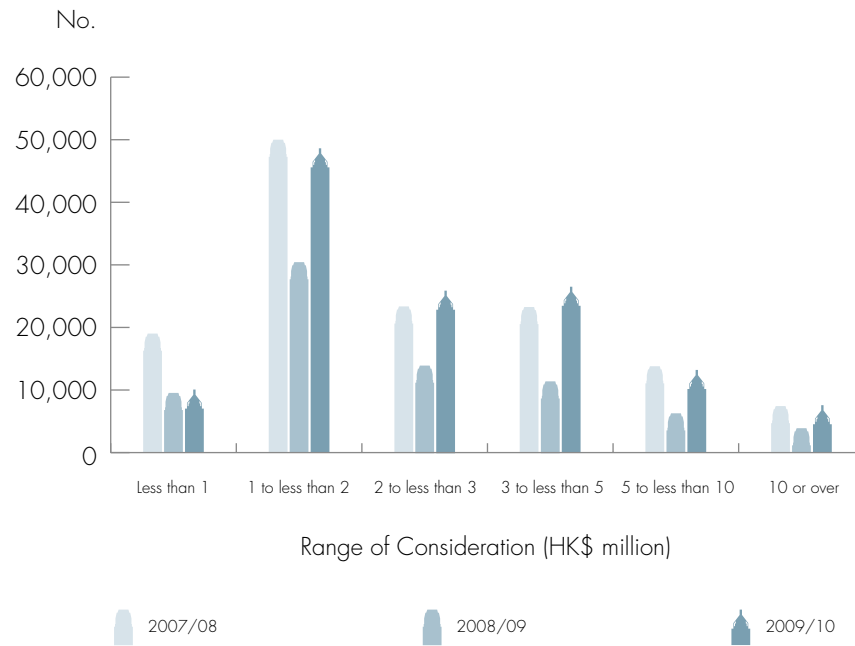
金額分類 (百萬港元)	2007/08		2008/09		2009/10	
	宗數	%	宗數	%	宗數	%
少於1	19,020	13.9	9,579	12.7	10,076	7.6
1至少於2	50,003	36.5	30,434	40.3	48,629	36.9
2至少於3	23,716	17.3	13,905	18.4	25,878	19.6
3至少於5	23,248	16.9	11,384	15.1	26,507	20.1
5至少於10	13,768	10.0	6,278	8.3	13,210	10.0
10或以上	7,409	5.4	3,898	5.2	7,577	5.7
總數	137,164	100.0	75,478	100.0	131,877	100.0

註：由於「四捨五入」關係，個別項目的百分率數字加起來可能不等於100%。

客戶服務及部門運作 Customer Services and Operations

Similar to previous years, the majority of the land transactions in 2009/10 were within the consideration range of one to two million dollars.

No. of Sale & Purchase Agreements of Residential Units by Range of Consideration



Range of Consideration (HK\$ million)	2007/08		2008/09		2009/10	
	No.	%	No.	%	No.	%
Less than 1	19,020	13.9	9,579	12.7	10,076	7.6
1 to less than 2	50,003	36.5	30,434	40.3	48,629	36.9
2 to less than 3	23,716	17.3	13,905	18.4	25,878	19.6
3 to less than 5	23,248	16.9	11,384	15.1	26,507	20.1
5 to less than 10	13,768	10.0	6,278	8.3	13,210	10.0
10 or over	7,409	5.4	3,898	5.2	7,577	5.7
Total	137,164	100.0	75,478	100.0	131,877	100.0

Note: Figures in percentage for individual items may not add up to 100% due to rounding

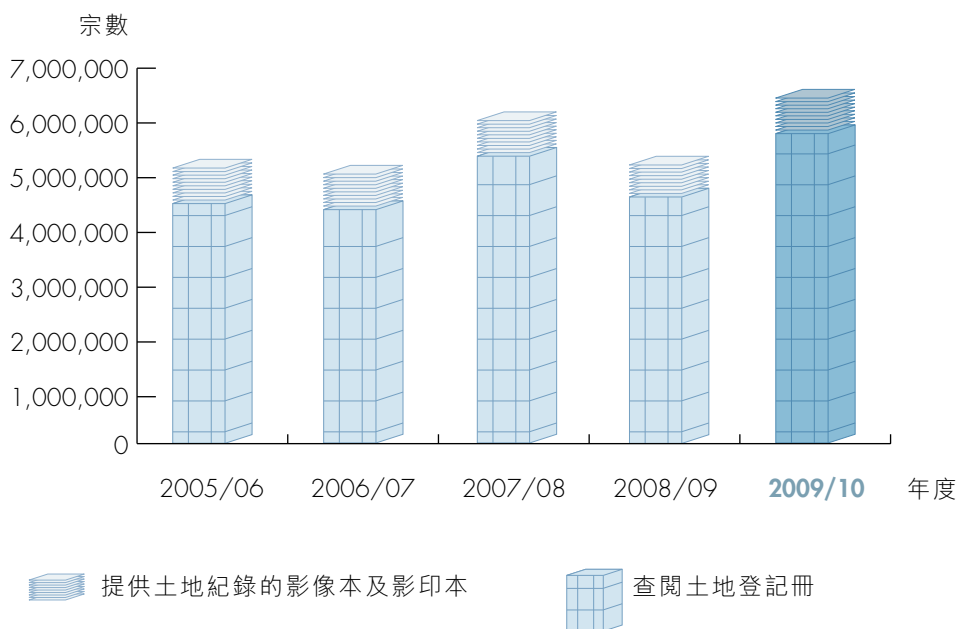
客戶服務及部門運作 Customer Services and Operations

(ii) 查閱土地登記冊

土地註冊處備存土地紀錄，主要目的是提供一個與物業相關的資訊平台，以提高透明度及促進物業交易。

在2009/10年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像本和影印本的總數分別為5,819,397宗(較去年增加25.7%)及720,351份(較去年增加11.1%)。

查閱土地登記冊宗數和提供土地紀錄的
影像本及影印本份數



年度	2005/06	2006/07	2007/08	2008/09	2009/10
查閱土地登記冊	4,504,151	4,392,580	5,396,269	4,628,256	5,819,397
提供土地紀錄的影像本 及影印本	670,771	648,326	704,873	648,206	720,351

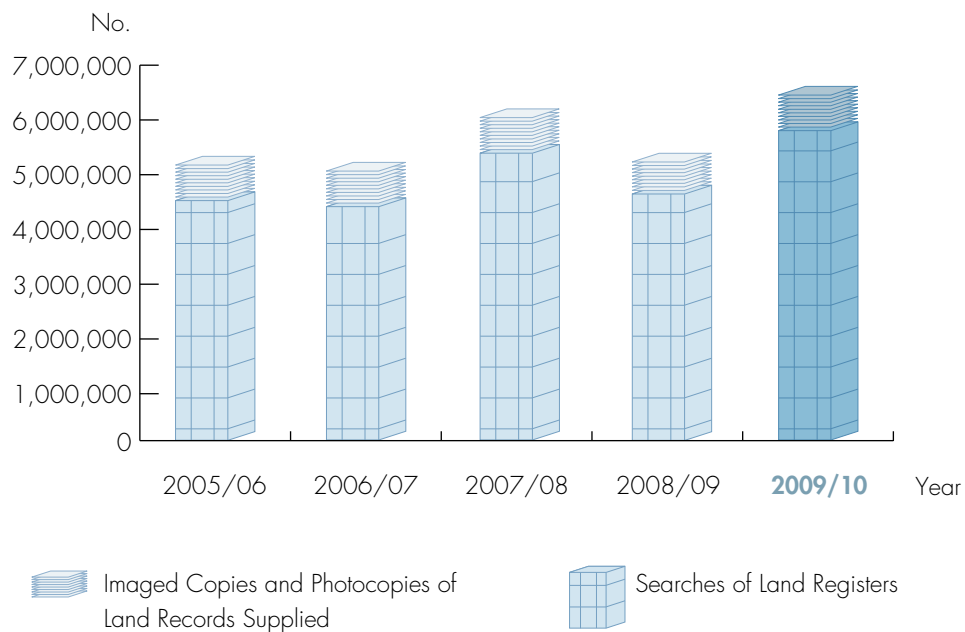
客戶服務及部門運作 Customer Services and Operations

(ii) Search Services

Land records are maintained by the Land Registry primarily for the purpose of providing a property-related information platform to enhance transparency and facilitate property transactions.

In 2009/10, the total number of searches of land registers and supplies of imaged copies and photocopies of land records were 5,819,397 (+25.7% from previous year) and 720,351 (+11.1% from previous year) respectively.

No. of Searches of Land Registers & Imaged Copies and Photocopies of Land Records Supplied

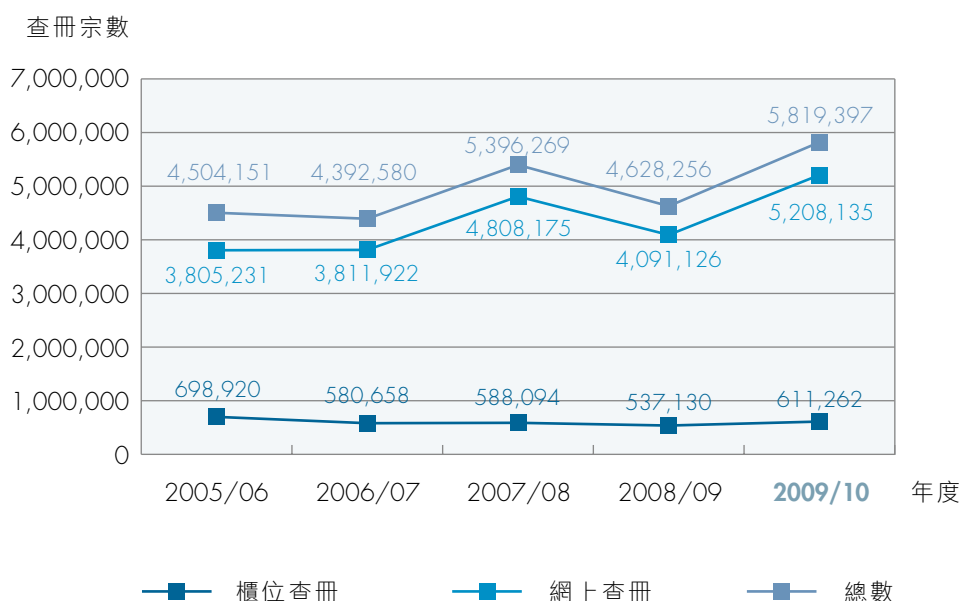


Year	2005/06	2006/07	2007/08	2008/09	2009/10
Searches of Land Registers	4,504,151	4,392,580	5,396,269	4,628,256	5,819,397
Imaged Copies and Photocopies of Land Records Supplied	670,771	648,326	704,873	648,206	720,351

客戶服務及部門運作 Customer Services and Operations

自2005年2月起，土地註冊處以「綜合註冊資訊系統」網上服務(www.iris.gov.hk)透過互聯網提供每星期7天、每天16小時的查冊服務。公眾可透過非經常用戶身分或登記用戶身分進行查冊服務。網上查冊佔總查冊量的90%，其餘的10%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

查閱土地登記冊宗數



為進一步推廣「綜合註冊資訊系統」網上服務，本處自2009年10月1日起下調登記用戶的帳戶申請費及最低按金存額。截至2010年3月，登記用戶數目增加了66名(上升8.8%)，總數達818個。

(iii) 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。

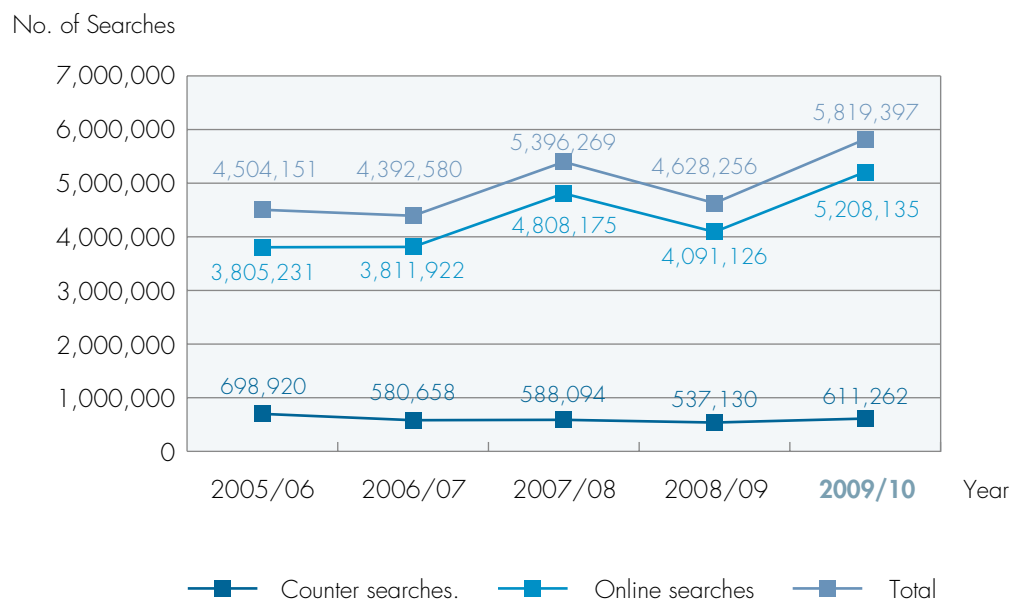
在2009/10年度，新成立的業主立案法團共有315個，全港的業主立案法團總數達9,041個。



客戶服務及部門運作 Customer Services and Operations

Since February 2005, the Land Registry has been providing search services over the Internet via our IRIS Online Services at www.iris.gov.hk for 16 hours a day, seven days a week. The public can conduct searches on either an ad hoc or a subscription basis. Searches conducted online constituted about 90% of the total search volume. The remaining 10% were conducted over the counter. Counter search service is available at our Customer Centre in Queensway Government Offices and the New Territories Search Offices (NTSOs) in Tai Po, Yuen Long and Tsuen Wan districts.

No. of Searches of Land Registers



To further promote the IRIS Online Services, the application fee and minimum deposit for subscriber accounts were reduced with effect from 1 October 2009. As a result, the number of subscribers increased by 66 (+8.8%), reaching a record of 818 by March 2010.

(iii) Owners' Corporation Services

The Land Registry is responsible for registration of incorporation of owners 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.

In 2009/10, 315 new owners' corporations have been formed. The total number of owners' corporations in the territory reached 9,041.

客戶服務及部門運作 Customer Services and Operations

(b) 服務承諾

本處自1993年起訂定「服務承諾」，並每年作出檢討。我們超標完成2009/10年度的所有服務承諾，並提升了部分服務承諾或標準。我們加入了在16個工作天內為再交付註冊的暫止註冊契約辦理註冊的新服務承諾。我們亦把櫃位提供電腦土地登記冊及不連過大圖則的影像副本的認證本服務指標從96%提升至97%，並把送遞按揭註冊摘要月誌資料檔案的服務標準從5個工作天縮減至4個工作天。我們將繼續提升各種服務質素和效率。

(c) 客戶服務

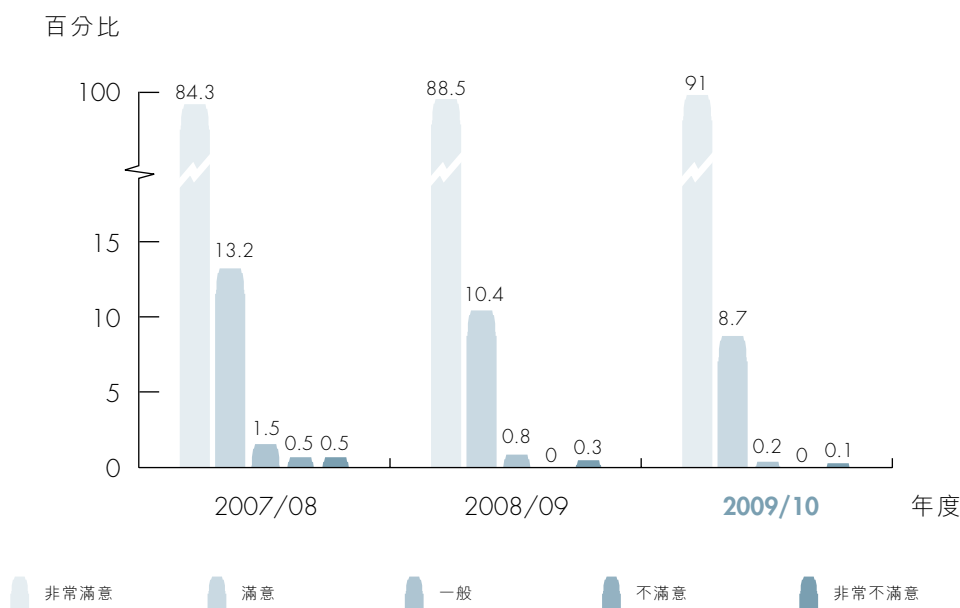
摯誠服務是本處的核心使命。我們致力向客戶提供物有所值的優質服務，並與現有客戶和準客戶建立互信的伙伴合作關係。因此，我們於年內加強了管理及客戶服務部的人手編制，以回應客戶日見殷切的需求。

(i) 客戶意見

在2009/10年度，本處透過客戶服務熱線、部門網頁、客戶意見卡、信件和電郵等途徑收到1,036個客戶表揚，較2008/09年度大幅上升167%。

下圖顯示意見卡反映的客戶滿意程度：

客戶滿意程度



我們亦在2009/10年度內收到13項建議及25項投訴。所有建議和投訴均已迅速回應及圓滿處理，使部門能持續提升服務水平。

客戶服務及部門運作 Customer Services and Operations

(b) Performance Pledges

The Land Registry launched the performance pledges since 1993, which are reviewed annually. In 2009/10, we exceeded all the performance pledges and introduced further enhancements in our pledges or service standards. In particular, we introduced a new performance pledge for registration of re-submitted stopped deeds in 16 working days. We also enhanced performance target in the supply of certified copies of computerised land registers and imaged copies without oversize plans over the counter from 96% to 97%, and enhanced service standard in the delivery of Monthly Memorial Information on Mortgage Transactions data files from five to four working days. We will continue our commitment to improve the quality and efficiency of services.

(c) Customer Services

Service is at the core of the Land Registry's mission. Our aim is to deliver value-for-money quality services to our customers, and to foster partnership of trust with our existing and prospective customers. To this end, we strengthened our dedicated Management and Customer Services Division during the year to meet the growing expectation of customers.

(i) Customer Feedback

In 2009/10, the Land Registry received 1,036 commendations through the customer service hotline, Land Registry's homepage, comment cards, letters and emails. This represents a significant increase of 167% from 2008/09.

The chart below shows the customer satisfaction rate drawn from feedback through comment cards:



We also received 13 suggestions and 25 complaints in 2009/10. All the suggestions and complaints were promptly addressed and fully responded to help us strive for continuous service improvements.

客戶服務及部門運作 Customer Services and Operations

(ii) 2009年公務員優質服務獎勵計劃

為了表彰土地註冊處致力為公眾提供優質服務，本處在公務員事務局主辦的「2009年公務員優質服務獎勵計劃」中榮獲「部門精進服務獎」(小部門組別)亞軍。

(iii) 2009年申訴專員嘉許獎

本處亦獲頒2009年申訴專員嘉許獎的「公營機構獎」。該獎項表揚本處以積極和支持的態度配合申訴專員公署調查投訴工作，從而提升公營部門的服務質素及倡導公平處事的原則。



(iv) 客戶管理評估架構(CMA101)

CMA101是效率促進組推出的系統化自我評估計劃，旨在協助部門找出可予改進的地方，從而持續加強客戶服務的管理。

本處是參與這個計劃的試行部門之一，在2008年7月已完成有關工作，並制定了策略性的行動計劃，以監察部門實行改進措施的情況。

在2009/10年度推行的措施包括「核實和更新客戶資料」及「提供客戶意見分類」，兩者對促進以客為尊的文化及有效處理客戶的建議和回應均有裨益。我們將繼續實施行動計劃的其餘項目。

(v) 客戶服務意見調查

我們在2010年3月進行了客戶服務意見調查，以蒐集客戶對本處服務的滿意程度，從而找出可提升服務的地方。

我們共收集了約450個客戶意見，整體的滿意程度達84%以上。主要服務的調查結果如下：

服務	整體滿意程度(%)	
	提供服務	員工表現
遞交契約	89.0	90.0
櫃位查冊	94.1	95.0
「綜合註冊資訊系統」網上服務	82.5	不適用

該調查亦蒐集了客戶對電子註冊摘要表格及業權註冊制度的意見，為相關的項目籌劃提供寶貴資訊。

客戶服務及部門運作 Customer Services and Operations

(ii) Civil Service Outstanding Service Award Scheme 2009

In recognition of the Land Registry's achievements and continuous efforts in providing quality services to the public, the department was awarded the First Runner-up of the Service Enhancement Award (Small Department category) in the Civil Service Outstanding Service Award Scheme 2009 organised by the Civil Service Bureau.



(iii) The Ombudsman's Awards 2009

The Land Registry received the Public Organisation Award in the Ombudsman's Awards 2009. The award was a recognition of the department's positive and supportive stance towards the Ombudsman's investigations of complaints, which helped bring about improvements in service quality and promote fairness in public administration.

(iv) Customer Management Assessment Framework (CMA 101)

CMA 101 is a structured self-assessment programme launched by the Efficiency Unit to help departments identify potential improvement areas and support continuous enhancement in customer management.

As one of the pilot participating departments, the Land Registry completed the exercise in July 2008 and drew up a high level action plan for monitoring implementation of enhancement initiatives.

The initiatives delivered in 2009/10 included "validation and updating of customer records" and "categorisation of customer feedbacks" which assisted in promoting a customer centric culture and effective handling of the suggestions and responses of the customers. We would further work on the remaining items according to the action plan.

(v) Customer Service Survey

A customer service survey was conducted in March 2010 to gauge the customer satisfaction level of Land Registry's services and for identifying areas for enhancing the services.

About 450 customers' opinions were collected. The overall satisfaction rate of our services is over 84%. Results on the major service areas are listed below:

Service	Overall Satisfaction Rate (%)	
	Provision of Service	Staff Performance
Lodgement of Deeds	89.0	90.0
Counter Search	94.1	95.0
IRIS Online Services	82.5	Not Applicable

The survey also tapped customers' views on e-Memorial Form and title registration system. Comments received provided valuable information for planning the projects.

客戶服務及部門運作 Customer Services and Operations

(vi) 互動話音系統

在2009/10年度，本處進一步提升了客戶服務熱線(3105 0000)的互動話音系統功能和線路數目，提高了系統的安全性，為客戶帶來更大的方便，當中包括：

- 拒絕為不顯示來電號碼的人士處理索取傳真資料的要求，以加強系統保安；
- 提供服務的電話線路由12條倍增至24條；以及
- 把較常用的選項如「與職員對話」移往選擇清單的較前位置，以簡化來電流程。

(vii) 聯絡客戶

客戶聯絡小組

土地註冊處分別為私營機構客戶和政府部門及公營機構成立了兩個客戶聯絡小組，與持份者保持聯絡和溝通。

成立客戶聯絡小組的目的是：

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

私營機構客戶聯絡小組的成員來自法律界別、專業機構及工商團體。公營機構客戶聯絡小組的成員則來自經常使用本處服務的政府部門。兩個小組的成員名單見附錄(a)及(b)。



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



Land Registry Joint Standing Committee 土地註冊處聯合常務委員會

土地註冊處聯合常務委員會

「土地註冊處聯合常務委員會」的成員包括土地註冊處處長、其轄下的高級管理隊伍，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。委員會成員名單見附錄(c)。

客戶服務及部門運作 Customer Services and Operations

(vi) Interactive Voice Response System (IVRS)

The functions and capacity of the IVRS of the Land Registry's customer service hotline (3105 0000) was further improved in 2009/10 to enhance system security and add convenience to customers:

- fax requests from callers without caller-IDs displayed disallowed so as to strengthen the security of the system;
- number of service telephone lines doubled from 12 to 24; and
- call flow streamlined by moving popular options such as "talk to operator" forward in the menu.

(vii) 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 regular liaison and communication with our stakeholders.

The objectives of the Customer Liaison Groups are:

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

The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises of representatives from major user departments. Membership of the private sector and the public sector groups is at Annexes (a) and (b).



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

Land Registry Joint Standing Committee

The Land Registry Joint Standing Committee, comprising the Land Registrar, her senior management team 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. Membership of the Committee is at Annex (c).

客戶服務及部門運作 Customer Services and Operations

訪客

本處與世界各地的同業機構保持緊密聯繫，相互交流。透過這些會面，我們向海外和中國內地的到訪嘉賓講解本處的服務和信念，並藉此學效其他司法管轄區土地註冊制度的最佳做法。

在2009/10年度，我們共接待了兩個來自北京、上海及山東等地的代表團逾36名訪客，他們對本處的工作及香港的土地註冊制度深感興趣。

主動接觸客戶

為加深用戶對土地紀錄的認識及業權報告服務的了解，我們在年內為屋宇署、規劃署、香港警務處、民政事務總署及香港消防處舉行了4次的客戶交流會，出席人數共200人。

此外，我們在2010年2月和3月為私營和公營界別舉行了7次的簡介會，向來賓闡述「綜合註冊資訊系統」網上服務的新提升項目、推行新查冊系統的最新進展，以及電子註冊摘要表格的新提升功能等，參加人數共225人。

這兩項活動為我們提供有效平台，與客戶分享箇中知識和經驗、交流意見、找出簡化工序的途徑，以及收集客戶對本處服務的意見。

土地註冊處開放日

為了令大眾更深入地了解土地註冊處的角色和職能，我們在2010年3月安排了連串受歡迎的導賞活動，包括參觀客戶服務中心、中央影像處理中心及土地註冊處檔案室，共接待了170位訪客。

我們向訪客展示具歷史性和罕有的土地紀錄，包括在1844年註冊的第一號註冊摘要、日治時期註冊的契約，以及1894年出版的《街道索引》等。透過導賞活動，訪客見證了土地註冊處隨著香港發展為世界級經濟體系的過程所經歷的變革。



客戶服務及部門運作 Customer Services and Operations

Visitors

The Land Registry maintains close ties with its counterparts in all parts of the world for cross-fertilisation. Through meeting visitors from overseas and the Mainland, we introduce our services and promote the value of the Land Registry as well as learn from our counterparts' best practices in other jurisdictions.

In 2009/10, we received two delegations comprising 36 visitors from Beijing, Shanghai and Shandong who were interested in our work and the land registration system in Hong Kong.

Reaching Out to Customers

To enhance users' knowledge of land records and understanding of the reports-on-title services, four "Meet the Clients" sessions for the Buildings Department, Planning Department, Hong Kong Police Force, Home Affairs Department and Fire Services Department with a total of 200 participants were held during the year.



In addition, seven briefing sessions with 225 participants from private and public sectors were held in February and March 2010 to introduce the enhanced features of the IRIS Online Services, and provide updates on progress in implementation of a new search system and enhanced functions of the e-Memorial Form.

Both activities had provided an effective platform for sharing work knowledge and experience, exchanging views and identifying means to streamline work procedures, and collecting views on our services.

Land Registry Open Day

As part of our efforts to promote better understanding of the role and functions of the Land Registry, we arranged a series of well-received guided tours to the Customer Centre, the Central Imaging Centre and the Land Registry Archive for 170 visitors in March 2010.

Historic and rare land records, such as Memorial No. 1 registered in 1844, deeds registered during the Japanese Occupation and the Street Index published in 1894, were showcased. The event bore witness to transformation of the Land Registry over the years as Hong Kong developed into a world-class economy.

客戶服務及部門運作 Customer Services and Operations

(viii) 溝通途徑

本處透過不同溝通途徑推廣及闡釋服務的最新發展、收集客戶對本處服務質素的意見，從而了解我們需要改進的地方。主要溝通途徑包括：

土地註冊處通函

在2009/10年度，本處共發出5份通函，讓持份者知悉有關土地註冊政策、運作、實施和程序上的轉變，以及推出的新措施和服務。



《土地註冊處通訊》

本處於2009/10年度出版了兩期《土地註冊處通訊》，涵蓋部門的最新動向、服務新猷和提升項目。

資料小冊

我們在年內編製了三本資料小冊，進一步介紹本處提供的全面服務。

客戶服務熱線

透過與效率促進組轄下的1823電話中心合作，我們的客戶服務熱線服務時間與「綜合註冊資訊系統」網上服務時間互相配合，即延長至翌日零時三十分。

土地註冊處網頁

在本年度，本處網頁的瀏覽人次超逾400萬，較2008/09年度增加25%，當中70%人次是瀏覽中文網頁，其餘30%人次則瀏覽英文網頁。

「綜合註冊資訊系統」網站

為促進與「綜合註冊資訊系統」網上服務用戶的溝通，我們適時在系統的網站發放廣播訊息，以通知用戶有關係統服務的提升或轉變。

(d) 項目發展與新服務

(i) 以電子註冊摘要表格遞交文件

本處在2009年7月推出電子註冊摘要表格加強版，令表格的使用率倍增近50%，約45%的文件是使用電子表格遞交。新表格加入了二維條碼，可大幅減少註冊人員輸入資料時的傳統工序。該表格的自動化大大提高了土地登記冊更新的效率和準確性。

我們正為電子註冊摘要表格設計其他新功能，以進一步強化其效用，包括大量載入以其他軟件儲存的資料及利用物業參考編號自動填寫地址等。這些提升功能可望於2011年上半年供試用。

客戶服務及部門運作 Customer Services and Operations

(viii) Communication Channels

The Land Registry makes use of a wide spectrum of communication channels to promote and update its services, to receive feedbacks from customers on service quality, and to identify improvement areas, including:

Land Registry Circular Memoranda

In 2009/10, we have issued five Land Registry Circular Memoranda to update stakeholders of the changes in land registration related policy, operations, practices and procedures, and the new initiatives and services.

Land Registry News

Two issues of the Land Registry News on updated events, new service initiatives and service enhancements were published in 2009/10.

Information Leaflets

Three new information leaflets were produced during the year to complement the information pack on the Land Registry's full range of services.

Customer Service Hotline

Through our collaboration with the Efficiency Unit's 1823 Call Centre, the customer service hotline is extended till closure of IRIS Online Services at 00:30 hour next day.

Land Registry's Homepage

During the year, there were over four million visits (70% on the Chinese language and 30% on the English language) to the Land Registry's homepage, representing an increase of 25% when compared with 2008/09.

IRIS Website

To facilitate communication with the users of the IRIS Online Services, broadcast messages are posted on the IRIS website to notify users of any service enhancements or changes in a timely manner.

(d) Development Projects and New Services

(i) E-Memorial Form for Lodgement

In July 2009, the Land Registry released an enhanced version of the e-Memorial Form. It has raised the usage rate by about 50% to account for about 45% of the lodgements. With a 2-dimension barcode embedded in the new form, the conventional data entry work by registration staff is significantly reduced. The automation has greatly improved the efficiency and accuracy of updating the land registers.

To make the e-Memorial Form a powerful tool for preparing memorials, we are designing new functions such as bulk input and auto-filling up of address by using Property Reference Number. The enhancements are expected to be available for trial use in the first half of 2011.

客戶服務及部門運作 Customer Services and Operations

(ii) 在電腦資料庫加入中文街道名稱，有助利用中文地址查冊

「綜合註冊資訊系統」在2005年啟用時，沿用的電腦資料庫只載有英文街道名稱。為使該系統更方便易用，本處陸續在電腦資料庫加入中文街道名稱。查冊人士今後可更方便地利用中文地址查閱土地登記冊。

(iii) 標準條款文件

我們將會以《土地業權(修訂)條例草案》的相應修訂提出《土地註冊條例》所需的修訂，以供本處儲存標準條款文件。這項安排能大量減省遞交註冊文件的頁數。

(iv) 跨部門的項目

本處正向差餉物業估價署提供最新的物業地址資料和土地紀錄，並為該署的物業資訊網服務，協助進行資料劃一工作。

這項跨部門合作加強了物業市場的透明度，公眾可透過更全面和有效的方式獲取物業資訊。

(e) 未來計劃

(i) 2010/11年度的服務承諾提升

契約註冊程序包括兩個主要工序：更新土地登記冊及提供土地註冊文件影像處理。為進一步加強服務，更新土地登記冊的服務標準將從12個工作天縮減至11個工作天；註冊所需的總日數將從16個工作天減至15個工作天。

(ii) 2010/11年度客戶服務意見調查

秉承本處以客為尊的文化，我們計劃在2011年首季進行大規模的客戶服務意見調查，以評估自上次意見調查後至今的進展，亦為改進現有的服務訂定優先次序，以及為日後的發展定下目標。

(iii) 延長客戶服務熱線的服務時間

本處一向致力優化服務，為此我們計劃把客戶服務熱線的服務時間延長至24小時，以配合新查冊系統在2010年第三季啟用後，網上查冊的服務時間從每天16小時延長至20小時的安排。



客戶服務及部門運作 Customer Services and Operations

(ii) **Enriching the Computer Database with Chinese Street Names to Enable Land Search by Chinese Address**

When IRIS was implemented in 2005, it inherited a legacy database containing only street name information in English. To enhance its user-friendliness, the Land Registry has been enriching the database with Chinese street names. Searchers can now enjoy the convenience of using Chinese address information for searching land registers.

(iii) **Standard Terms Document**

The Land Registry will propose amendments to the Land Registration Ordinance, as a consequential amendment under the Land Titles (Amendment) Bill, to enable the deposit of standard terms documents in the Land Registry. The proposed provisions will reduce the bulk of documents presented for registration.

(iv) **Inter-departmental Projects**

The Land Registry is providing the Rating and Valuation Department with up-to-date address information and land records, and rendering assistance in its data alignment work for implementation of the Property Information Online service.

The concerted inter-departmental efforts have enhanced the transparency of the property market as members of the public can now obtain property information in a more comprehensive and efficient way.

(e) **Future Plan**

(i) **Enhanced Performance Pledges for 2010/11**

The deeds registration process comprises two main working procedures: updating of land registers and imaging of registered land documents. To further improve our service, the service standard for updating of land registers will be enhanced from 12 to 11 working days and the total working days for registration will be reduced from 16 to 15.



(ii) **Customer Service Survey 2010/11**

In keeping with our customer centric culture, we plan to conduct a large-scale customer service survey in the first quarter of 2011. This aims to benchmark progress since the last survey and to identify priorities for improvement and areas for future development.

(iii) **Extension of Service Hours of Customer Service Hotline**

As part of our continuous improvement efforts, we plan to extend the service hours of the customer service hotline round the clock to align with the extension of online search hours from 16 hours to 20 hours a day by the launch of the new search system in the third quarter of 2010.

業權註冊 Title Registration

摘要

- 就《土地業權條例》修訂進行的諮詢在2009年3月31日結束。結果顯示，公眾強烈支持保留在2004年制定的《土地業權條例》下的自動轉換機制。回應者亦支持對《土地業權條例》下的更正及彌償安排作有限度的例外處理。
- 就近期收到有關《土地業權條例》下的強制更正規則的不同觀點，我們會與持份者緊密聯繫，務求在推展《土地業權條例》的修訂工作上取得共識。
- 專題電視節目《老土正傳》廣受觀眾歡迎，並在「2009年電視節目欣賞指數調查」(第一階段)佔首20位。該節目有助提升公眾對業權保障和業權註冊制度的認識。

(a) 近期發展

(i) 《土地業權條例》修訂諮詢

為期三個月的《土地業權條例》修訂諮詢於2009年3月31日結束。主要持份者和公眾人士均對轉換機制及更正與彌償規定發表了意見。

公眾諮詢的結果顯示，回應者普遍支持按《土地註冊條例》註冊的土地在《土地業權條例》生效12年後，可自動轉換至業權註冊制度。他們亦支持若不可能為受欺詐影響而喪失業權的不知情前擁有人重新確立業權的話，可對強制更正規則作出有限度的例外處理。

所有諮詢的意見和建議，以及當局的回應均已上載至本處網頁內的諮詢網頁。此外，我們已向立法會發展事務委員會與司法及法律事務委員會研究《土地業權條例》修訂建議聯合小組委員會(「立法會聯合小組委員會」)匯報是次公眾諮詢的結果。

(ii) 公眾參與

為推展《土地業權條例》修訂的工作，本處一直與持份者保持緊密聯繫。由土地註冊處處長擔任主席的《土地業權條例》督導委員會，成員包括消費者委員會、香港律師會、香港大律師公會、新界鄉議局、香港銀行公會、香港按揭證券有限公司、香港地產建設商會及地產代理監管局的代表，為持份者提供一個有效平台，就《土地業權條例》的修訂工作交流意見。

業權註冊 Title Registration

此外，本處定期向立法會聯合小組委員會匯報有關工作進展，向委員會提交的資料和文件均已上載至本處網頁。

(iii) 專題電視節目 — 《老土正傳》



本處與香港電台聯合製作的十集專題電視節目 — 《老土正傳》成功喚起公眾關注土地註冊制度及日後推行的土地業權改革制度，把有關訊息傳遞至社會各界。

該節目在2009年播放的中文及英文版本廣受觀眾歡迎，在「2009年電視節目欣賞指數調查」(第一階段)佔首20位。

我們亦為該節目製作了三語版本的數碼光碟，派發予小學、中學、大專院校和公共圖書館，以深化我們的宣傳工作，促請公眾關注土地註冊與他們日常生活之間的密切關係。

(iv) 《土地業權(修訂)條例草案》擬備工作

- 諮詢不同政府部門

本處繼續就《土地業權條例》與關乎各政府部門轄下法例之間的關係，以及在個別法例下產生的權利和押記等事宜進行諮詢。我們一直與各部門保持緊密合作，以處理和解決不同法例互相抵觸的地方。

- 擬備附屬法例

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

(b) 未來計劃

最近，主要持份者就《土地業權條例》下的強制更正規則對業權註冊紀錄的確切性可能產生的影響意見分歧。若就《土地業權條例》中有關更正及彌償的規定作出任何根本改動，將對《土地業權條例》本身及其實施的時間表產生深遠影響，我們正竭力與持份者進行溝通，以期為《土地業權條例》的推展尋求共識。

與此同時，我們會繼續擬備修訂條例草案，並會為業權註冊擬備宣傳和公眾教育計劃，以及與持份者和相關團體緊密合作，在業權註冊制度實施之前推出該等計劃。

業權註冊 Title Registration

In addition, the Land Registry has been regularly reporting on its work progress to the LegCo Joint Subcommittee. Papers and documents submitted to the LegCo Joint Subcommittee are available at the Land Registry's homepage.

(iii) TV Programme — “Stories of Our Land”

The ten-episode TV series “Stories of Our Land” jointly produced by the Land Registry and Radio Television Hong Kong has been successful in reaching out to the community for raising public awareness of the land registration system and the coming reform to title registration system.

Both the Chinese and English versions of the TV programme were broadcast in 2009. The programme was well received by the audience and it was among the top 20 programmes in the 2009 TV Programme Appreciation Index Survey (Phase 1).

We have also produced and distributed trilingual DVDs of the programme to all primary and secondary schools, tertiary institutes and public libraries to sustain our efforts in promoting public awareness of the close relationship of land registration with their everyday life.

(iv) Preparation of Land Titles (Amendment) Bill

- *Consultation with Various Departments*

The Land Registry continued the consultation with departments in relation to issues arising from the interrelationship between the LTO and ordinances under their purview and also on rights and charges created under their respective ordinances. The Land Registry and the departments worked closely with a view to addressing and resolving any conflicts identified.

- *Preparation of Subsidiary Legislation*

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

(b) Future Plan

Recently, the major stakeholders expressed divergent views on the potential implications of the mandatory rectification rule under the LTO upon the conclusiveness of the title register. As any fundamental changes to the rectification and indemnity provisions of the LTO would have far-reaching implications on the LTO and its implementation timetable, we are making the best efforts to engage stakeholders with a view to identifying common grounds for taking the LTO forward.

Meanwhile, we will continue with the preparation of the amendment bill. We are also planning for the publicity and public education programmes for title registration and will work closely with our stakeholders and relevant organisations in taking forward the programmes before commencement of title registration.

人力 源資 Human Resources

摘要

- 截至2010年3月31日，本處共聘用了597名員工，當中包括456名常額人員和141名合約人員。
- 部門周年培訓計劃是規劃及安排員工培訓的藍圖，旨在為員工提供職務技巧以至專業發展的培訓，有助提升員工表現，以提供卓越服務。
- 我們透過舉行定期會議、出版刊物及安排員工福利活動，與全體員工保持有效溝通。
- 本處員工均積極履行良好企業公民的責任。
- 我們提倡環保管理，並繼續探討在日常工作中減少資源消耗的方法。

(a) 部門編制

土地註冊處致力維繫一支訓練有素、具靈活性的員工團隊。公務員屬本處的核心員工，能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不斷轉變的需求。

截至2010年3月31日，本處共僱用了456名常額人員和141名非公務員合約人員。常額職位員工分布於不同職系，包括土地註冊主任、律師、庫務會計師、系統分析／程序編製主任及一般職系人員等。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。

(b) 員工培訓

員工培訓是促進本處人力資源發展的重要元素。我們致力鼓勵並給予全體員工契機以發揮其潛能。因此，部門為員工舉辦一系列精心策劃和優質的培訓計劃，以增添員工的工作信心，加強團隊合作，竭力優化服務，從而令員工以至整個部門的表現持續提升。

人力資源 Human Resources

HIGHLIGHT

- The total number of staff as at 31 March 2010 was 597, including 456 permanent staff and 141 contract staff.
- The annual departmental training plan provides a blueprint for planning and arranging staff training ranging from job related skills to professional development in order to enable all staff to perform well and to render excellent service.
- Effective communication with staff at all levels is maintained through regular meetings, publications and staff welfare functions.
- Our staff are dedicated in supporting good corporate citizenship.
- We advocate green management and will continue to explore ways to reduce resources consumption in our operation.

(a) Staffing

The Land Registry maintains a well-trained, highly flexible team of staff. Civil servants form the core staff of the Land Registry to ensure stability in the organisation and quality of service to customers. Non-civil Service Contract (NCSC) staff are employed to supplement the core staff thus enabling the department to respond to changes in operational or business needs in the most cost-effective manner.

As at 31 March 2010, the Land Registry employed 456 permanent staff and 141 NCSC staff. The permanent staff comprise officers in various grades including LROs, Solicitors, Treasury Accountants, Analyst/Programmers and general grades staff. They are supplemented by NCSC staff including Land Registration Executives, Solicitors, Accounting Executives, IT staff and contract clerks. The Land Registry reviews its staffing position and adjusts the number of NCSC staff regularly to meet operational needs.



(b) Staff Training

Staff training is a critical component to facilitate the human resource development of the Land Registry. We strive to provide opportunities and encouragement for staff at all stages of their career to realise their potential. To this end, we have developed a series of well-planned and quality training programmes that helped staff to work with confidence, strengthen teamwork and commitment to service excellence, and support continuous improvement in individual and departmental performance.

人力資源 Human Resources

年內，我們以多種形式舉辦了超過3,300天、包含不同範疇的培訓。2009/10年度的培訓活動概述如下：

員工發展主題培訓課程

主題培訓是員工發展課程的主要元素，加強員工對部門的歸屬感和促進團隊精神。本處因此以「同心攜手，共創新猷」作為2009/10年度員工發展培訓課程的主題。該課程以一天體驗工作坊的形式進行，並選取遠離辦公室的幽靜郊區環境作為上課地點，18個工作坊共有超過500名涵蓋所有職系和各級別的員工參加。



專業、管理及語言培訓

年內，部門舉辦了不同系列的培訓課程，以提升員工的主要工作技能。

我們為主任職級人員舉辦了《合約法》法律培訓課程，讓他們加深了解與土地和物業相關的基本法律概念和原則。

為讓新入職的主任職級人員掌握有效管理所需的知識和技巧，本處特為他們設計了「監督管理」和「撰寫評核報告及進行評核會晤」課程。

本處亦舉辦了多個普通話和英語課程，以提升員工與客戶進行雙語溝通的信心。

此外，本處定期為高級人員安排參與由其他政府部門及私人界別的業務伙伴主持的講座和簡報會，以增廣他們對土地事務、政府政策及時事議題等知識。

自我增值

除了安排傳統的課堂培訓外，本處亦鼓勵員工透過網上學習進行自我增值。所有員工均獲安排一天的網上學習，於辦公時間在部門的學習資源中心選取感興趣的不同課程自行進修。

人力資源 Human Resources



In the year, we arranged over 3,300 days of training on a wide spectrum of subjects and through various modes. Highlights of training activities arranged in 2009/10 are as follows:

Theme Training

Theme training has been a core element of our staff development programme to promote organisational alignment and solidarity among staff members. The theme for 2009/10 was "Aligned in One Goal,

Ahead We All Go". The one-day experiential training for over 500 staff members at all ranks and grades spreading over 18 workshops were conducted in a secluded training environment away from the workplace.

Professional, Management and Language Training

Throughout the year, the department organised a wide range of training courses to enhance the core competencies of staff members.

A legal training course on "Law of Contract" was arranged for the Officer Grades staff to reinforce their understanding on basic legal concepts and principles relating to land and property.

To equip newly recruited Officer Grades staff with the knowledge and skills required for effective management, we organised tailor-made courses on "Supervisory Management" and "Performance Appraisal Writing and Interview".



Putonghua and English courses were provided to enhance staff's confidence in communicating with customers in both Chinese and English.

We also regularly arranged talks and briefing sessions by other Government departments and business partners in the private sector to broaden our senior staff's knowledge and exposure on land-related subjects, Government policies and topical issues.

Self-learning

In addition to conventional classroom training, the Land Registry encourages self-learning through e-learning programme. All staff are granted one day e-learning whereby they are free from their office work to pursue self-learning of various interested topics at our Learning Resource Centre.

人力資源 Human Resources

(c) 員工發展及管理創議

為擴闊員工視野，使他們能預計及迎接新挑戰，加強他們的溝通和表達技巧，以及發展政策規劃和領導才能，本處在2009/10年度安排了一系列的員工發展活動，包括：

- 1位總土地註冊主任獲安排參加「暫調政策局實習計劃」，在發展局進行半年交流實習；
- 5位高級土地註冊主任參加由香港科技大學舉辦的「管理發展課程」；以及
- 1位高級系統經理出席在新加坡舉行的「GovTech 2010會議」。

(d) 鼓勵和嘉許員工

作為致力追求卓越客戶服務的營運基金部門，我們十分注重對員工的鼓勵和嘉許。

員工建議書計劃

部門員工建議書審核委員會自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。

年內，委員會共收到15份員工建議書，建議範疇包括改善服務質素、部門運作、環境保護、資訊科技保安、聖誕卡設計，以及節約能源等，並就此頒發多項獎勵。



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2009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。

長期服務獎勵計劃

「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2009年，共有9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136人。

最佳前線員工獎勵計劃

為提倡優質客戶服務的文化，本處於2007年4月推出最佳前線員工獎勵計劃，以表揚員工在客戶服務方面的傑出表現和成績。

是項獎勵計劃按季舉行，在季內獲客戶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，並會透過本處的主要溝通途徑公布。

人力資源 Human Resources

(c) Staff Development and Management Initiatives

To broaden staff's perspectives so that they can anticipate and meet new challenges, strengthen their communication and presentation skills and develop policy formulation and leadership capacities, a wide spectrum of staff development activities have been arranged. In 2009/10,

- one Chief Land Registration Officer was arranged to work in the Development Bureau for six months under the Secretariat Attachment Programme;
- five Senior Land Registration Officers had attended the "Management Development Programme" at The Hong Kong University of Science and Technology; and
- one Senior Systems Manager had attended the GovTech 2010 Conference in Singapore.

(d) Staff Motivation and Recognition

As a Trading Fund department, we put great emphasis in staff motivation and recognition as part of our pursuit of excellence in customer services.

Staff Suggestions Scheme

The Staff Suggestions Committee was set up since 1993 with the objective of promoting constructive cooperation and team effort among staff to achieve better efficiency and productivity.

Fifteen staff suggestions on various issues including improvement of service quality, operation, environmental protection, IT security, Christmas card design and efficient use of resources were received in the year and awards were granted.

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 staff with remarkable contributions.

In November 2009, the Land Registry's staff were invited to vote among themselves the "Best Staff". Three prizes were awarded.

Long Service Appreciation Award Scheme

The Long Service Appreciation Award Scheme, launched in 1999, is another annual award to give recognition to staff with long and meritorious service.

In 2009, nine staff with 25 or more years of service were awarded, making a total of 136 awards since the Scheme was first introduced.

Best Frontline Staff Award Scheme

The Land Registry launched its Best Frontline Staff Award in April 2007 to foster a culture of good customer service and to recognise quality performance and achievements of staff.

Individual staff members and teams receiving the highest number of commendations from our customers each quarter are awarded. The name of the winning staff members and teams are posted at the Customer Centre and NTSOs, and announced through our major communication channels.

人力資源 Human Resources

(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，透過定期的員工關係會議、親善探訪、部門刊物及員工福利活動等，以促進各級員工之間的溝通。

部門協商委員會

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。



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。這份刊物深受同事歡迎，對培養團隊精神和加強員工對部門的歸屬感亦有所裨益。

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2009/10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

一個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。我們為同事提供合適的辦公室家具和設備，確保同事的職業健康。我們亦定期檢查防火系統及滅火設施，並每年進行火警演習。此外，我們委任環保職安主任進行定期檢查，確保同事工作間的安全。



(g) 知識管理

「知識管理系統」已在不同階段進行擴充，涵蓋各主要運作範疇的相關工作知識。部門全體員工均可進入這個電子平台進行知識和經驗交流。員工每天透過這個系統檢索逾200項案例和參考文件，以輔助他們的日常工作。

(h) 企業公民

(i) 支持社會服務

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2009/10年度，我們的義工隊籌辦了21項義工活動，並參加了由其他部門籌辦的兩項義工活動。

在2010年3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。

(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。除支持公益金的各種活動外，我們自2002年起也參與香港渣打馬拉松賽事。

人力資源 Human Resources

(e) Staff Relations

The Land Registry recognises that effective communication between management and staff is essential for the provision of quality service to customers. We are committed to providing an environment that promotes communication among staff at all levels through regular staff relations meetings and goodwill visits, departmental publication, and staff welfare functions.

Departmental Consultative Committee

The Committee comprising 14 representatives of various staff groups meets quarterly to promote better understanding and cooperation between staff and the management.

Staff Magazine

The Staff Magazine is a departmental publication issued periodically under an editorial board comprising staff of various divisions. It is popular among staff and has helped to promote team spirit and a sense of corporate identity.

Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. In 2009/10, it organised a number of social and recreational activities for staff, including the Land Registry's annual dinner, Christmas party, volunteer social services, interest classes and outings.

(f) Safe Workplace

A safe and comfortable work environment is an important factor to enhance staff's occupational health and efficiency. The Land Registry provides suitable office furniture and equipment to staff to enhance occupational health. Fire prevention system and fire fighting equipment are inspected regularly and fire drills are arranged annually. Environment and Safety Executives are appointed to conduct regular inspections to ensure that workplaces are free from safety hazards.

(g) Knowledge Management

The Knowledge Management System has been expanded by phases to cover the work-related knowledge of all major operations areas. This electronic platform of sharing knowledge and experience is accessible by all staff members of the Land Registry. Everyday over 200 precedent cases and reference documents are looked up from the system by colleagues for reference in their daily work.

(h) Corporate Citizenship

(i) Supporting Social Services

The Land Registry Volunteer Team has joined hands with some ten other Government departments to run a "Crossover Volunteer Project" programme. In 2009/10, the Volunteer Team organised 21 volunteer activities and participated in two volunteer activities coordinated by other departments.

In recognition of our contribution, the Hong Kong Council of Social Service awarded the "Caring Organisation" certificate to the department in March 2010.

(ii) Encouraging Donations

The Land Registry is supportive of donation drives organised by the charities by encouraging staff to donate or participate in their events. Apart from supporting various activities of the Community Chest, we have also participated in the Standard Chartered Marathon since 2002.

人力資源 Human Resources

(iii) 平等機會

本處秉持平等兼容的原則聘用了不同類別的弱能人士。我們亦參與社會福利署的「陽光路上」培訓計劃及勞工處的「展翅•青見計劃」，為有需要人士提供培訓實習機會。

(iv) 加強關懷員工

在2009/10年度，本處為員工安排了共42個關於職業安全與健康事宜的講座，主題包括急救訓練、使用顯示屏幕設備的職業健康錦囊、辦公室僱員的職業健康、預防筋肌勞損和壓力管理等。

(v) 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，當中包括：



- 制定環保政策，確定須進行環保工作的重點範疇；
- 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；以及
- 到部門各個辦公室進行環保巡視和突擊檢查，以推動同事持續注重環境保護。

公眾人士可到本處的網頁閱覽2009年管制人員環境報告，了解我們的環保成果。

(i) 未來計劃

(i) 員工發展

本處在下個年度會繼續安排員工參與本地的管理人員專業培訓課程及由公務員事務局中央統籌的培訓課程。透過參加這些專業發展和培訓課程，員工可加強技能，從而為部門的發展作出更全面和高效的貢獻。

(ii) 環境管理

本處的業務運作對環境的影響主要在於紙張和電力的耗用。我們會繼續設法減少這兩方面的消耗，包括移除辦公室內非必要的照明、擬推行儲存標準條款文件(此舉可大幅減省按揭文件的紙張數目)、進一步推廣使用電子註冊摘要表格，以及探討雙面列印土地文件的可行性。

人力資源 Human Resources

(iii) Equal Opportunities

The Land Registry is committed to eliminating discrimination by employing staff with different degrees of disability. We also participated in the Social Welfare Department's Sunnyway Programme and the Labour Department's Youth Pre-employment Training – Workplace Attachment Programme to offer training placements for people in need.

(iv) Promoting Care for Employees

In 2009/10, 42 seminars on occupational safety and health related issues, such as first aid care, health tips on the use of computer monitors, occupational health for office workers, prevention of musculoskeletal disorders and stress management, etc. were arranged for staff.

(v) Green Management and Environmental Improvement

The Land Registry is committed to ensuring its business and daily operations are conducted in an environmentally responsible manner by:

- formulating an environmental policy and setting out key areas for actions;
- adopting good environmental practices in reducing the consumption of paper and energy, reusing office materials and replacing office consumables with environmental friendly products; and
- conducting environmental audit inspections and surprise checks to various offices of the department to upkeep the momentum in environmental protection.



The Controlling Officer's Environmental Report 2009 with detailed environmental performance is available from the Land Registry's website.

(i) Future Plan

(i) Staff Development

The Land Registry will continue to arrange officers to attend local executive development programmes and centrally organised training programmes of the Civil Service Bureau in the coming year. Through the development and training programmes, officers will be better equipped to make full and effective contribution to the development of the department.

(ii) Green Management

The major impact of the Land Registry's business operations on the environment is the consumption of paper and energy. We will continue with our efforts to reduce consumption in these areas. These include the removal of non-essential lighting in offices, the proposal to allow the filing of standard terms documents (which can substantially reduce the volume of mortgage documents), further promotion of the use of e-Memorial Form and exploration of the feasibility of double-side printing of land documents.

資訊

科技服務
IT Services

摘要

- 本處定期對「綜合註冊資訊系統」進行提升，持續優化為客戶提供的註冊及查冊服務。
- 我們制定確保部門資訊科技系統及數據安全的措施，並加強員工對資訊科技保安的意識。
- 我們正開發一套新系統，以提升網上查冊服務。

(a) 提升「綜合註冊資訊系統」的服務

該系統在2009年進行了下列提升工程：

- 「綜合註冊資訊系統」非登記用戶每宗查冊交易中可訂購的資料上限數目由5個增至30個；
- 推出電子註冊摘要表格加強版，提供強化功能，使表格更方便易用；以及
- 加裝後備付款系統。若主付款系統出現故障，後備付款系統可於15分鐘內啟動以接替主系統處理信用卡付款程序。

(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。我們在2009/10年度推行了下述措施：

- 定期傳閱有關資訊科技保安的部門政策及指引，令員工加深了解資訊保安及保障個人資料的重要性；
- 每年舉辦重溫課程，確保所有員工對資訊科技安全保持警覺；
- 留意市場推出關於資訊科技保安的最新發展，以選取合適的措施保護部門的系統和數據；
- 定期對部門的資訊科技系統進行保安核查，並就核查的建議制定改善措施，確保系統得到合適的保護；
- 安裝網頁過濾工具，阻止瀏覽有可能危及資訊科技保安或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。

HIGHLIGHT

- The Land Registry regularly introduces enhancements to the Integrated Registration Information System (IRIS) as part of our on-going efforts to improve our registration and search services to customers.
 - We have put in place measures to ensure the security of our IT systems and data and to raise staff awareness in IT security.
 - We are developing a new system to improve our online search services.
-

(a) Service Enhancement to IRIS

Major enhancements implemented in 2009 include:

- the maximum number of orders per transaction for non-subscriber users has been increased from 5 to 30;
- an enhanced version of the e-Memorial Form has been launched to provide extended functions to improve its usage; and
- a backup payment gateway has been implemented which can take over the online payment function by credit card within 15 minutes in case of malfunctions of the main payment gateway.

(b) IT Security

The Land Registry endeavours to maintain the security of its computer systems and data by taking the following measures in 2009/10:

- circulated departmental policy and guidelines on IT security periodically to reinforce staff understanding on the importance of information security and personal data protection;
- conducted re-fresher course annually to ensure that all staff stay vigilant in preserving IT security;
- stayed tuned to the latest technological development on IT security in the market and adopted appropriate measures to protect our systems and data;
- conducted regular security audits on our IT systems and implemented improvement measures arising from audit recommendations to ensure a proper protection of the IT systems;
- installed a website filtering tool to prevent visits to websites that may cause IT security risks or may lead to violation of the Land Registry's IT security policy and guidelines; and
- put up a privacy policy on security protection of personal data on the Land Registry's website.

資訊科技服務 IT Services

(c) 未來計劃

(i) 新查冊系統

本處將於2010年第三季推出具有先進技術設計的新電腦系統，確保為客戶提供更穩定和可靠的查冊服務。新系統將會脫離內部系統獨立運作，從而盡量減低預定的內部系統維修及提升工程對本處為客戶提供查冊服務的影響。



新系統的服務時間將由現時的每天16小時延長至20小時，即由上午7時30分服務至翌日上午3時30分（系統接受訂單的截止時間為上午2時30分）。

(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，為未來實行的業權註冊提供全面支援。新系統設計的進行會因應修訂《土地業權條例》的立法程序作出配合。

(c) Future Plan

(i) New Search System

The Land Registry will launch a new computer system in the third quarter of 2010 with enhanced technical design for ensuring a more stable and reliable search services to customers. The new system will be separated from the internal systems to minimise the impact of scheduled maintenance and upgrading work of internal systems on the provision of public search service to customers.

Service hours of the new system will be extended from the present 16 hours to 20 hours a day, i.e. from 7:30 a.m. to 3:30 a.m. (with last order cut-off at 2:30 a.m.) the next day.

(ii) IT Support for Title Registration

A new IT system will be developed to provide full support for the future operation of title registration. We will work on the design of the new system to align with the legislative process to amend the LTO.



財政 管理

Financial Management

摘要

- 由於物業市道自2009年6月起復蘇，本處錄得盈利及年度總全面收益1.497億元。
- 2009/10年度的固定資產回報率為38.5%。
- 「綜合註冊資訊系統」網上服務登記用戶的帳戶申請費進一步下調50%。

(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

與2008/09年度比較，本處的整體收入增加了6,790萬元(上升15.2%)，主要因為物業市道復蘇。運作開支減少了300萬元(下降0.9%)，主要受惠於較低的折舊支出。

(c) 減費

為進一步鼓勵客戶使用電子服務，本處自2009年10月1日起，把「綜合註冊資訊系統」網上服務登記用戶的帳戶申請費由原來的2,000元大幅下調至1,000元。

同時，登記用戶帳戶須存入供支付其查冊及索取文件副本服務費的最低按金存額，亦由原先的1,000元下調至500元，或一筆相當於該帳戶兩個月的估計交易金額的款額，兩者以較高者為準。

(d) 展望

土地註冊處會繼續審慎理財。我們預計須為業權註冊而增加開支。

本處的收入和全年固定資產回報率，主要取決於物業市場的交投量；物業市況則取決於宏觀經濟因素和按揭利率的走勢。

不過，我們預計下個財政年度，仍能達致由財政司司長根據固定資產平均淨值制訂的回報。

財政管理 Financial Management

HIGHLIGHT

- Due to a revival in the property market since June 2009, the Land Registry achieved a profit and total comprehensive income of \$149.7 million.
 - For 2009/10, the rate of return on fixed assets was 38.5%.
 - Fees related to opening an IRIS Online Services subscriber account further reduced by 50%.
-

(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 average net fixed assets (ANFA) employed.

(b) Actual Performance

When compared with 2008/09, the Land Registry's overall revenue increased by \$67.9 million (up 15.2%) mainly due to revival in the property market. Operating expenses decreased by \$3.0 million (down 0.9%) mainly due to lower depreciation charges.

(c) Fee Reduction

To further promote the use of e-services, the Land Registry substantially reduced the application fee for opening an IRIS Online Services subscriber account from \$2,000 to \$1,000 with effect from 1 October 2009.

At the same time, the minimum deposit for settlement of search and copying services ordered in a subscriber account was reduced from \$1,000 to \$500 or an amount equivalent to two months' estimated transaction volume of the account, whichever is the higher.

(d) Forecast

The Land Registry will continue to exercise strict control on costs. Additional expenditure is expected to be incurred for title registration.

Revenue and rate of return on fixed assets will depend mainly on transaction volumes in the property market. This in turn depends on wider economic factors and the trend of mortgage interest rates.

Nevertheless, we expect to be able to achieve the return, as determined by the Financial Secretary, on ANFA employed in the coming financial year.

審計署署長

致立法會報告

Report of the Director of Audit to the Legislative Council



香港特別行政區政府
審計署



Audit Commission
The Government of the Hong Kong Special Administrative Region

獨立審計報告

致立法會

茲證明我已審核及審計列載於第76至105頁土地註冊處營運基金的財務報表，該等財務報表包括於2010年3月31日的財務狀況表與截至該日止年度的全面收益表、權益變動表和現金流量表，以及主要會計政策概要及其他附註解釋。

土地註冊處營運基金總經理就財務報表須承擔的責任

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

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 76 to 105, which comprise the statement of financial position as at 31 March 2010, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

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

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



審計署署長致立法會報告

Report of the Director of Audit to the Legislative Council

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。

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

我相信，我所獲得的審計憑證是充足和適當地為我的審計意見提供基礎。

意見

我認為，該等財務報表已按照香港財務報告準則真實而中肯地反映土地註冊處營運基金於2010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
2010年9月15日

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

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

Opinion

In my opinion, the financial statements give a true and fair view of the state of affairs of the Land Registry Trading Fund as at 31 March 2010 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
15 September 2010

財務報表

Certified Financial Statements

土地註冊處營運基金 全面收益表

Land Registry Trading Fund Statement of Comprehensive Income

截至二零一零年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2010
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2010	2009
營業額	Turnover	3	505,761	425,511
運作成本	Operating costs	4	(337,772)	(340,780)
運作盈利	Profit from operations		167,989	84,731
其他收入	Other income	5	9,858	22,183
除稅前盈利	Profit before tax		177,847	106,914
稅項	Taxation	6	(28,138)	(13,398)
盈利及年度 總全面收益	Profit and total comprehensive income for the year		149,709	93,516
固定資產回報率	Rate of return on fixed assets	7	38.5%	18.8%

第83至105頁的附註亦為本財務報表的一部分。

The notes on pages 83 to 105 form part of these financial statements.

土地註冊處營運基金 財務狀況表

Land Registry Trading Fund Statement of Financial Position

於二零一零年三月三十一日
(以港幣千元表示)

as at 31 March 2010
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2010	2009
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	302,754	313,156
無形資產	Intangible assets	9	56,264	53,771
持至期滿的證券	Held-to-maturity securities	10	100,533	100,082
			459,551	467,009
流動資產	Current assets			
應收帳款及預繳款項	Debtors and prepayments		14,270	16,272
有關連人士之應收帳款	Amounts due from related parties		8,804	9,773
應退稅款	Tax recoverable		—	6,460
銀行存款	Bank deposits		307,000	471,000
現金及銀行結餘	Cash and bank balances		221,414	19,169
			551,488	522,674
流動負債	Current liabilities			
遞延收入	Deferred revenue	11	13,773	10,219
客戶按金	Customers' deposits	12	25,756	25,585
應付帳款	Creditors		11,112	7,560
有關連人士之應付帳款	Amounts due to related parties		1,821	2,572
僱員福利撥備	Provision for employee benefits		4,609	3,342
應付稅款	Tax payable		14,216	—
			71,287	49,278
流動資產淨額	Net current assets		480,201	473,396
總資產減去流動負債	Total assets less current liabilities		939,752	940,405

第83至105頁的附註亦為本財務報表的一部分。
The notes on pages 83 to 105 form part of these financial statements.

土地註冊處營運基金
財務狀況表(續)

Land Registry Trading Fund
Statement of Financial Position (continued)

		附註 Note	2010	2009
非流動負債	Non-current liabilities			
遞延稅項	Deferred tax	13	10,711	11,373
僱員福利撥備	Provision for employee benefits		74,938	77,879
			854,103	851,153
資產淨額	NET ASSETS			
			854,103	851,153
資本及儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	14	118,300	118,300
保留盈利	Retained earnings	15	660,949	586,094
擬發紅利	Proposed dividend	16	74,854	146,759
			854,103	851,153

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
二零一零年九月十五日

Ms Olivia NIP, J.P.

Land Registrar and General Manager
Land Registry Trading Fund
15 September 2010

第83至105頁的附註亦為本財務報表的一部分。

The notes on pages 83 to 105 form part of these financial statements.

土地註冊處營運基金 權益變動表

Land Registry Trading Fund Statement of Changes in Equity

截至二零一零年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2010
(Expressed in thousands of Hong Kong dollars)

		2010	2009
在年初的結餘	Balance at beginning of year	851,153	1,045,643
年度總全面收益	Total comprehensive income for the year	149,709	93,516
年內已付紅利	Dividend paid during the year	(146,759)	(288,006)
在年終的結餘	Balance at end of year	854,103	851,153

第83至105頁的附註亦為本財務報表的一部分。
The notes on pages 83 to 105 form part of these financial statements.

土地註冊處營運基金 現金流量表

Land Registry Trading Fund Statement of Cash Flows

截至二零一零年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2010
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2010	2009
營運項目的現金流量	Cash flows from operating activities		
運作盈利	Profit from operations	167,989	84,731
折舊及攤銷	Depreciation and amortisation	33,362	42,818
遞延收入的 增加／(減少)	Increase/(Decrease) in deferred revenue	3,554	(2,195)
應付帳款及有關連 人士之應付帳款的 增加／(減少)	Increase/(Decrease) in creditors and amounts due to related parties	2,674	(3,172)
僱員福利撥備的 (減少)／增加	(Decrease)/Increase in provision for employee benefits	(1,674)	5,017
客戶按金的增加	Increase in customers' deposits	171	1,129
應收帳款及有關連 人士之應收帳款的 減少／(增加)	Decrease/(Increase) in debtors and amounts due from related parties	432	(1,572)
已付利得稅	Profits tax paid	(8,124)	(40,621)
營運項目的現金流入 淨額	Net cash from operating activities	198,384	86,135
投資項目的現金流量	Cash flows from investing activities		
銀行存款的減少(等同 現金除外)	Decrease in bank deposits (other than cash equivalents)	314,000	12,000
添置固定資產	Purchase of fixed assets	(25,326)	(16,867)
已收利息	Interest received	11,946	23,996
投資項目的現金流入 淨額	Net cash from investing activities	300,620	19,129

第83至105頁的附註亦為本財務報表的一部分。

The notes on pages 83 to 105 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
 Statement of Cash Flows (continued)

		附註 Note	2010	2009
融資項目的現金流量	Cash flows from financing activities			
已付紅利	Dividend paid		<u>(146,759)</u>	<u>(288,006)</u>
融資項目的現金流出 淨額	Net cash used in financing activities		<u>(146,759)</u>	<u>(288,006)</u>
現金及等同現金的增加/ (減少)淨額	Net increase/(decrease) in cash and cash equivalents		352,245	(182,742)
在年初的現金及等同 現金	Cash and cash equivalents at beginning of year		<u>19,169</u>	<u>201,911</u>
在年終的現金及等同 現金	Cash and cash equivalents at end of year	17	<u>371,414</u>	<u>19,169</u>

第83至105頁的附註亦為本財務報表的一部分。
 The notes on pages 83 to 105 form part of these financial statements.

財務報表附註

Notes to the Financial Statements

(除另有註明外，所有金額均以港幣千元為表示單位)

(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.

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.

財務報表附註

Notes to the Financial Statements

2. 主要會計政策(續)

Significant accounting policies (continued)

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.

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，或在報告期結束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 end of the reporting period, 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.

財務報表附註

Notes to the Financial Statements

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, bank 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(附註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(附註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).

2.3.2.3 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列帳。

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

財務報表附註

Notes to the Financial Statements

2. 主要會計政策(續)

Significant accounting policies (continued)

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報告期結束日作出評估，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，在全面收益表內確認。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，則該減值虧損會在全面收益表內回撥。

The carrying amount of loans and receivables and held-to-maturity securities are reviewed at the end of each reporting period to determine whether there is objective evidence of impairment. If any impairment evidence exists, a loss is recognised in the statement of comprehensive income 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 statement of comprehensive income.

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列帳(附註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 at cost less accumulated depreciation and any impairment losses (note 2.6):

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

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

- | | |
|---------|-----|
| — 物業 | 30年 |
| — 設備及器材 | 5年 |

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:

- | | |
|-----------------------|----------|
| — Buildings | 30 years |
| — Plant and equipment | 5 years |

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

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

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，並在出售日於全面收益表內確認。

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 statement of comprehensive income at the date of disposal.

財務報表附註

Notes to the Financial Statements

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(附註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)以直線法列入全面收益表。

Amortisation of intangible assets is charged to the statement of comprehensive income 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報告期結束日評估，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，則有關減值虧損在全面收益表內確認。資產的可收回數額為其公平值減出售成本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 the end of each reporting period to identify any indication of impairment. If there is an indication of impairment, an impairment loss is recognised in the statement of comprehensive income whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use.

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(香港特區政府)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 Hong Kong SAR Government") are charged to the LRTF and charged as expenditure in the year in which the associated services are rendered.

財務報表附註

Notes to the Financial Statements

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報告期結束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 end of the reporting period, 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。遞延稅項資產也可由未使用稅務虧損及稅項抵免而產生。

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，按在報告期結束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 end of the reporting period. Deferred tax assets and liabilities are not discounted.

遞延稅項資產的帳面金額在每個報告期結束日重新審閱，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 the end of each reporting period 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.

財務報表附註

Notes to the Financial Statements

2. 主要會計政策(續)

Significant accounting policies (continued)

2.10 收入的計算

Revenue recognition

營運收入在提供服務時確認。利息收入採用實際利率法以應計方式確認。

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

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

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

2.11 外幣換算

Foreign currency translation

本年度外幣交易，按交易當日的匯率換算為港元。以外幣計算的貨幣資產及負債，均按報告期結束日的匯率換算為港元。外匯換算產生的匯兌收益及虧損，會在全面收益表中確認。

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 end of the reporting period. Exchange gains and losses are recognised in the statement of comprehensive income.

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。這些人士包括香港特區政府各局及部門、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 Hong Kong SAR Government, in the ordinary course of its business.

財務報表附註

Notes to the Financial Statements

2. 主要會計政策(續)

Significant accounting policies (continued)

2.13 新訂及經修訂香港財務報告準則的影響

Impact of new and revised HKFRSs

香港會計師公會頒布了多項在本會計期內生效的新訂或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。然而，鑑於採納香港會計準則第1號(經修訂)「財務報表的呈報」，本財務報表的呈報方式作出變更。

The HKICPA has issued a number of new and revised HKFRSs which are 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. However, as a result of adopting HKAS 1 (Revised), Presentation of Financial Statements, there are changes to the presentation of these financial statements.

香港會計準則第1號(經修訂)引入全面收益表，並容許以單一報表或兩份相連報表呈報所有已確認收入及支出。土地註冊處營運基金選擇以單一報表呈報。該項準則亦把「資產負債表」改為「財務狀況表」及把現金流量表的英文標題“Cash Flow Statement”改為“Statement of Cash Flows”。

HKAS 1 (Revised) introduces the statement of comprehensive income and presents all items of recognised income and expense, either in one single statement, or in two linked statements. The LRTF has elected to present one statement. The standard also introduces title changes from “Balance Sheet” to “Statement of Financial Position” and from “Cash Flow Statement” to “Statement of Cash Flows”.

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(附註22)。

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

3. 營業額

Turnover

		2010	2009
辦理文件註冊	Registration of documents	266,858	223,643
查冊	Search	92,068	73,351
提供副本	Copying	83,220	68,114
業權報告	Reports on title	47,583	47,970
業主立案法團	Owners incorporation	10,175	7,110
其他	Others	5,857	5,323
總額	Total	505,761	425,511

財務報表附註

Notes to the Financial Statements

4. 運作成本

Operating costs

		2010	2009
員工費用	Staff costs	237,567	234,563
一般運作開支	General operating expenses	18,959	20,996
電腦服務開支	Computer service charges	29,655	23,942
租金及管理費	Rental and management charges	15,404	15,471
中央行政費用	Central administrative overheads	2,362	2,520
折舊及攤銷	Depreciation and amortisation	33,362	42,818
審計費用	Audit fees	463	470
總額	Total	337,772	340,780

5. 其他收入

Other income

		2010	2009
銀行存款利息	Bank deposits interest	4,413	17,313
持至期滿證券利息	Held-to-maturity securities interest	5,273	5,267
滙兌淨收益／(虧損)	Net exchange gain/(loss)	172	(397)
總額	Total	9,858	22,183

財務報表附註

Notes to the Financial Statements

6. 稅項

Taxation

(i) 於全面收益表內扣除的稅額如下：

Taxation charged to the statement of comprehensive income represents:

		2010	2009
本期稅項	Current tax		
本年名義利得稅的撥備	Provision for notional profits tax for the year	28,800	17,913
遞延稅項	Deferred tax		
暫記差額的產生及撥回	Origination and reversal of temporary differences	(662)	(3,607)
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)
稅項支出總額	Total tax expense	28,138	13,398

(ii) 稅項支出與全面收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:

		2010	2009
除稅前盈利	Profit before tax	177,847	106,914
按香港利得稅率16.5% (二零零九年度為16.5%)計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2009: 16.5%)	29,345	17,641
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	(1,207)	(3,335)
實際稅項支出	Actual tax expense	28,138	13,398

財務報表附註

Notes to the Financial Statements

7. 固定資產回報率

Rate of return on fixed assets

固定資產回報率是以總全面收益(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 total comprehensive income (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.

8. 物業、設備及器材

Property, plant and equipment

		土地 及建築物	電腦器材	器材、 傢具及裝置	總計
		Land and Buildings	Computer Equipment	Equipment, Furniture and Fittings	Total
成本	Cost				
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	350,000	114,155	16,553	480,708
在二零零九年四月一日	At 1 April 2009	350,000	114,155	16,553	480,708
添置	Additions	—	8,642	2,922	11,564
在二零一零年三月三十一日	At 31 March 2010	350,000	122,797	19,475	492,272
累計折舊	Accumulated depreciation				
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	60,333	94,384	12,835	167,552
在二零零九年四月一日	At 1 April 2009	60,333	94,384	12,835	167,552
年度費用	Charge for the year	3,851	15,972	2,143	21,966
在二零一零年三月三十一日	At 31 March 2010	64,184	110,356	14,978	189,518
帳面淨值	Net book value				
在二零一零年三月三十一日	At 31 March 2010	285,816	12,441	4,497	302,754
在二零零九年三月三十一日	At 31 March 2009	289,667	19,771	3,718	313,156

財務報表附註

Notes to the Financial Statements

9. 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

		2010	2009
成本	Cost		
在年初	At beginning of year	153,898	140,006
添置	Additions	13,889	13,892
在年終	At end of year	167,787	153,898
累計攤銷	Accumulated amortisation		
在年初	At beginning of year	100,127	84,139
年度費用	Charge for the year	11,396	15,988
在年終	At end of year	111,523	100,127
帳面淨值	Net book value		
在年終	At end of year	56,264	53,771

財務報表附註

Notes to the Financial Statements

10. 持至期滿的證券

Held-to-maturity securities

		2010	2009
按攤銷成本列帳	At amortised cost		
上市:	Listed:		
— 本港	— in Hong Kong	55,209	55,057
— 本港以外	— outside Hong Kong	15,042	14,991
		<u>70,251</u>	70,048
非上市	Unlisted	30,282	30,034
總額	Total	<u>100,533</u>	<u>100,082</u>

11. 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.

		2010	2009
查冊票	Search tickets	369	369
訂購費用或其他服務 收費	Subscription fees/other service charges	13,404	9,850
在年終的結餘	Balance at end of year	<u>13,773</u>	<u>10,219</u>

12. 客戶按金

Customers' deposits

		2010	2009
網上服務登記用戶	Online services subscribers	24,772	24,601
各政府部門	Government departments	984	984
在年終的結餘	Balance at end of year	<u>25,756</u>	<u>25,585</u>

財務報表附註

Notes to the Financial Statements

13. 遞延稅項

Deferred tax

在財務狀況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 statement of financial position and the movements during the year are as follows:

		多於有關折舊及攤銷 的折舊免稅額	其他暫記差額	總額
		Depreciation allowances in excess of the related depreciation and amortisation	Other temporary differences	Total
在二零零八年四月一日的結餘	Balance at 1 April 2008	15,951	(63)	15,888
於全面收益表內 計入	Credited to statement of comprehensive income	(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	11,445	(72)	11,373
在二零零九年四月一日的結餘	Balance at 1 April 2009	11,445	(72)	11,373
於全面收益表內 計入	Credited to statement of comprehensive income	(656)	(6)	(662)
在二零一零年三月三十一日的結餘	Balance at 31 March 2010	10,789	(78)	10,711

14. 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.

15. 保留盈利

Retained earnings

		2010	2009
在年初的結餘	Balance at beginning of year	586,094	639,337
年度總全面收益	Total comprehensive income for the year	149,709	93,516
擬發紅利	Proposed dividend	(74,854)	(146,759)
在年終的結餘	Balance at end of year	660,949	586,094

財務報表附註

Notes to the Financial Statements

16. 擬發紅利

Proposed dividend

建議就截至二零一零年三月三十一日止年度派發紅利7,485.4萬元(二零零九年度為1億4,675.9萬元)，相等於總全面收益的50%(二零零九年度另加添數額為1億元)。

A dividend of \$74.854 million (2009: \$146.759 million), based on 50% of the total comprehensive income (2009: plus an additional amount of \$100 million), is proposed for the year ended 31 March 2010.

17. 現金及等同現金

Cash and cash equivalents

		2010	2009
現金及銀行結餘	Cash and bank balances	221,414	19,169
銀行存款 (等同現金部分)	Bank deposits (cash equivalents portion)	150,000	—
在年終的現金及 等同現金	Cash and cash equivalents at end of year	371,414	19,169

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：

- (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8,800萬元(二零零九年度為8,500萬元)，這金額已計算在附註3的營業額項下。
- (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2,500萬元(二零零九年度為2,100萬元)，這金額已計算在附註4的運作成本項下。
- (iii) 向有關連人士購入的固定資產包括裝置工程。這些資產的總成本為300萬元(二零零九年度為200萬元)。

Apart from those separately disclosed in the financial statements, the other material related party transactions for the year are summarised as follows:

- (i) 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 \$88 million (2009: \$85 million). This amount is included in turnover under note 3.
- (ii) Services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to \$25 million (2009: \$21 million). This amount is included in operating costs under note 4.
- (iii) Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to \$3 million (2009: \$2 million).

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.

財務報表附註

Notes to the Financial Statements

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.

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

The LRTF does not have significant concentrations of credit risk. The maximum exposure to credit risk at the end of the reporting period without taking account of any collateral held or other credit enhancements is shown below:

		2010	2009
持至期滿的證券	Held-to-maturity securities	100,533	100,082
應收帳款	Debtors	11,126	10,092
有關連人士之應收帳款	Amounts due from related parties	8,804	9,773
銀行存款	Bank deposits	307,000	471,000
銀行結餘	Bank balances	221,371	19,123
總額	Total	648,834	610,070

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.

財務報表附註

Notes to the Financial Statements

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。在報告期結束日，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 end of the reporting period, 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:

		2010	2009
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-	100,533	100,082

(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.

19. 金融風險管理(續)
Financial risk management (continued)
(iv) 利率風險
Interest rate risk

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

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

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

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. Since the LRTF's held-to-maturity securities and 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.

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.

財務報表附註

Notes to the Financial Statements

19. 金融風險管理(續)

Financial risk management (continued)

下表以主要計息資產在報告期結束日的帳面值，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 end of the reporting period 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
2010						
持至期滿 的證券	Held-to-maturity securities	—	—	100,533	—	100,533
銀行存款	Bank deposits	257,000	50,000	—	—	307,000
總額	Total	257,000	50,000	100,533	—	407,533
2009						
持至期滿 的證券	Held-to-maturity securities	—	—	45,026	55,056	100,082
銀行存款	Bank deposits	291,000	180,000	—	—	471,000
總額	Total	291,000	180,000	45,026	55,056	571,082

(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.

19. 金融風險管理(續)

Financial risk management (continued)

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.

在報告期結束日，以美元為本位的金融資產總計有1.01億元(二零零九年度為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 end of the reporting period, financial assets totalling \$101 million (2009: \$101 million) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

(vi) 公平值

Fair values

在活躍市場買賣的金融工具的公平值是根據報告期結束日的市場報價釐定。如沒有該等市場報價，則以現值或其他估值方法以報告期結束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 end of the reporting period. 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 end of the reporting period.

持至期滿的證券在報告期結束日的公平值如下：

The fair values of held-to-maturity securities at the end of the reporting period were as follows:

		帳面值		公平值	
		Carrying value		Fair value	
		2010	2009	2010	2009
持至期滿的證券	Held-to-maturity securities	100,533	100,082	109,593	107,421

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財務狀況表內列帳。

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

財務報表附註

Notes to the Financial Statements

20. 資本承擔

Capital commitments

在二零一零年三月三十一日，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 2010, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows:

		2010	2009
已批准及簽約	Authorised and contracted for	51,234	8,019
已批准惟未簽約	Authorised but not yet contracted for	167,507	229,510
總額	Total	218,741	237,529

21. 經營租約承擔

Operating lease commitments

在二零一零年三月三十一日，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 2010, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows:

		2010	2009
不超過一年	Not later than one year	3,531	2,569
超過一年但不超過五年	Later than one year and not later than five years	4,051	—
總額	Total	7,582	2,569

財務報表附註

Notes to the Financial Statements

22. 已頒布但於截至二零一零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 2010**

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二零一零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 2010 and which have not been early adopted in these financial statements.

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

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

下列財務報告準則修訂及新準則可能會導致日後的財務報表須作出新的或經修訂的資料披露：

The following developments 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24號(經修訂)「關連人士披露」 HKAS 24 (Revised), Related Party Disclosures	二零一一年一月一日 1 January 2011
香港財務報告準則第9號「金融工具」 HKFRS 9, Financial Instruments	二零一三年一月一日 1 January 2013

附錄 Annex

(a) 2009/10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) 2009/10

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

附錄
Annex

(b) 2009/10年度土地註冊處客戶聯絡小組(公營機構)委員
Membership of the Land Registry Customer Liaison Group (Public Sector) 2009/10

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 張威平先生	Mr. C. Y. CHAN Mr. W. P. CHEUNG
香港海關	Customs & Excise Department	陳澤鵬先生 王銘思先生	Mr. C. P. CHAN Mr. Jason WONG
律政司	Department of Justice	曾嶸先生 蔣曉風先生 湯浩生先生 嚴永明先生	Mr. Charles TSANG Mr. Andy TSEUNG Mr. H. S. TONG Mr. Terry YIM
環境保護署	Environmental Protection Department	袁煥新先生	Mr. William 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	張佩其女士 曾偉誠先生	Ms. P. K. CHEUNG Mr. W. S. TSANG
房屋署	Housing Department	李倫先生 黃健雄先生	Mr. L. LI Mr. K. H. WONG
廉政公署	Independent Commission Against Corruption	周國雄先生 鄧偉強先生	Mr. Terry CHOW Mr. Wilson TANG
稅務局	Inland Revenue Department	盧靄怡女士 鍾劍琴女士	Ms. O. Y. LO Ms. K. K. CHUNG
地政總署	Lands Department	陳淑華小姐	Miss Junie CHAN
破產管理署	Official Receiver's Office	甯潘淑芳女士 楊玉雲女士	Mrs. Agnes NING Ms. Annie YEUNG
規劃署	Planning Department	李惠玲女士	Ms. Wendy LI
差餉物業估價署	Rating and Valuation Department	羅瑞昌先生	Mr. S. C. LAW

附錄 Annex

(c) 2009/10年度土地註冊處聯合常務委員會委員

Membership of the Land Registry Joint Standing Committee 2009/10

香港律師會	The Law Society of Hong Kong	梁雲生先生 林月明女士 林新強先生 顏安德先生	Mr. Vincent LIANG Ms. Emily LAM Mr. Ambrose LAM Mr. Andy NGAN
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