



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

ANNUAL REPORT 年報

2010-11



Pursue Excellence  
Move ahead with Time  
卓越追求 與時並進



## 年報設計概念

封面採用色彩繽紛的香港高樓大廈及地標，圍繞著日夜運行的時鐘，表達出土地註冊處堅守「卓越追求，與時並進」的服務精神，並反映香港是一個充滿生氣和活力的城市。

### Design Concept of Annual Report

The cover portrays colourful buildings and landmarks of Hong Kong situated around a clock that runs throughout the day and night, reflecting the Land Registry's firm belief in a service culture to "Pursue Excellence, Move ahead with Time", and at the same time projecting the energy and vibrancy of the city of Hong Kong.



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# 十八年回顧 Eighteenth Year in Review



## (a) 土地註冊處處長報告

我很高興向各位匯報，截至2011年3月31日財政年度的土地註冊處營運基金持續錄得理想的業績。

受惠於香港經濟強勁復蘇，物業市道在2010/11年度持續興旺。年內，本處土地文件的註冊量和查閱土地紀錄的宗數，較2009/10年度分別上升了15%和10%。2010/11年度的營業額增加了13.4%，達5.734億元；盈利及總全面收益亦增加了35.9%，達2.035億元。截至2011年3月31日財政年度，營運基金錄得固定資產回報率為52.6%，創歷年新高。「綜合註冊資訊系統」網上服務登記用戶的數目進一步增加12%，達916個。我在此衷心感謝各位客戶在過去一年的支持。

我們致力向客戶提供優質和高效的服務，為部門穩固的財政表現奠下基礎。年內，我們進一步提升辦理土地文件註冊的服務指標，註冊時間由16個工作天減至15個工作天，並超標完成所有的服務承諾。我們另一項服務提升的里程碑，是在2010年8月推出新查冊系統，並把網上查冊的服務時間由每天16小時延長至20小時。新查冊系統令「綜合註冊資訊系統」的公眾查冊功能獨立運作，不會受到內部註冊系統定期維修及提升工程的影響，為客戶提供更穩定和可靠的查冊服務。而網上查冊服務由「綜合註冊資訊系統」過渡至新查冊系統的過程亦十分穩暢。

儘管我們在2010/11年度的業績理想，前景仍是充滿挑戰。全球經濟自2009年金融海嘯後復蘇至今已踏入第三年，惟整體經濟前景存在越來越多不明朗的因素。至於本港，特區政府有見住宅物業的投機活動日趨頻繁，向24個月內轉手的物業徵收特別印花稅。香港金融管理局亦收緊了住宅物業估值的最高按揭貸款成數。這些措施有利於香港物業市場的長遠健康發展，但無可避免地會影響我們的業務。

### (a) Land Registrar's Statement

I am pleased to report another year of impressive performance by the Land Registry Trading Fund for the financial year ended 31 March 2011.

Riding on the strong recovery of our economy, the property market continued to prosper in 2010/11. Intake of documents for registration and search of land records increased by 15% and 10% respectively as compared to that in 2009/10. The turnover for 2010/11 increased by 13.4% to \$573.4 million, while profits and total comprehensive income increased by 35.9% to \$203.5 million. The Trading Fund achieved a record rate of return of 52.6% on fixed assets for the year ended 31 March 2011. The number of Integrated Registration Information System (IRIS) Online Services subscribers increased further by 12% to 916. I would like to take this opportunity to extend my heartfelt thanks to our customers for their support and patronage over the past year.

Indeed, underpinning our solid financial performance is our on-going commitment in providing quality and efficient customer services. During the year, we further enhanced the service standard for registration of land documents by reducing the time span from 16 to 15 working days, and we succeeded in exceeding all our performance pledges. Another important milestone in service enhancement was the launch of a new search system in August 2010 with extended service hours from 16 to 20 daily. By separating the public search infrastructure from the internal registration functions of the IRIS, system maintenance and upgrading will no longer cause disruption to search services, thereby providing a more stable and reliable search experience for users. The transition of our online search services to the new search system was smooth and seamless.

Despite our strong performance in 2010/11, challenges are abound. As we ride into the third year of recovery from the global economic crisis in 2009, there are increasing uncertainties over the global economic prospect. Locally, in response to the growing speculation in residential properties, the Government has introduced a Special Stamp Duty on their resale within 24 months of acquisition. The Hong Kong Monetary Authority has also tightened the maximum loan-to-value ratio for residential mortgage lending. While these measures are conducive to a more healthy development of our property market, they will inevitably have a bearing upon our business volume.



十八年回顧

## Eighteenth Year in Review

營運基金的業績雖容易受到外圍經濟環境因素的影響，我們仍貫徹提供最優質服務的承諾。最近，我們在部門網頁推出街道索引及新界地段／地址對照表的網上版本，供公眾免費瀏覽。我們亦會在電子註冊摘要表格加入新增功能，包括利用物業參考編號自動填寫物業地址和地段號碼，以及加強資料輸入功能，以便大量輸入註冊摘要的資料。我們準備在2011年第三季推出表格加強版的原型供客戶試用。

我們的另一項重要工作是為香港制定和實施業權註冊制度。在2009/10年度的年報，我曾提及主要持份者就《土地業權條例》下的「強制更正」規則應否以「即時不可推翻」原則取代的爭論，並提及該等爭論對土地業權制度及其實施時間表的深遠影響。在過去12個月，我們透過《土地業權條例》督導委員會、立法會研究《土地業權條例》修訂建議聯合小組委員會以及其他與個別持份者召開的會議，與持份者廣泛及深入討論有關議題。該等會議和討論讓各持份者了解彼此關注的問題，也幫助我們考慮如何以最佳方案協調他們不同的意見和關注。

最近，我們提出了新方案，建議把「自動轉換」分為兩個階段進行，即是在首階段的轉換應用「強制更正」規則，為期12年；在最後階段的全面轉換則採取「即時不可推翻」原則。持份者初步對新方案持正面回應，我們對此深感鼓舞。縱使新方案或需按各方的意見作進一步調整，我衷心期望持份者會繼續給予全力支持，這對進一步推展土地業權工作的動力至為重要。

我們一般會把跟部門日常工作有緊密聯繫的專業人士、業界及其他業務伙伴界定為「持份者」。然而，香港有超過半數家庭是物業的註冊業主，所以市民大眾是我們最根本的持份者。我們計劃與業界就上述兩個階段的轉換機制取得共識後，便向市民闡釋最新進展，並聽取他們對新方案的意見。與此同時，我們正擬備一套介紹香港土地註冊制度的教材，作為新高中課程通識教育科的教學資源。我們相信此教材將有助年青一代了解現行的土地註冊制度，並引發他們對未來業權註冊變革的興趣。

最後，我要感謝同事們在過去一年的卓越工作表現。他們的投入、專業和努力不懈，贏取了客戶和工作伙伴的認同和讚譽。值得一提的是，本處的同事獲頒2010年「申訴專員嘉許獎」的公職人員獎，正好彰顯我們一直秉持的優質服務文化。我能夠成為這個優秀團隊的一份子，實在是莫大的榮幸。

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  
2011年9月29日

Notwithstanding that our performance is susceptible to the external economic environment, we remain committed to delivering services of the highest quality. In this regard, we have recently launched an online version of the Street Index and the New Territories Lot/Address Cross Reference Table for free browsing on the Land Registry's website. We will also introduce new features to the e-memorial form, including auto-filling of property addresses and lot numbers by using the Property Reference Number, and data input facility for bulk input of memorial data. We plan to launch a prototype of the enhanced version for trial use in the third quarter of 2011.

Another key aspect of our work is the development and implementation of a title registration system in Hong Kong. In the 2009/10 annual report, I mentioned about the debate among major stakeholders on whether the "mandatory rectification" rule under the Land Titles Ordinance should be replaced by the principle of "immediate indefeasibility", and the far-reaching implications of the debate on the land titles system and its implementation timetable. Over the past twelve months, we have held extensive and in-depth discussion on the issue with stakeholders, through the Land Titles Ordinance Steering Committee, the Joint Subcommittee on Amendments to Land Titles Ordinance of the Legislative Council and other meetings with individual stakeholders. The meetings and discussion have enabled stakeholders to appreciate the concerns of one another, and offered us the opportunity to consider how best to accommodate their divergent views and concerns.

Recently, we have put forward a new option involving two stages of automatic conversion, whereby the "mandatory rectification" rule would apply during the first stage of conversion for twelve years, and the "immediate indefeasibility" principle would be adopted after the final stage of full conversion. We are encouraged to note that the initial response of stakeholders is positive. While this new option may require further fine-tuning in the light of stakeholders' comments, I very much hope that stakeholders would continue to lend us their full support, which is crucial in renewing the momentum for the land titles exercise.

Our reference to "stakeholders" is often in respect of professionals, market participants and other business partners who are closely involved in our work. With over half of the families in Hong Kong being registered property owners, the public is our ultimate stakeholder. Subject to a consensus being reached with key industry players on the above mentioned two-stage conversion mechanism, we plan to update members of the public on the latest development and to hear their views on the proposed way forward. Meanwhile, we are also preparing a teaching kit on land registration system in Hong Kong as a learning resource for the subject of liberal studies in the new senior secondary curriculum. We believe this teaching kit will help promote better understanding of the present land registration system and instil interests in the forthcoming title registration reform among the younger generation.

Finally, I wish to thank my colleagues for another year of excellent work. Their dedication, professionalism and diligence have won the recognition and commendation of our customers and partners. Worth particular mentioning was the Ombudsman's Awards 2010 for Officers of Public Organisations awarded to a staff member, which attests to our firmly rooted service culture. I am truly honoured and privileged to be part of this great team.



**Olivia NIP, J.P.**

The Land Registrar & General Manager  
The Land Registry Trading Fund, Hong Kong  
29 September 2011



# 十八年回顧 Eighteenth Year in Review

## (b) 2010/11年度重要事項 Highlights of 2010/11

# 3

2010年3月1日至5月31日  
1 March to 31 May 2010

為「陽光路上」培訓計劃安排就業見習

Arranged job attachment for the Sunnyway — On The Job Training Programme



# 4

2010年4月13日  
13 April 2010

公布2010/11年度服務承諾，提升服務水平

Announced the enhanced Performance Pledges 2010/11



# 5

2010年5月6日  
6 May 2010

與國際成就計劃香港部合作，為學生舉辦「工作影子日」

Organised the Job Shadow Day for students in collaboration with the Junior Achievement Hong Kong



2010年4月28日  
28 April 2010

開售電腦光碟《街道索引》(第42版)及《新界地段／地址對照表》(第11版)

Launched for sale the Street Index (42nd edition) and the New Territories Lot/Address Cross Reference Table (11th edition) on compact disc





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2010年6月2日  
2 June 2010

海口市財政局代表團到訪

Received a delegation from the Finance Bureau of Haikou Municipality



2010年6月14日  
14 June 2010

揚州政府人員代表團到訪

Received a delegation of Mainland officials from Yangzhou



2010年6月27日及28日  
27 & 28 June 2010

參加由香港公益金舉辦的「公益綠『識』日」

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



十八年回顧

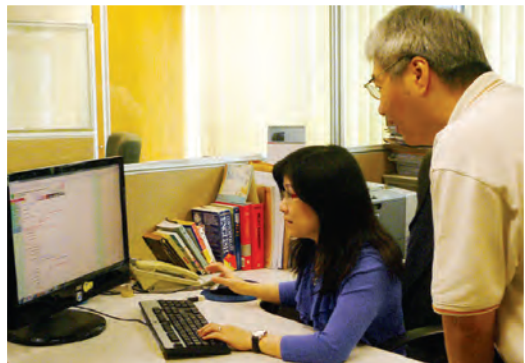
Eighteenth Year in Review

8

2010年8月21日  
21 August 2010

推出新查冊系統及延長系統服務時間

Launched the new search system with extension of service hours



9

2010年9月22日  
22 September 2010

參加由綠色和平舉辦的「無車日」

Participated in the Carfree Day organised by Greenpeace

2010年9月28日  
28 September 2010

參加由香港公益金舉辦的「公益服飾日」

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

2010年9月及10月  
September & October 2010

舉辦「客戶交流會」· 講解「中止為文書註冊的一般原因」

Conducted "Meet the Clients Sessions" on "Common Reasons for Withholding Instruments from Registration"





# 10

2010年10月20日  
20 October 2010

向立法會提交《土地註冊處營運基金  
2009/10年度年報》

Tabled the Land Registry Trading Fund  
Annual Report 2009/10 in the  
Legislative Council



2010年10月26日至29日  
26 to 29 October 2010

土地註冊處處長出席在澳洲柏斯舉行的第37屆業權註冊處處長會議

The Land Registrar attended the 37th Registrars of Title Conference held  
in Perth, Australia





十八年回顧

Eighteenth Year in Review

11

2010年11月1日  
1 November 2010

土地註冊處營運基金2008/09年報獲頒由香港管理專業協會主辦的2010年「最佳年報」比賽優異獎

The Land Registry Trading Fund Annual Report 2008/09 was awarded an Honourable Mention in the Best Annual Reports Awards 2010 organised by the Hong Kong Management Association



2010年11月16日  
16 November 2010

土地註冊主任麥傑卿女士獲頒2010年「申訴專員嘉許獎」的「公職人員獎」

Miss Hayley Mak (Land Registration Officer) received The Ombudsman's Awards 2010 for Officers of Public Organisations

2010年11月21日  
21 November 2010

獲衛生署頒發感謝狀以表揚本處鼎力支持「器官捐贈」推廣活動

Received Certificate of Compliment from the Department of Health for pledging support to organ donation promotion



2010年11月24日  
24 November 2010

香港中文大學 — 清華大學金融財務工商管理碩士生代表團到訪

Received a delegation of the Master of Business Administration students in Finance from the Chinese University Hong Kong-Tsinghua University





12

2010年12月18日  
18 December 2010

在第30屆全港長者舞蹈節向長者送贈由本處同事製作的1,000份紀念品

Presented 1,000 souvenirs (hand-made by colleagues) to the elderly during the 30th Hong Kong Dance Festival for the Elderly



1

2011年1月16日  
16 January 2011

參加由香港青年旅舍協會及昂坪360舉辦的「昂步棧道2011」

Participated in the Ngong Ping Charity Walk 2011 organised by Hong Kong Youth Hostels Association and Ngong Ping 360





十八年回顧

Eighteenth Year in Review

# 2

2011年2月1日  
1 February 2011

參加香港紅十字會的捐血活動

Participated in blood donation by Hong Kong Red Cross

2011年2月20日  
20 February 2011

參加香港渣打馬拉松賽事

Participated in the Standard Chartered Hong Kong Marathon



2011年2月21日  
21 February 2011

獲香港社會服務聯會頒授連續5年「同心展關懷」標誌

Awarded the Caring Organisation Logo for Five Consecutive Years by the Hong Kong Council of Social Service



3



2011年3月4日  
4 March 2011

香港專業教育學院(屯門)學生  
代表團到訪

Received a delegation of students  
from the Institute of Vocational  
Education (Tuen Mun)

2011年3月10日  
10 March 2011

比利時註冊處代表團到訪

Received a delegation from the  
Registry of Belgium



2011年3月22日  
22 March 2011

參加由香港公益金舉辦的「公益行善『折』食日」

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

# 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。







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。
- 開發人力資源、發展資訊科技、優化服務環境，確保為客戶提供高效及優質服務。
- 與時並進，提倡及循序落實香港土地業權註冊制度。

### 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。



## Our Vision

To be the best in all that we do.

## Our Mission

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

## 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.



理想、使命、信念及職能

Vision, Mission, Values and Functions

### 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17,000億港元。
- 本年查閱註冊資料逾700萬宗。
- 逾80個政府部門和機構使用土地註冊處的資料進行規劃研究以至執行法例等事宜。
- 土地註冊資料顯示的物業交易可追溯至1844年，乃香港經濟和社會歷史的資料寶庫。

### 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，處理成立業主立案法團註冊的申請。





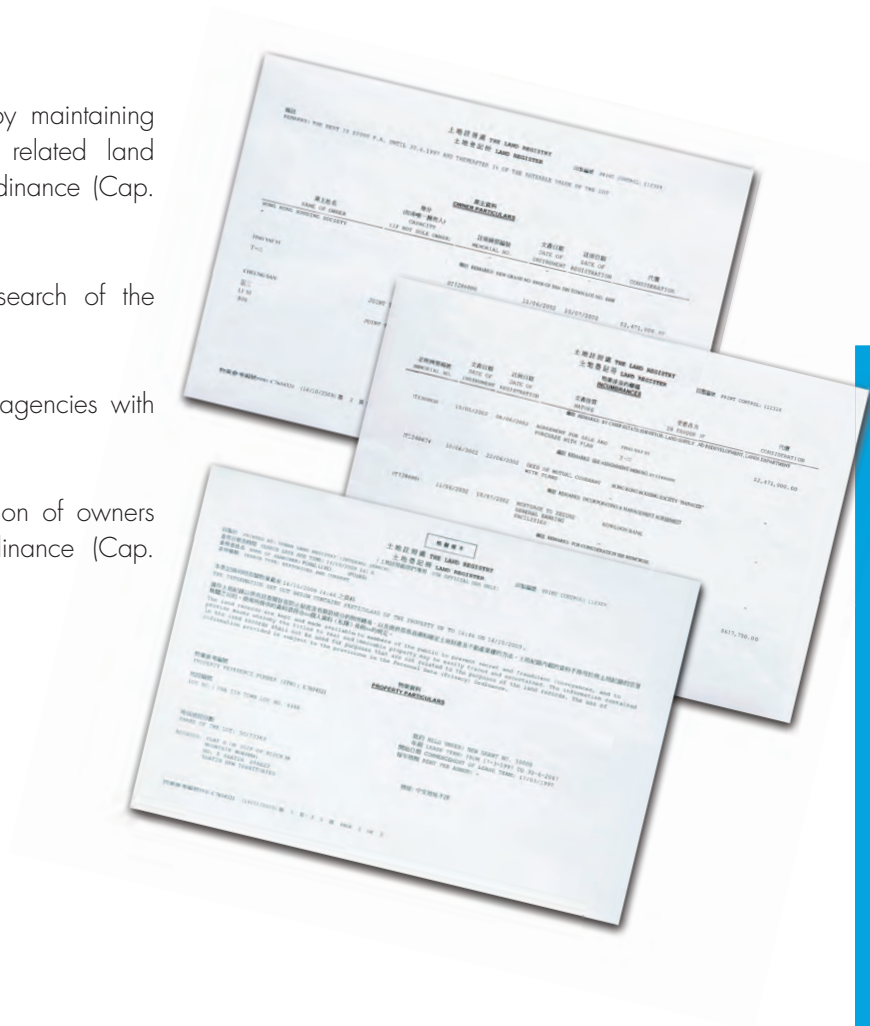
## Our Value to Hong Kong

- Over half of all Hong Kong families are registered property owners.
- Banks and financial institutions loan about HK\$1,700 billion against the security of registered land and property.
- Over seven million searches of registered information take place this year.
- Over 80 Government departments and agencies use the Land Registry's information for purposes ranging from planning studies to law enforcement.
- Registered information traces back to 1844 — providing resources for the economic and social history of Hong Kong.

## 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).



# 企業管治

## Corporate Governance

### 摘要

- 本處透過確立的架構，致力實施具問責性、誠信及透明度的有效企業管治。
- 在2010/11年度，我們超越所有的服務指標，並進一步提升服務承諾。
- 年內，我們就部門服務及員工表現共收到379個客戶表揚及14項建議。

### (a) 管治架構

本處以問責、誠信及透明度為基石，透過制定的服務標準，力求達致最佳的企業管治水平。

#### (i) 問責性

本處須分別向發展局和財經事務及庫務局負責及匯報部門的業績和財務表現。我們每年會向兩個決策局呈交中期企業計劃暨年度業務計劃以供批核。企業計劃訂定本處未來五年的發展綱領，而業務計劃則作為評核本處每年業績的基準。我們定期與發展局開會，以檢討業務表現。發展局亦會為我們的新措施給予政策指引。此外，我們亦與負責監督本處財務表現的財經事務及庫務局定期聯繫。



#### (ii) 誠信

根據《營運基金條例》(第430章)，我們可自主進行資本投資及運用資源，以靈活回應服務需求及提高營運效率。在靈活自主的基礎下，我們執行職務時更需要履行恪守誠信的責任。本處全體人員均須遵守部門指引及相關政府規則和程序，以妥善履行日常職責。土地註冊處經理是本處的誠信事務主任，負責監管部門的誠信管理事宜。本處除了為員工舉辦培訓課程及工作坊外，亦會定期公布及傳閱有關誠信管理的指引和通告，以提升員工對誠信管理的認知。



### Highlight

- The Land Registry is committed to effective corporate governance through an established framework for accountability, integrity and transparency.
- In 2010/11, we exceeded all the performance pledges and introduced further enhancements.
- We received 379 commendations and 14 suggestions on our provision of services and staff performance for 2010/11.

### (a) Governance Framework

The Land Registry strives to achieve the best in corporate governance. To this end, we have established performance standards based on the cornerstones of accountability, integrity and transparency.

#### (i) Accountability

The Land Registry is accountable to the Development Bureau and the Financial Services and the Treasury Bureau on its business and financial performance respectively. We submit a Medium Range Corporate Plan-cum-Annual Business Plan to the two Bureaux for approval each year. The Corporate Plan sets out the blueprint for the department's development in the next five years, while the Business plan serves as the basis against which our annual performance is evaluated. We meet regularly with the Development Bureau to review our business performance. The Development Bureau also provides policy steer on our new initiatives. In addition, we maintain regular liaison with the Financial Services and the Treasury Bureau, which monitors our financial performance.

#### (ii) Integrity

Under the Trading Funds Ordinance (Cap. 430), we have the flexibility to respond to service needs and enhance operational efficiency through autonomy in capital investment and the use of resources. Underpinning this flexibility is the duty to uphold integrity in discharging our responsibilities. All Land Registry staff conduct their daily business in a proper manner by complying with the departmental guidelines and the relevant Government rules and procedures. The Registry Manager is the Ethics Officer of the Land Registry overseeing the integrity management work in the department. Apart from organising training courses and workshops, relevant guidelines and circulars on integrity management are promulgated and re-circulated to staff regularly to raise their awareness.

### (iii) 透明度

本處亦奉行以高透明度運作。根據《營運基金條例》，我們每年須呈交營運基金的年報連同經審計署署長審核的財務報表予立法會省覽。為讓公眾知悉部門業務和物業市場的最新情況，我們亦會每月發表土地註冊和查冊的統計數據。

此外，我們透過定期進行的客戶聯絡小組會議，與私營及公營機構的客戶保持緊密聯繫。由土地註冊處處長召集的《土地業權條例》督導委員會則是一個重要渠道，讓主要持份者共同研究準備實施土地業權註冊制度的重要事項。

### (b) 服務承諾

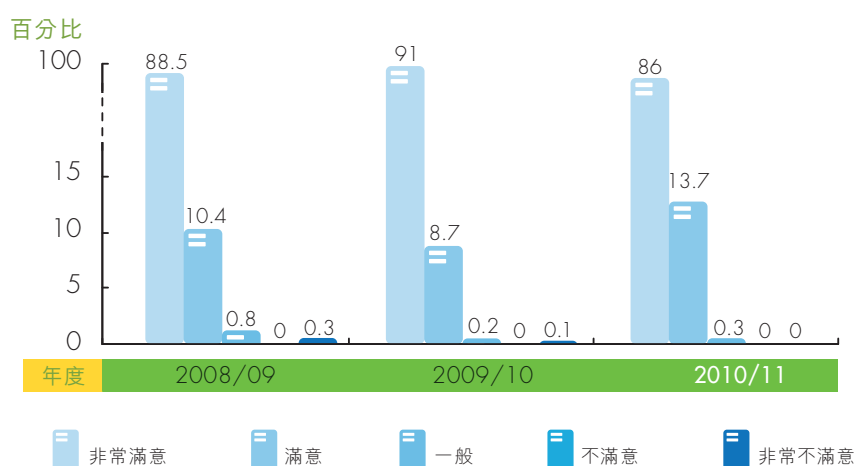
本處自1993年起每年檢討「服務承諾」，以貫徹我們持續提升服務質素和效率的方針。在2010/11年度，我們超越所有訂定的服務指標，並進一步提升服務承諾。值得一提的是我們把土地文件註冊的時間由16個工作天縮減至15個工作天，以提升土地文件註冊的服務標準。附件I(a)列出我們於年內的服務承諾和表現。

我們會在2011年4月進一步提升服務指標，包括電話查詢服務、修訂土地登記冊的一般個案資料，以及為再交付註冊的中止註冊契約辦理註冊。2011/12年度的新服務承諾見附件I(b)。

### (c) 客戶意見

在2010/11年度，本處透過客戶服務熱線、部門網頁、客戶意見卡、來信和電郵等途徑收到379個客戶表揚。

#### 客戶滿意程度



我們亦在2010/11年度內收到14項建議及22項投訴。所有建議和投訴均已迅速回應及圓滿處理。



### (iii) Transparency

The Land Registry's operation is also guided by the principle of transparency. As provided under the Trading Funds Ordinance, the Trading Fund's annual report together with the financial statements audited by the Director of Audit are required to be tabled in the Legislative Council each year. To help keep the public abreast of our work and the latest situation in the property market, we also publish statistics on land registration and search on a monthly basis.

We maintain close contact with our private and public sector customers through our regular Customer Liaison Group meetings. The Land Titles Ordinance Steering Committee convened by the Land Registrar serves as an important forum for major stakeholders to consider key issues in preparation for the implementation of our land titles system.

### (b) Performance Pledges

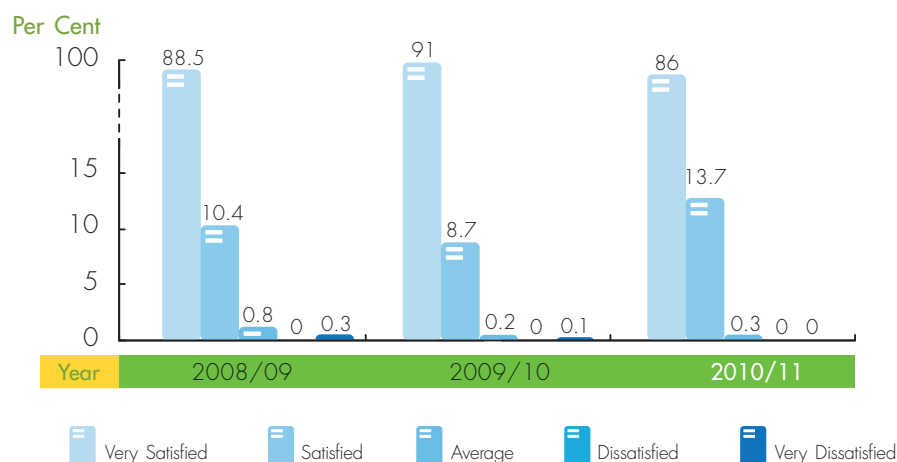
As part of our continuing commitment to improve the quality and efficiency of services, we have been conducting review of our performance pledges annually since 1993. In 2010/11, we exceeded all the performance pledges and introduced further enhancements. In particular, we upgraded the service standard of registration of land documents by reducing the time span from 16 to 15 working days. Annex I (a) sets out the pledges and our performance for the year.

To further improve our service in the coming year, we will implement enhanced performance targets for telephone enquiry services, amendment of registered data of simple cases and registration of withheld deeds re-delivered for registration in April 2011. The new set of performance pledges for 2011/12 is at Annex I (b).

### (c) Customer Feedback

In 2010/11, the Land Registry received 379 commendations through the customer service hotline, Land Registry's homepage, comment cards, letters and emails.

#### Customer Satisfaction Rate

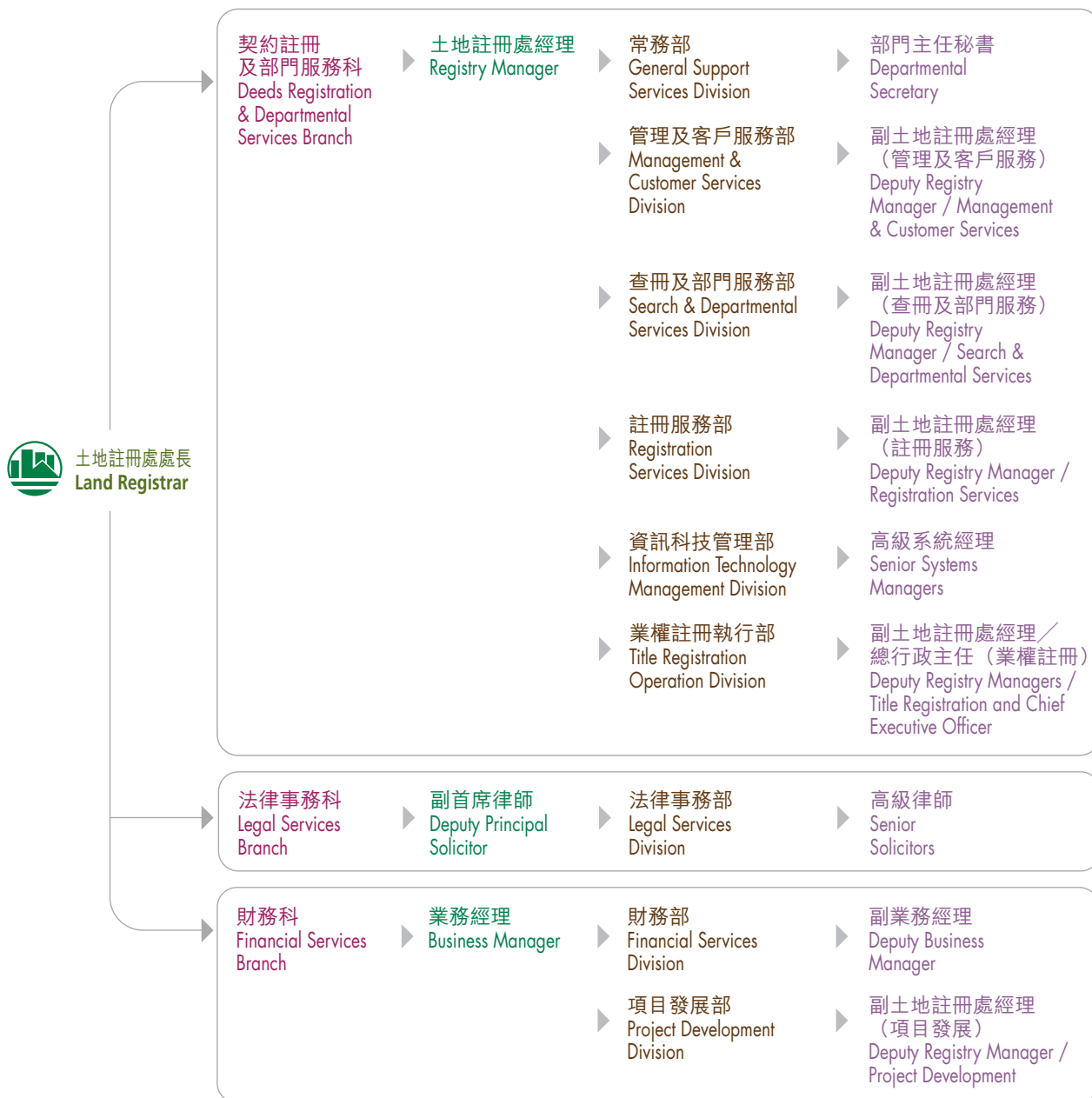


We also received 14 suggestions and 22 complaints in 2010/11. All the suggestions and complaints were promptly addressed and fully responded.

(d) 架構及管理 Structure and Management

土地註冊處組織架構圖(截至2011年3月31日)

Organisation Chart of the Land Registry (as at 31 March 2011)





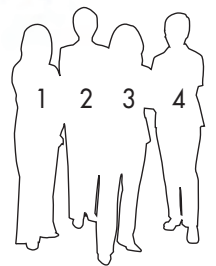
土地註冊處處長及各科主管  
The Land Registrar and Branch Heads

1 李婉兒女士 **Ms. Angel LI**  
副首席律師 Deputy Principal Solicitor

2 方吳淑儀女士 **Mrs. Amy FONG**  
土地註冊處經理 Registry Manager

3 聶世蘭女士 **Ms. Olivia NIP, J.P.**  
土地註冊處處長 Land Registrar

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





契約註冊及部門服務科  
Deeds Registration & Departmental Services Branch

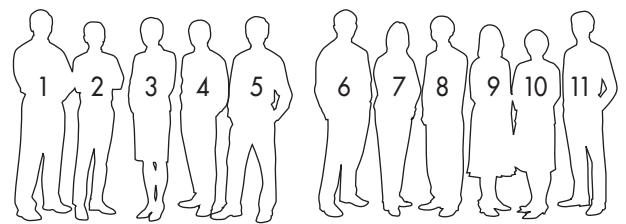
1 伍仲良先生  
**Mr. Albert NG**  
高級系統經理  
Senior Systems Manager

2 李冠殷先生  
**Mr. Alfred LEE**  
政務主任(政策)  
Assistant Secretary (Policy)

3 方吳淑儀女士  
**Mrs. Amy FONG**  
土地註冊處經理  
Registry Manager

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

5 陳錦全先生  
**Mr. Steve CHAN**  
部門主任秘書  
Departmental Secretary



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

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

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

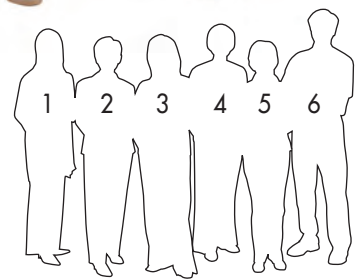
**9** 李芳群女士  
**Miss Fion LI**  
副土地註冊處經理  
Deputy Registry Manager

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

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



法律事務科  
 Legal Services Branch



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

**3** 李婉兒女士  
**Ms. Angel LI**  
 副首席律師  
 Deputy Principal Solicitor

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

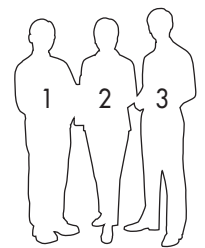
**2** 蔡恒璇女士  
**Ms. Christina CHOI**  
 高級律師  
 Senior Solicitor

**4** 陳佩冰女士  
**Ms. Sally CHAN**  
 高級律師  
 Senior Solicitor

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



財務科  
Financial Services Branch



**1** 陳國開先生  
**Mr. Albert CHAN**  
副業務經理  
Deputy Business Manager

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

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

## 管理架構

- 土地註冊處由土地註冊處處長領導，下設三個科，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土地註冊處提供支援。

## 分科和分部

### 契約註冊及部門服務科

#### 註冊服務部

- 按《土地註冊條例》(第128章)為影響香港土地的文件提供註冊服務。

#### 查冊及部門服務部

- 提供查冊服務；提供業權報告予政府部門，以及處理成立業主立案法團的申請。

#### 管理及客戶服務部

- 管理和發展土地註冊主任職系；提供客戶服務、預計和回應客戶的需要；以及因應土地註冊處的營運需要制定全面培訓計劃以發展人力資源。

#### 業權註冊執行部

- 為業權註冊制度制定運作模式和設計新的註冊程序；籌劃和推行相關的宣傳及教育計劃。
- 為實施業權註冊制度提供行政支援，並為與《土地業權條例》相關的主要委員會提供秘書支援服務。

#### 資訊科技管理部

- 管理及監察「綜合註冊資訊系統」及新查冊系統的日常運作及持續的系統提升工作；開發電腦系統，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。

#### 常務部

- 籌劃、管理和檢討人力資源、辦公室用地和行政制度，以及為部門提供一般支援服務。



## Management Structure

- Headed by the Land Registrar, the Land Registry is organised into three functional branches each led 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 Land Registry is also supported by legal, financial and IT professionals, and general grades staff.

## Branch and Division

### Deeds Registration and Departmental Services Branch

#### *Registration Services Division*

- To provide services for the registration of documents affecting land under the Land Registration Ordinance (Cap. 128).

#### *Search & Departmental Services Division*

- To provide search services, reports-on-title to Government departments and to handle applications for registration of owners' corporations.

#### *Management & Customer Services Division*

- To manage and develop the LRO Grade; to provide customer services, anticipate and respond to their needs; and to develop human resources through comprehensive training programmes to meet the business needs of the Land Registry.

#### *Title Registration Operation Division*

- To develop operational practices and design new registration processes for the Title Registration System (TRS) and to plan and implement related publicity and education programmes.
- To provide administrative support to the implementation of the TRS and secretariat support to major committees concerning the Land Titles Ordinance (LTO).

#### *Information Technology Management Division*

- To manage and oversee the daily operation and on-going enhancements of the Integrated Registration Information System and the new search system; to develop computer systems to support the TRS; and to provide IT support for various services in the Land Registry.

#### *General Support Services Division*

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

## 法律事務科

### 法律事務部

- 就部門的職能提供法律意見和支援服務，以及負責所有與契約註冊制度有關的法律工作。
- 就準備實施《土地業權條例》提供法律意見和支援服務；檢討《土地業權條例》；擬備規例、法定表格，以及向執業人士提供專業指引。

## 財務科

### 財務部

- 擬備和管控財政預算、管理財務會計、評估成本及各項收費、檢討會計程序及財務制度；以及負責部門的物料供應事宜。

### 項目發展部

- 策劃及推行部門的新措施，以提升土地註冊處的服務質素。

## Legal Services Branch

### *Legal Services Division*

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

## Financial Services Branch

### *Financial Services Division*

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

### *Project Development Division*

- To plan and implement new management initiatives for improvement of service quality of the Land Registry.

# 企業社會責任

## Corporate Social Responsibility

### 摘要

- 土地註冊處積極參與本地的社區計劃，以履行企業公民責任。
- 我們不時與社會機構或其他政府部門合作，致力協助弱勢社群、關懷員工及保護環境。

### (a) 企業公民

本處十分重視企業社會責任，致力成為優秀的企業公民。我們服務社群的活動集中在六大範疇：

#### (i) 支持社會服務

土地註冊處義工隊自2005年起與約十多個其他政府部門合力推動「義工服務協作計劃」。在2010/11年度，我們的義工隊為長者和兒童籌辦了25項義工活動。我們亦鼓勵同事參與器官捐贈和捐血等社區活動。

於2011年2月，我們獲香港社會服務聯會頒授連續5年「同心展關懷」標誌，以表揚我們持續為社會服務。

#### (ii) 鼎力募捐

我們鼓勵同事慷慨捐助公益金，參與其「商業及僱員募捐計劃」下的多項活動。

我們也積極參與其他具意義的籌款活動，包括自2002年起透過參加香港渣打馬拉松賽事，為香港殘疾人奧委會暨傷殘人士體育協會籌募經費，以及在2011年1月參與「昂步棧道」活動，以支持環境保育。

#### (iii) 促進平等機會

本處竭力促進全體員工的平等機會，消除有關性別、殘疾、家庭崗位和種族的歧視。

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。此外，我們亦與國際成就計劃香港部合作，為中學生舉辦「工作影子日」。





### Highlight

- As a responsible corporate citizen, the Land Registry actively participates in local community programmes.
- We strive to help the disadvantaged, care for our staff and protect the environment through partnership with social organisations or other Government departments.

### (a) Corporate Citizenship

The Land Registry recognises the importance of social responsibility to the community and strives to uphold a high standard of corporate citizenship. Our community initiatives focus on six main areas:

#### (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 since 2005. In 2010/11, the Volunteer Team organised 25 volunteer activities for the elderly and children. We also encouraged our staff to participate in community programmes such as organ donation and blood donation.

In recognition of our continuing commitment to serving the community, the Hong Kong Council of Social Service awarded the "Fifth Consecutive Years" logo under the "Caring Organisation" scheme to the department in February 2011.



#### (ii) Encouraging Donations

We encourage our colleagues to make contributions to the Community Chest by participating in a variety of activities under its Corporate and Employee Contribution Programme.

We also participated in fund-raising activities in support of other worthy causes including raising funds for the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled through participating in the Standard Chartered Marathon since 2002 and supporting the community's conservation drive through taking part in the Ngong Ping Charity Walk in January 2011.

#### (iii) Promoting Equal Opportunities

The Land Registry promotes equal opportunities for all staff and eliminates discrimination on the grounds of sex, disability, family status and race.

We also provide placement opportunities for people in need through participating in the Social Welfare Department's Sunnyway Programme and the Labour Department's Youth Pre-employment Training – Workplace Attachment Programme. In addition, we organised a Job Shadow Day for secondary school students in collaboration with the Junior Achievement Hong Kong.



**(iv) 關懷員工**

我們非常重視建立一個健康的員工隊伍。在2010/11年度，我們為員工安排了共35個關於職業安全與健康事宜的講座，主題包括急救訓練、使用顯示屏幕的健康錦囊、預防筋肌勞損、辦公室暴力處理和壓力管理等。

我們亦透過部門刊物、講座及員工康樂會的活動，鼓勵員工及其家屬保持工作和生活平衡，重視健康的生活模式。

**(v) 保護環境**

本處承諾確保部門各項業務和日常運作符合環保原則。為達此目的，我們：

- 制定環保政策，確定須進行環保工作的重點範疇；
- 繼續實行「減少廢物」、「物盡其用」、「循環再造」及「替換使用」的環保政策，並有效使用能源和資源，例如在2010年8月推出《土地註冊處通訊》電子版本，以取代其印刷版本；
- 到各個辦公室進行環保審核和突擊巡查，以推動同事持續關注環保；以及
- 利用各種刊物及參與如綠色和平舉辦的「無車日」活動，宣揚節約能源、反污染及循環再用等訊息，以提高員工的環保意識。

公眾人士可到本處的網頁瀏覽2010年管制人員環保工作報告，了解我們的環保成果。



**(iv) Caring for Employees**

We recognise the importance of maintaining a healthy workforce. In 2010/11, 35 seminars on occupational safety and health related issues, such as first aid care, health tips on the use of computer monitors, prevention of musculoskeletal disorders, handling of workplace violence and stress management, etc. were arranged for staff.

Staff's awareness of the importance of work-life balance and healthy life style was promoted through the department's publications, seminars and outings organised by the Staff Recreation Club for staff and their families.

**(v) Being Green and Environmentally Friendly**

The Land Registry is committed to ensuring that its business and daily operations are conducted in an environmentally responsible manner. To fulfill this objective, we have:

- formulated an environmental policy and set out key areas for actions;
- continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources. In particular, the Land Registry News in electronic format was launched in August 2010 to replace the paper version;



- undertaken environmental audit and surprise checks to various offices to keep up the momentum in environmental protection; and
- promoted green awareness among staff by putting across the message on energy conservation, anti-pollution and recycling initiatives, etc. through publications and participating in events such as Carfree Day organised by Greenpeace.

The Controlling Officer's Environmental Report 2010 with detailed environmental performance is available on the Land Registry's website.



(vi) 提供安全的工作環境



本處一向盡力為全體員工提供安全及舒適的工作環境，在保護員工健康及安全方面成效顯著。

我們在1997年成立部門安全管理委員會，負責制定及推行職業安全與健康的政策。我們為確保職業安全備有周全的指引和程序，並為員工提供符合人體工程學的辦公室家具和設施，以保障員工的職業健康。

我們亦定期檢查防火系統和滅火設備，並每年進行火警演習。我們更委任環保保安主任進行定期檢查，確保同事工作間的安全。

此外，我們自2003年起參加由環境保護署舉辦的「室內空氣質素檢定計劃」，為員工提供健康的工作環境。

自2010年4月起，我們在金鐘道政府合署的客戶服務中心設置了自動去顫器，作心臟急救用途，以備不時之需。

(b) 未來計劃

(i) 綠色管理

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。我們會繼續致力減少這兩方面的消耗，包括移除辦公室內非必要的照明、籌劃實行雙面列印土地文件、進一步推廣使用電子註冊摘要表格，以及擬備標準條款文件存放的計劃，以大幅減低按揭文件的頁數。

(ii) 公眾教育

為使學生更有興趣認識和深入了解土地註冊對香港社會、政治和經濟發展的意義，本處正計劃製作一套介紹香港土地註冊制度的雙語教材，作為新高中課程通識教育科的教學資源。該教材將有助學生了解現時的契約註冊制度及未來的業權註冊制度變革。

此外，我們也準備在部門的網頁設立網上資源中心，為所有持份者和公眾人士提供全面的學習資源平台。





#### (vi) Providing a Safe Workplace

The Land Registry spares no effort in providing a safe and comfortable work environment for all its staff and maintains a strong track record on health and safety performance.

A departmental Safety Management Committee has been in place since 1997 to formulate and implement policy on occupational safety and health. We have comprehensive guidelines and procedures for ensuring occupational safety and provide our staff with ergonomic office furniture and equipment to ensure 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 the workplace is free from safety hazards.

As part of our efforts in providing a conducive working environment, we have participated in the Indoor Air Quality (IAQ) Certification Scheme organised by the Environmental Protection Department since 2003.

Since April 2010, we have provided an automated external defibrillator at our Customer Centre in Queensway Government Offices for emergency uses.



### (b) Future Plan

#### (i) 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 to strive for improvement in reducing consumption in these areas. The measures include the removal of non-essential lighting in offices, preparing for the implementation of double-side printing of land documents, further promoting the use of e-Memorial Form and making preparation for the proposal to allow the deposit of standard terms documents with a view to substantially reducing the volume of mortgage documents.

#### (ii) Public Education

To enhance students' interest and awareness of the significance of land registration in the social, political and economic development of Hong Kong, the Land Registry is planning to produce a bilingual teaching kit on land registration system in Hong Kong as a learning resource for the subject of Liberal Studies in the New Senior Secondary curriculum. This teaching kit will help promote the understanding of the existing deed registration system and the forthcoming reform through the introduction of title registration.

An Online Resource Centre is also planned to be set up on the Land Registry's website to serve as a comprehensive learning resource platform for all stakeholders and members of the public.

# 服務及運作

## Services and Operations

### 摘要

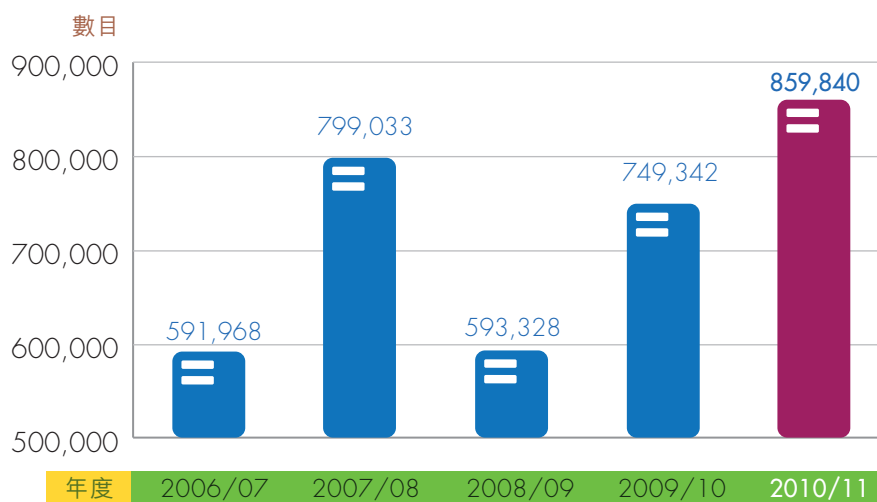
- 土地文件的註冊量及查閱土地登記冊的宗數，較2009/10年度分別上升14.7%及9.7%。
- 部門自2009年10月1日下調「綜合註冊資訊系統」網上服務登記用戶的帳戶申請費及最低按金存額後，新增了164名登記用戶，使戶口總數達916個。
- 提升主要服務，包括啟用新查冊系統、延長系統網上查冊及客戶服務熱線的服務時間。
- 部門榮獲由香港管理專業協會主辦的2010年「最佳年報」比賽優異獎，以及2010年「申訴專員嘉許獎」的「公職人員獎」。

### (a) 辦理土地文件註冊

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2010/11年度，送交註冊的土地文件共859,840份，較2009/10年增加14.7%。

### 送交註冊的土地文件數目



年內收到的主要文件類別包括樓宇買賣合約、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84%。



### Highlight

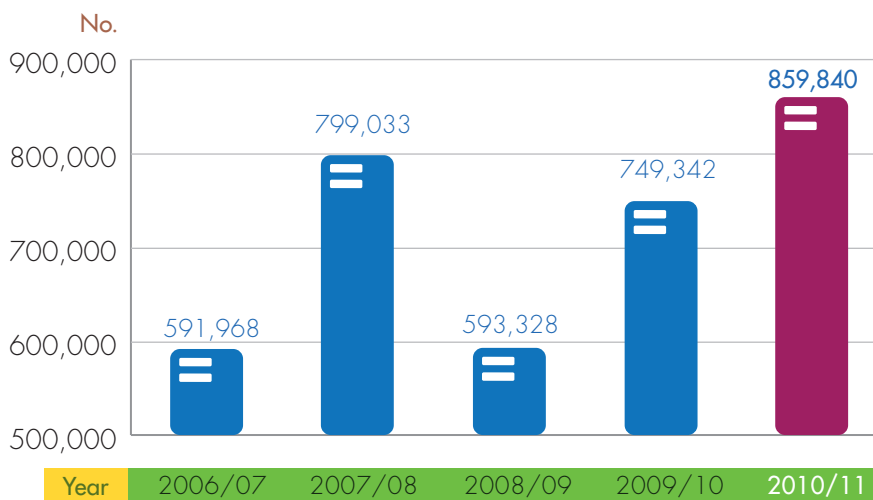
- Registration of land documents and search of land registers increased by 14.7% and 9.7% respectively as compared with 2009/10.
- The number of Integrated Registration Information System (IRIS) Online Services subscribers reached 916 with 164 new customers since reduction of the application fee and minimum deposit for subscriber account on 1 October 2009.
- Major service improvements introduced include the launch of a new search system and extension of service hours of the online service and enhancement to the Customer Service Hotline service.
- The Land Registry received an Honourable Mention in the Best Annual Reports Awards 2010 organised by the Hong Kong Management Association, and the Ombudsman's Awards 2010 for Officers of Public Organisations.

#### (a) Registration of Land Documents

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

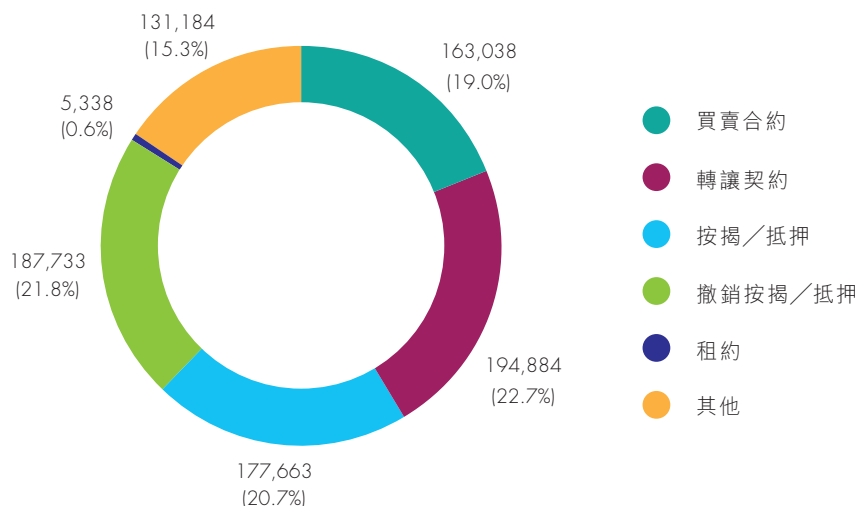
In 2010/11, 859,840 land documents were delivered for registration, an increase of 14.7% when compared with 2009/10.

#### 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 84% of all documents received during the year.

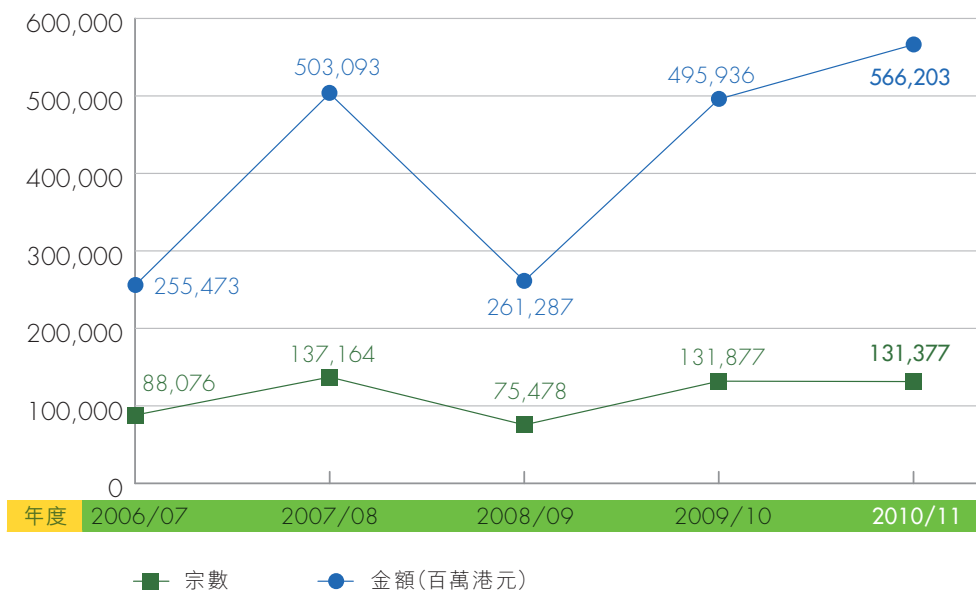
### 2010/11年度送交註冊的土地文件類別



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%。

在2010/11年度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131,377份（較去年減少0.4%）及5,662.03億元（較去年增加14.2%）。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。

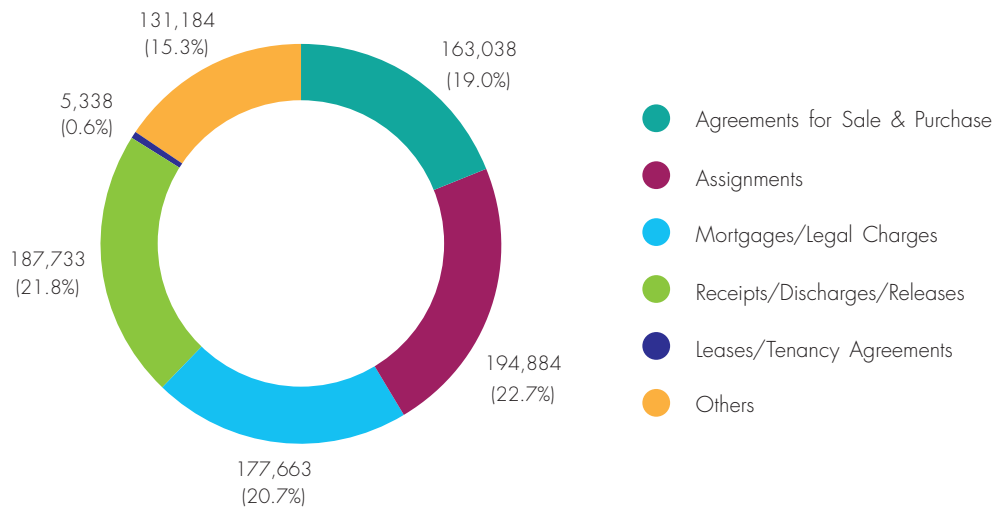
### 送交註冊的住宅樓宇買賣合約宗數和金額



註：上述數字源自在有相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。



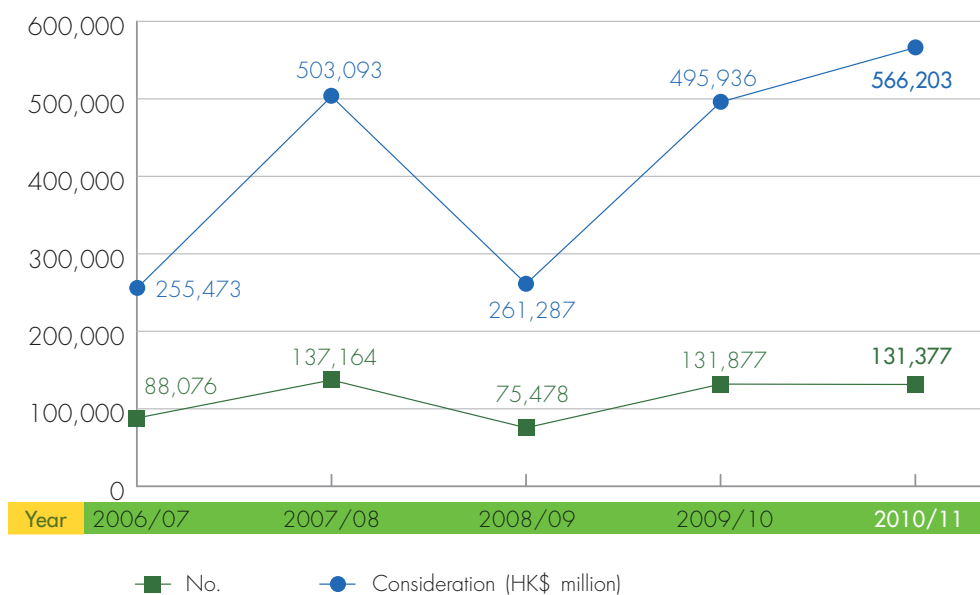
### Distribution of Land Documents Lodged for Registration in 2010/11



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

Among the SPAs of all building units delivered for registration in 2010/11, the number of SPAs of residential units and its total consideration were 131,377 (-0.4% from last year) and \$566,203 million (+14.2% 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

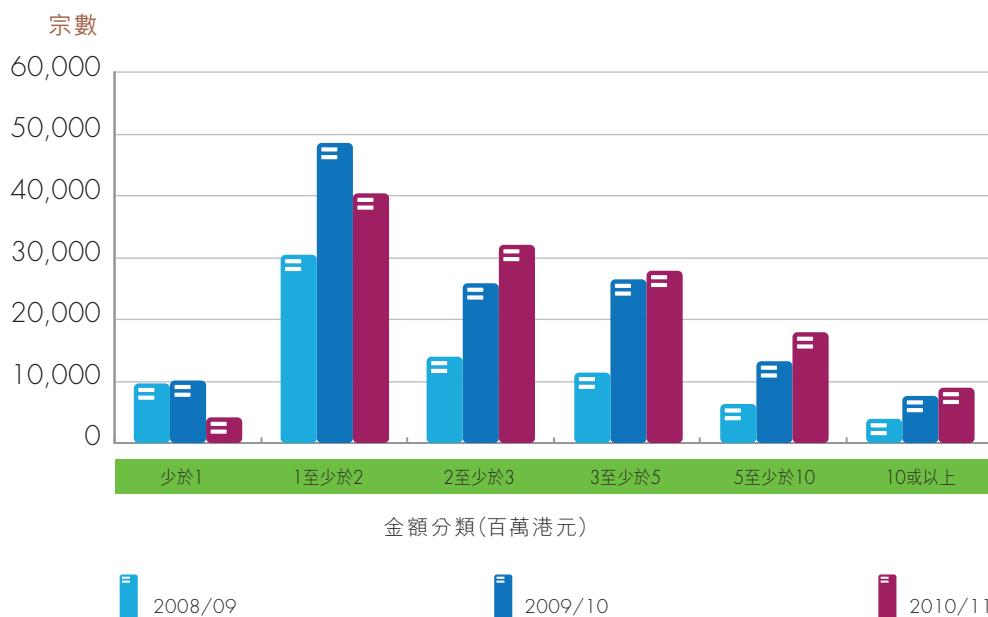


Remark: The figures are derived from SPAs of residential units delivered for registration in the Land Registry for the relevant periods. Sales of residential units refer to those SPAs with payment of stamp duty. The statistics do not include sales of units under the Home Ownership Scheme, the Private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



2010/11年度介乎300萬元以下的住宅樓宇交易，佔全年住宅樓宇交易宗數約58.3%。

按金額分類的住宅樓宇買賣合約宗數



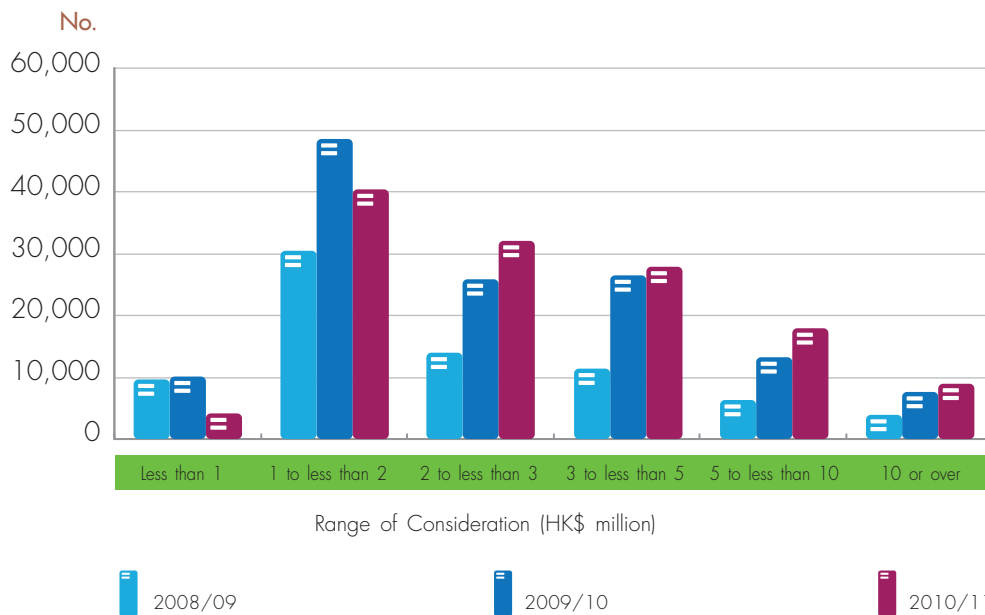
金額分類 (百萬港元)	2008/09		2009/10		2010/11	
	宗數	%	宗數	%	宗數	%
少於1	9,579	12.7	10,076	7.6	4,108	3.1
1至少於2	30,434	40.3	48,629	36.9	40,474	30.8
2至少於3	13,905	18.4	25,878	19.6	32,051	24.4
3至少於5	11,384	15.1	26,507	20.1	27,945	21.3
5至少於10	6,278	8.3	13,210	10.0	17,922	13.6
10或以上	3,898	5.2	7,577	5.7	8,877	6.8
總數	75,478	100.0	131,877	100.0	131,377	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%。



Land transactions with consideration of not exceeding three million dollars accounted for about 58.3% of all land transactions in 2010/11.

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



Range of Consideration (HK\$ million)	2008/09		2009/10		2010/11	
	No.	%	No.	%	No.	%
less than 1	9,579	12.7	10,076	7.6	4,108	3.1
1 to less than 2	30,434	40.3	48,629	36.9	40,474	30.8
2 to less than 3	13,905	18.4	25,878	19.6	32,051	24.4
3 to less than 5	11,384	15.1	26,507	20.1	27,945	21.3
5 to less than 10	6,278	8.3	13,210	10.0	17,922	13.6
10 or over	3,898	5.2	7,577	5.7	8,877	6.8
<b>Total</b>	<b>75,478</b>	<b>100.0</b>	<b>131,877</b>	<b>100.0</b>	<b>131,377</b>	<b>100.0</b>

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

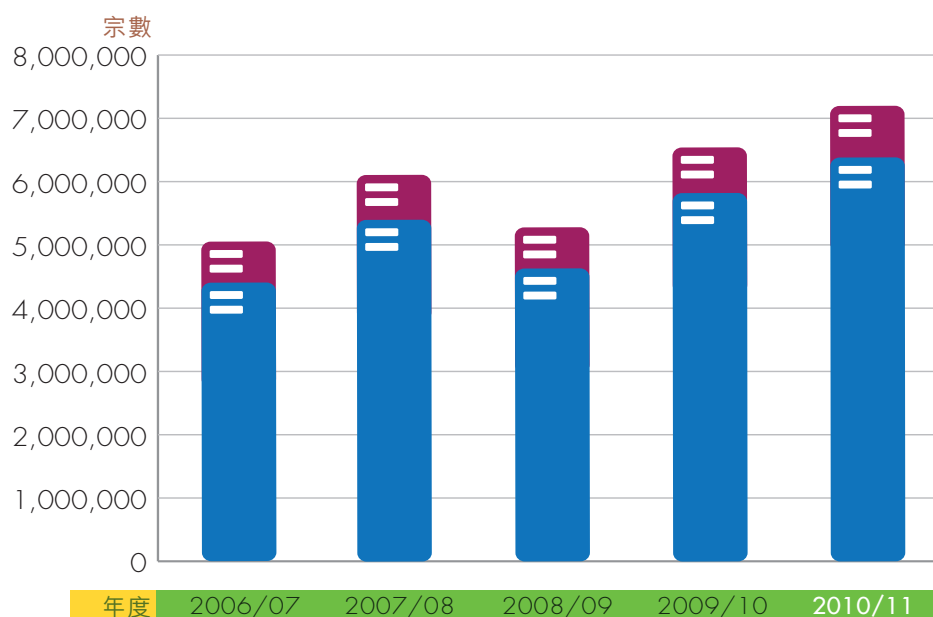


**(b) 查閱土地登記冊**

土地註冊處備存土地紀錄，旨在提供一個關於物業擁有權的資訊平台，以促進物業交易。

在2010/11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6,382,360宗(較去年增加9.7%)及812,099份(較去年增加12.7%)。

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



查閱土地登記冊



提供土地紀錄的影像本及影印本

年度	2006/07	2007/08	2008/09	2009/10	2010/11
查閱土地登記冊	4,392,580	5,396,269	4,628,256	5,819,397	6,382,360
提供土地紀錄的影像本及影印本	648,326	704,873	648,206	720,351	812,099



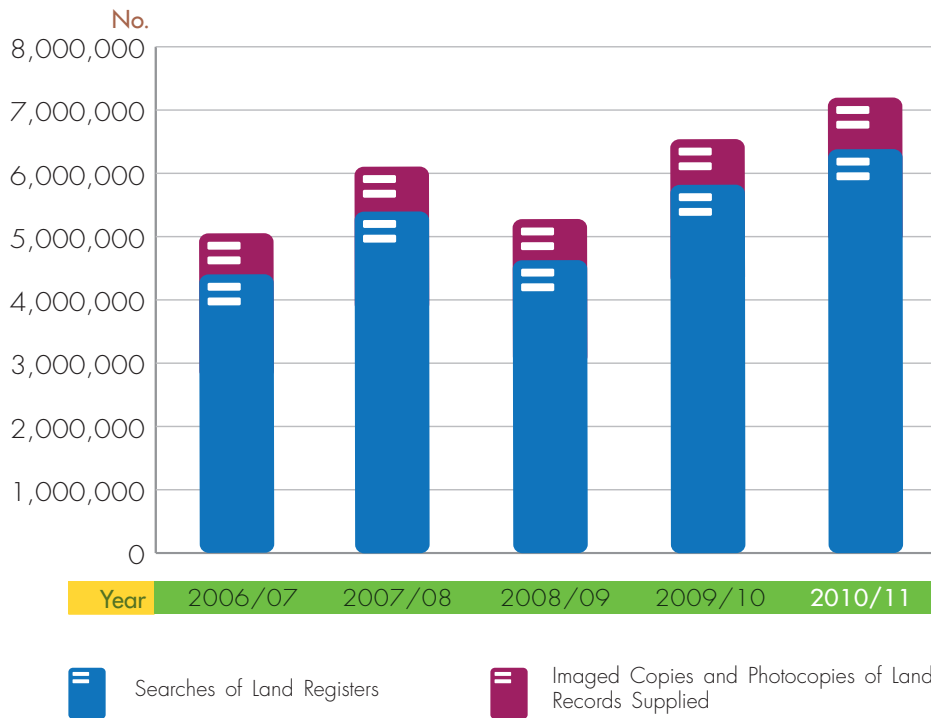


**(b) Search Services**

Land records are maintained by the Land Registry for the purpose of providing information platform on property ownership to facilitate property transactions.

In 2010/11, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 6,382,360 (+9.7% from previous year) and 812,099 (+12.7% from previous year) respectively.

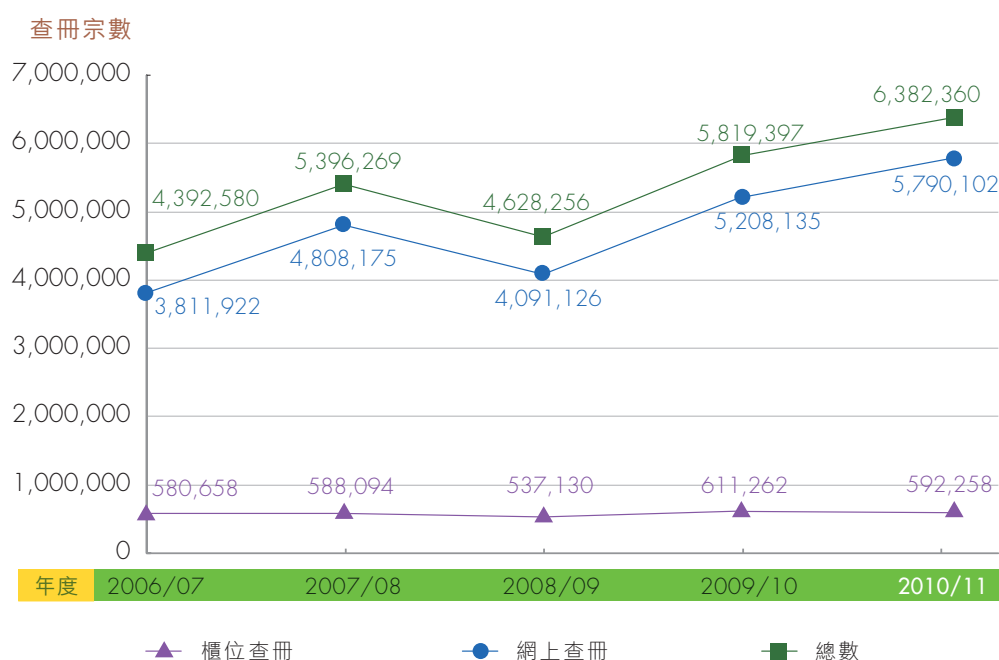
No. of Searches of Land Registers & Imaged Copies and Photocopies of Land Records Supplied



Year	2006/07	2007/08	2008/09	2009/10	2010/11
Searches of Land Registers	4,392,580	5,396,269	4,628,256	5,819,397	6,382,360
Imaged Copies and Photocopies of Land Records Supplied	648,326	704,873	648,206	720,351	812,099

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。在2010年8月新查冊系統順利啟用後，系統的穩定性和彈性均見提高，網上的查冊服務時間延長至每天20小時，即從上午7時30分至翌日上午3時30分。公眾可分別以非經常用戶身分或登記用戶身分進行查冊。網上查冊佔總查冊量約91%，其餘的9%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



截至2011年3月，登記用戶數目增加了98名(上升12%)，總數達916個。

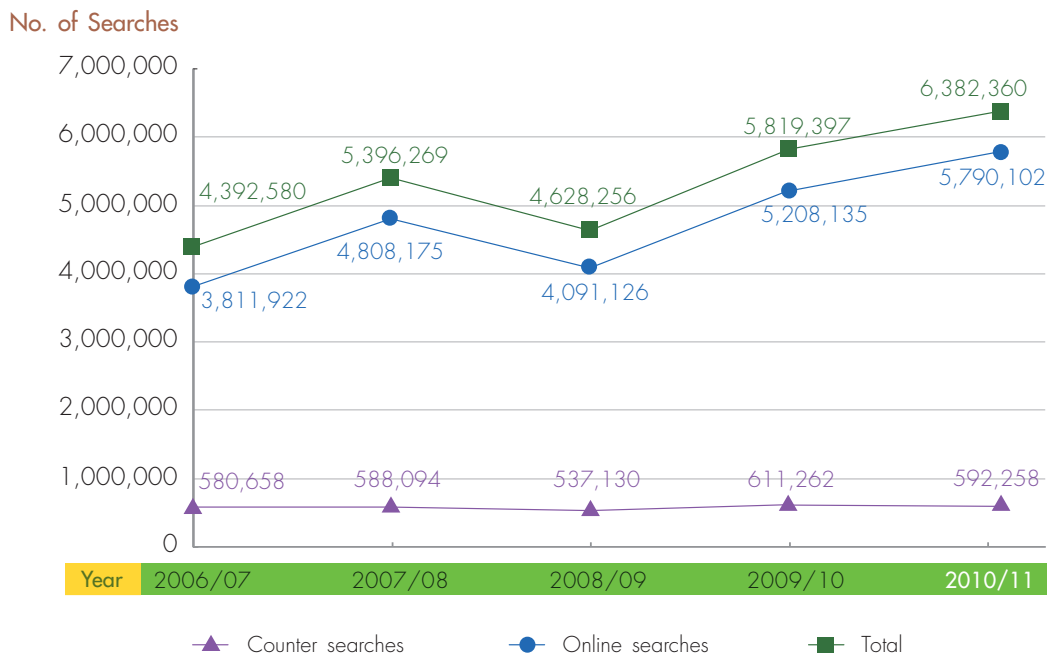
### (c) 業主立案法團服務

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閱服務。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2010/11年度，新成立的業主立案法團共有310個，全港的業主立案法團總數達9,351個。

Since February 2005, the Land Registry has been providing search services over the internet via our IRIS Online Services at [www.iris.gov.hk](http://www.iris.gov.hk) for 16 hours a day, seven days a week. With the successful launch of the new search system in August 2010, the stability and resilience of the system was enhanced and search hours of the online search service were extended to 20 hours daily, i.e. from 7:30 a.m. to 3:30 a.m. the next day. The public can conduct searches either on an ad hoc or subscription basis. Searches conducted online constituted about 91% of the total search volume. The remaining 9% 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

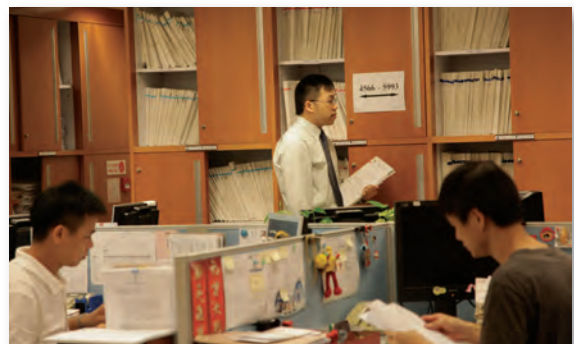


The number of subscribers increased by 98 (+12%), reaching a record of 916 by March 2011.

### (c) 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 2010/11, 310 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,351.



(d) 客戶服務

本處的管理及客戶服務部專責籌劃和協調客戶服務事宜，以滿足客戶對服務質素日益提升的需求。我們善用各種渠道與客戶聯絡和溝通，以推廣及提升部門服務。

(i) 聯絡客戶

*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、其轄下的管理高層，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。委員會外界成員名單見附錄II(a)。

*客戶聯絡小組*

本處透過兩個客戶聯絡小組(私營機構和公營機構)與客戶保持聯絡，使客戶了解本處的最新政策、服務和工作程序，並因應客戶的意見，就業務運作和提供服務的事宜互相交流。

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政府部門及公營機構。兩個小組的外界成員名單見附錄II(b)及(c)。



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



## (d) Customer Services

The Management and Customer Services Division of the Land Registry is dedicated to the planning and coordinating of customer services to meet the growing aspirations on service quality. We make use of various channels to liaise and communicate with our customers for promoting and improving our services.

### (i) Liaison with Customers

#### *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. External membership of the committee is at Annex II (a).



#### *Customer Liaison Groups*

The Land Registry maintains regular liaison with customers through two Customer Liaison Groups (private and public sectors) to facilitate customers' understanding of the department's latest policies, services and procedures, and to exchange views on operational and service delivery issues in response to customers' feedback.

The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises representatives from Government departments and public bodies. External membership of the private sector and the public sector groups is at Annexes II (b) and (c).



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

### 訪客

土地註冊處與本港、內地及海外的同業機構保持緊密聯繫。在2010/11年度，我們接待了5個分別來自本港、內地及比利時的代表團合共179名訪客。我們向到訪嘉賓講解本處的服務和運作，與同業機構分享經驗，並藉此借鑑其他司法管轄區土地註冊制度的最佳做法。

### 客戶交流會

本處在2010年9月及10月分別舉行了5次「客戶交流會」，與64位來自各律師事務所的客戶交流經驗，以增進他們對中止為文書註冊的一般原因的認識，並介紹如何使用「電子註冊摘要表格」。客戶交流會甚受歡迎，為我們提供了一個與客戶分享經驗和意見的有效平台。



## (ii) 溝通途徑

### 土地註冊處通函

在2010/11年度，我們共發出兩份通函，讓持份者知悉我們推出的新措施和提升的服務。

### 《土地註冊處通訊》

本處於2010/11年度發布了兩期電子版本的《土地註冊處通訊》，介紹部門的最新動向、服務新猷和提升項目。

### 資料小冊

我們在年內更新了兩本資料小冊，介紹本處提供的全面服務。



#### *Visitors*

The Land Registry maintains close relationship with its local, Mainland and overseas counterparts. In 2010/11, we received five delegations comprising 179 visitors from Hong Kong, Mainland China and Belgium. During the visits, we introduced our services and operations, shared experiences with our counterparts and tried to benefit from the best practices in other jurisdictions.

#### *"Meets the Clients" Sessions*

Five "Meet the Clients Sessions", with a total of 64 participants from solicitors firms were held in September and October 2010 to enhance customers' knowledge and understanding of the common reasons for stopped deeds and to brief them on the use of the e-Memorial Form. The sessions were well received by the participants and had provided an effective platform for sharing of experience and views.



## **(ii) Communication Channels**

#### *Land Registry Circular Memoranda*

In 2010/11, we issued two Land Registry Circular Memoranda to update stakeholders of our new initiatives and launch of improved services.

#### *Land Registry News*

Two issues of the Land Registry News in electronic format were released in 2010/11 with update of our events, improvement initiatives and service enhancements.

#### *Information Leaflets*

Two information leaflets were updated during the year to introduce the Land Registry's full range of services.

### 新聞稿

本處透過發放新聞稿公布最新服務及關於土地註冊與查冊的定期統計數字，讓公眾知悉本處的服務及物業市場狀況。

### 客戶服務熱線

我們的客戶服務熱線設有互動話音系統，透過預錄訊息和職員接聽服務提供不同的資訊。我們亦與效率促進組轄下的1823電話中心合作，於2010年8月延長了職員接聽查詢服務的時間至每天24小時。

### 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2009/10年度增加19%，當中72%人次是瀏覽中文網頁，28%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，以通知用戶有關系統服務的轉變或提升。

## (iii) 獎項

### 2010年香港管理專業協會「最佳年報」比賽



土地註冊處營運基金2008/09年報獲頒由香港管理專業協會主辦的2010年「最佳年報」比賽優異獎。此獎項不僅是對我們努力的認同，更推動我們繼續製作優質的年報。

### 2010年申訴專員嘉許獎

土地註冊主任麥傑卿女士獲頒2010年「申訴專員嘉許獎」的公職人員獎。此獎項表揚員工竭力提供優質的客戶服務，並深化正面的部門服務文化。





#### *Press Releases*

The Land Registry issues press releases to announce its latest service updates and the regular statistics of land registration and land search to keep the public abreast of the Land Registry's services and the property market conditions.

#### *Customer Service Hotline*

Our Customer Service Hotline equipped with an interactive voice response system offers a wide range of information through the recorded messages and manned operator service. Through collaboration with the Efficiency Unit's 1823 Call Centre, we enhanced the operator enquiry service to 24 hours a day in August 2010.

#### *Land Registry's Website*

During the year, there were over four million visits (72% in the Chinese language and 28% in the English language) to the Land Registry's website, representing an increase of 19% when compared with 2009/10.

#### *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 changes or enhancements in a timely manner.

### **(iii) Awards**

#### *HKMA Best Annual Reports Awards 2010*

The Land Registry Trading Fund Annual Report 2008/09 received an Honourable Mention in the Best Annual Reports Awards 2010 organised by the Hong Kong Management Association. The award is a recognition of our achievement and a motivation for our continual pursuit of quality annual report production.

#### *The Ombudsman's Award 2010*

Miss MAK Kit-hing, Hayley (Land Registration Officer) was awarded the Ombudsman's Awards 2010 for Officers of Public Organisations. The award is a recognition of our staff's effort in building up a high standard of customer service and fostering a positive service culture in the Land Registry.



**(e) 項目發展與新服務**

**(i) 電子註冊摘要表格**

電子註冊摘要表格是本處在部門網頁提供予公眾免費下載的電子表格。客戶除可沿用傳統預先打印的註冊摘要表格外，亦可選用這款電子表格擬備註冊摘要以辦理註冊。在2010/11年度，超過47%遞交註冊的文件都是使用電子註冊摘要表格。

我們會繼續提升電子註冊摘要表格的功能。就加強資料輸入功能及利用物業參考編號自動填寫地址等功能的開發進展理想。我們已邀請用戶試用原型版，以確保其準確性及方便易用。我們計劃在2011年第三季推出表格的加強版以供試用。



**(ii) 跨部門的項目**

本處正為差餉物業估價署的「物業資訊網」提供物業地址資料，及協助該署進行資料劃一工作。此舉為市民提供一個取得全面和最新物業資訊的有效途徑。

**(f) 未來計劃**

**(i) 2011/12年度客戶服務意見調查**

為收集客戶的最新意見和建議以提升部門服務，我們將於2011年下半年進行全面的客戶服務意見調查，以評估客戶對本處服務的滿意程度，以及聽取他們對新服務需求的意見。

**(ii) 標準條款文件**

本處將透過《土地業權(修訂)條例草案》的相應修訂，對《土地註冊條例》提出修訂，以供本處存放標準條款文件。這項建議旨在大量減低遞交註冊的按揭文件頁數。



## (e) Development Projects and New Services

### (i) E-Memorial Form

The e-Memorial Form is an electronic form provided by the Land Registry for free download from its homepage. Our customers can use this automated alternative instead of the conventional pre-printed form in preparing memorials for registration. The e-Memorial Form accounted for over 47% of the lodgements received by the Land Registry in 2010/11.

We are continuing with further enhancements to the e-Memorial Form. Development work of new functions such as data import facility and auto-filling up of address by using Property Reference Number is in good progress. Users have been invited to preview the prototypes to ensure accuracy and user-friendliness. The plan is to release the enhancements for trial use in the third quarter of 2011.

### (ii) Inter-departmental Projects

The Land Registry has been assisting the Rating and Valuation Department in implementing the Property Information Online service in terms of supplying and aligning of address information. The initiative provides the public with an efficient means to obtain comprehensive and up-to-date property information.

## (f) Future Plan

### (i) Customer Service Survey 2011/12

To gauge customer feedback and suggestions on service improvement, a comprehensive customer service survey will be conducted in the second half of 2011. The survey aims to measure the satisfaction level on the Land Registry's services and collect views from customers on demands for new services.

### (ii) 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 deposit of standard terms documents in the Land Registry. The proposed provisions aim at reducing the bulk of mortgage documents presented for registration.

# 業權註冊

## Title Registration

### 摘要

- 我們與持份者一直就《土地業權條例》的制定後檢討工作保持緊密合作，以處理為擬備《土地業權(修訂)條例草案》尚待解決的主要事項。
- 我們定期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」)匯報關於擬備《土地業權(修訂)條例草案》的最新進展。
- 我們會就一項新方案諮詢持份者，以回應他們對《土地業權條例》下更正及彌償安排的不同意見，務求達成新的共識，以推展土地業權的相關工作。

### (a) 近期發展

#### (i) 持份者參與

去年，一些主要持份者對《土地業權條例》下的強制更正規則會否影響業權的明確性表示關注。該規則擬為因欺詐而喪失業權的不知情前擁有人恢復業權。有意見要求採用「即時不可推翻」原則取代；亦有意見要求撤銷欺詐個案可獲彌償的上限，以及撤銷轉換前的欺詐個案不獲彌償的規定；另有部分持份者則認為保留強制更正規則極為重要，由此可見持份者的觀點存在分歧。

對《土地業權條例》下的更正及彌償條文作出任何重要改動，都會對該條例及在《土地註冊條例》下的現有土地登記冊的自動轉換機制產生深遠影響。因此，本處一直與持份者緊密合作，以回應他們的不同意見和關注。年內，土地註冊處處長召開了三次《土地業權條例》督導委員會會議，與香港律師會、香港地產建設商會、香港銀行公會、香港按揭證券有限公司、地產代理監管局、消費者委員會、新界鄉議局，以及香港大律師公會的代表就《土地業權條例》下的轉換、更正和彌償安排交換意見。會議讓與會者更加明白不同持份者的關注，相關的意見交流亦有助本處研究可行的應對方案。





### Highlight

- We have been working closely with our stakeholders on the post-enactment review of the Land Titles Ordinance (LTO) to address the major outstanding issues relating to the preparation of the Land Titles (Amendments) Bill (LT(A)B).
- We regularly update the Joint Subcommittee on Amendments to LTO under the Panel on Development and the Panel on Administration of Justice and Legal Services of the Legislative Council (the LegCo Joint Subcommittee) on progress relating to the preparation of the LT(A)B.
- We will consult stakeholders on a new option to address their divergent views over the rectification and indemnity arrangements under the LTO, seeking to build a new consensus to take forward the land titles exercise.

## (a) Recent Development

### (i) Stakeholder Engagement

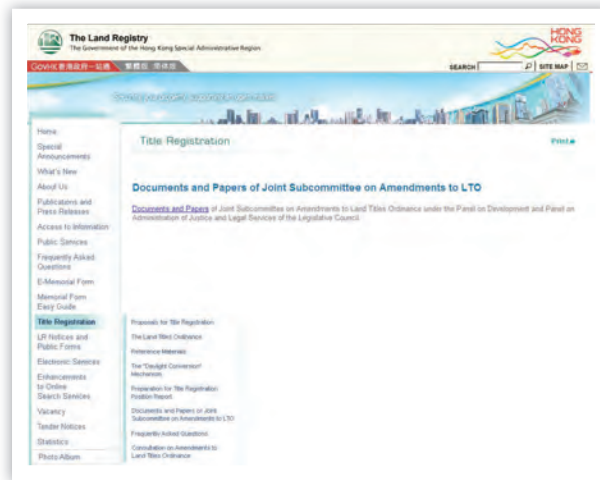
Last year, concerns were raised by some major stakeholders on the implications of the mandatory rectification rule under the LTO, which seeks to restore title to an innocent former owner who was displaced by fraud, on certainty of title. There were requests to adopt the immediate indefeasibility principle instead. There were also suggestions to remove the cap on indemnity payment for fraud cases and the bar on pre-conversion frauds. Reactions to these suggestions were mixed, however, as some stakeholders considered the preservation of the mandatory rectification rule to be of paramount importance.

As any significant changes to the rectification and indemnity provisions of the LTO would have far-reaching implications on the LTO and its automatic conversion mechanism for existing land registers held under the Land Registration Ordinance, the Land Registry has worked closely with stakeholders to address their divergent views and concerns. During the year, the Land Registrar convened three meetings of the LTO Steering Committee with representatives from The Law Society of Hong Kong, the Real Estate Developers Association of Hong Kong, the Hong Kong Association of Banks, the Hong Kong Mortgage Corporation Limited, the Estate Agents Authority, the Consumer Council, the Heung Yee Kuk and the Hong Kong Bar Association to exchange views on the conversion, rectification and indemnity arrangements under the LTO. The meetings have enabled participants to better appreciate the divergent concerns of different stakeholders, and exchanges at the meetings have provided a useful basis for the Land Registry to develop viable options to address such concerns.



**(ii) 與立法會聯合小組委員會就《土地業權條例》修訂事宜的會議**

年內，我們定期向立法會聯合小組委員會匯報關於擬備《土地業權(修訂)條例草案》的進展，主要事項包括擬議的土地註冊處處長的抗轉換警告書機制、《土地業權條例》與其他法例之間的關係、祖和堂的司理註冊事宜，以及土地界線的釐定等。我們亦適時向立法會聯合小組委員會匯報我們與持份者就《土地業權條例》下的轉換、更正及彌償安排的討論事宜。公眾可在本處網頁瀏覽呈交予立法會聯合小組委員會的資料文件。



**(iii) 檢討《土地業權條例》及擬備《土地業權(修訂)條例草案》**

我們正繼續《土地業權條例》的檢討工作，以擬備《土地業權(修訂)條例草案》。為此，我們一直與不同政府部門進行諮詢和緊密合作，以處理及解決《土地業權條例》與關乎各政府部門轄下法例之間的事宜。

**(b) 未來計劃**

最近，我們提出供持份者考慮的新方案，建議以兩個階段進行自動轉換，而每個階段亦有不同的更正及彌償安排。持份者的初步意見均十分正面。我們會繼續就新方案與持份者進行討論，以期達成共識，從而推展《土地業權條例》的修訂工作。

同時，我們會繼續為《土地業權(修訂)條例草案》作準備及草擬附屬法例，並在實施業權註冊之前為相關人士舉辦簡介會，以及籌劃其他宣傳和教育活動。

**(ii) Meeting with LegCo's Joint Subcommittee on Amendments to LTO**

During the year, we reported regularly to the LegCo Joint Subcommittee on the progress relating to the preparation of the LT(A)B. Major topics covered include the proposed Land Registrar's Caution Against Conversion mechanism, the relationship between the LTO and other ordinances, the registration of managers of t'so and t'ong and the determination of land boundaries. We have kept the LegCo Joint Subcommittee up to speed on our discussion with stakeholders regarding the conversion, rectification and indemnity arrangements under the LTO. Papers and documents submitted to the LegCo Joint Subcommittee are available on the Land Registry's homepage.

**(iii) Review of LTO and Preparation of LT(A)B**

We are continuing with the review of the LTO for the purpose of preparing the LT(A)B. As part of the review, we have been consulting various Government departments and working closely with them to address and resolve issues arising from the inter-relationship between the LTO and ordinances under their purview.

**(b) Future Plan**

We have recently put forward a new option involving two stages of automatic conversion, with different rectification and indemnity arrangements at each stage, for stakeholders' consideration. The initial feedback is positive. We will continue our discussion with stakeholders on the new option with a view to building consensus to take forward the LTO amendment exercise.

Meanwhile, we will continue with the preparation of the LT(A)B and drafting of the subsidiary legislation. We will also reach out to the community through briefings for interested parties and plan for other publicity and education programmes before commencement of title registration.

# 人力資源管理

## Human Resources Management

查冊服務  
Search Service

領取土地紀錄 - 1號櫃位  
Collect Land Records - Counter No.1

查冊服務 - 2號至6號櫃位  
Search Service - Counter Nos.2 to 6

收契服務  
Deeds Lodgement Service

其他收費服務 - 7號櫃位  
Miscellaneous Payment Service - Counter No. 7

暫止註冊契約服務 - 8號櫃位  
Stopped Deeds Service - Counter No. 8

收契服務 - 9號至23號櫃位  
Deeds Lodgement Service - Counter Nos. 9 to 23







### 摘要

- 截至2011年3月31日，本處共聘用了591名員工，當中包括446名常額人員和145名合約人員。
- 部門周年培訓計劃是員工持續發展的藍圖，有助員工提供卓越的服務。我們亦實行知識管理，培養知識共享及互相學習的機構文化。
- 我們透過定期會議、部門刊物及員工福利活動，與全體員工保持緊密溝通。
- 我們十分重視員工的表現，並透過各種鼓勵和嘉許計劃，推動員工不斷求進，以提供優質服務。

## (a) 員工發展

### (i) 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2011年3月31日，本處共僱用了446名常額人員和145名非公務員合約人員。常額職位員工屬於不同職系，包括土地註冊主任、律師、庫務會計師、系統分析／程序編制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人數，以切合運作需要。

### (ii) 員工培訓

員工培訓是促進本處人力資源發展的重要元素。我們致力給予員工機會和鼓勵，讓他們發揮全面的職業發展潛能。因此，我們開展部門的培訓計劃，並舉辦優質的培訓活動，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。

### Highlight

- The total number of staff as at 31 March 2011 was 591, including 446 permanent staff and 145 contract staff.
- The annual departmental training plan provides a blueprint for continuous staff development in rendering excellent service. We foster knowledge sharing and build a learning organisation through knowledge management.
- We closely communicate with staff at all levels through regular meetings, publications and staff welfare functions.
- We value the contribution of staff and motivate them towards continuous improvement in pursuit of service excellence through various staff motivation and recognition schemes.

## (a) Staff Development

### (i) 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 2011, the Land Registry employed 446 permanent staff and 145 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.

### (ii) Staff Training

Staff training is a critical component to facilitate 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 departmental training plan and organised quality training programmes which help staff work with confidence, strengthen teamwork and reinforce commitment to service excellence, and support continuous improvement in individual and departmental performance.

年內，我們以多種形式舉辦了超過2,700天、涵蓋不同範疇的培訓。2010/11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。我們2010/11年度的培訓便以「與轉變共舞•踏出新領域」為主題，旨在提升員工自信，讓他們更能靈活適應和帶領工作環境的轉變。該課程在2010年11月至2011年2月期間以一天體驗工作坊的形式進行，18個工作坊共有超過560名涵蓋所有職系和各級別的員工參加。



#### 全面性培訓

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。

我們為土地註冊主任職系人員及所有土地註冊行政助理安排了關於《土地註冊條例》的覆修培訓課程，以增進他們對條例的認識和了解。

為讓主任職級人員掌握有效管理所需的知識和技巧，我們特為他們設計了「員工管理」和「項目管理」課程。

我們繼續為不同級別的員工舉辦普通話課程，提高他們以普通話溝通的能力。我們亦為主任職級人員舉辦「有效英語寫作工作坊」，以提升他們的書面溝通技巧。此外，本處在年內為員工提供各類電腦課程，以提高他們對資訊科技應用的知識。

我們更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的知識。

#### 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。

In the year, we arranged over 2,700 days of training on a wide spectrum of subjects and through various modes. Highlights of training activities arranged in 2010/11 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. To build up staff's confidence and increase their flexibility in adapting to and leading changes in workplace, the theme for 2010/11 was "Dancing with Change". Over 560 staff members at all ranks and grades participated in one-day training workshops (18 workshops in total) held between November 2010 and February 2011.

#### *Organisation-wide Training*

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

An in-house refresher training course on Land Registration Ordinance was arranged for the Land Registration Officer Grade staff and all Land Registration Executives to enrich and update their knowledge and understanding of the Ordinance.

To equip Officer Grades staff with the knowledge and skills for effective management, we organised tailor-made courses on "Staff Management" and "Project Management".

To strengthen staff's proficiency in Putonghua, we continued to organise relevant courses at different levels for all staff. An Effective English Writing workshop was run for Officer Grades staff to enhance their written communication skill. Various computer courses were provided for staff throughout the year to equip them with updated knowledge on IT applications.

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.



### (iii) 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2010/11年度安排了一系列的員工發展活動，包括：

- 3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」；
- 1位庫務會計師修讀中山大學舉辦的「中層管理人員國情研究課程」；以及
- 1位律師修讀北京大學舉辦的法律學習課程。

### (iv) 鼓勵和嘉許員工

作為不斷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*

自1993年成立的「部門員工建議書審核委員會」旨在推動員工之間的團隊合作，以取得更高的工作效率和成績。

年內，委員會共收到9份員工建議書，建議範疇包括提升服務質素、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2010年11月邀請員工投票選出他們當中的「最優秀員工」，3名員工獲頒獎項。

### (iii) 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 had been arranged. In 2010/11,

- three Senior Land Registration Officers attended the "Management Development Programme" at The Hong Kong University of Science and Technology;
- one Treasury Accountant attended the "National Studies course for Middle Managers" at Sun Yat-sen University; and
- one Solicitor attended a Legal Study Programme at the Beijing University.

### (iv) Staff Motivation and Recognition

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

#### *Staff Suggestions Scheme*

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

Nine 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 2010, Land Registry's staff were invited to vote among themselves the "Best Staff". Three prizes were awarded.

#### *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2010年，共有13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149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，以茲表揚。

### **(v) 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和管理層的代表，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。通訊內容涵蓋不同範疇，包括專題故事、最新業務資訊、社區事務、員工消息與活動剪影、環境保護、保健貼士及語文知識等。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裨益。



#### *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 2010, 13 staff with 25 or more years of service were awarded, making a total of 149 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 in each quarter are awarded. To give due recognition, names of the winning staff members and teams are posted at the Customer Centre and NTSOs.

### **(v) Staff Relations**

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

#### *Departmental Consultative Committee*

The Committee comprising 14 representatives of various staff groups and representatives of the management. It 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 covers a wide range of topics including featured stories, business updates, community involvement, staff news and activity snapshots, environmental protection, health tips and language knowledge, etc. It is popular among staff and has helped promote team spirit and a sense of corporate identity.

#### 土地註冊處員工康樂會

「土地註冊處員工康樂會」由本處的同事以義務形式管理。在2010/11年度，該會為部門同事及其家屬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。



#### (vi) 知識管理

本處設立了「知識管理系統」，以促進部門內部知識管理和分享。該系統包含超過5,000份參考文件和案例。員工每天檢索超逾200項的系統資料，以作日常工作參考。

#### (b) 未來計劃

本處在下個年度會繼續提供優質的培訓活動、安排員工參與本地的管理人員專業發展課程及由公務員事務局中央統籌的培訓課程，以推展部門的學習文化。透過參加這些專業發展和培訓課程，員工可更妥善地裝備自己，面對未來轉變，從而為部門的發展作出貢獻。

#### *Staff Recreation Club*

The Staff Recreation Club is run by staff on a voluntary basis. In 2010/11, it organised a number of social and recreational activities for staff and their families, including the Land Registry's annual dinner, Christmas party, volunteer social services, interest classes and outings.

#### **(vi) Knowledge Management**

The Land Registry has set up a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. The system contains over 5,000 reference documents and precedent cases. Everyday over 200 searches were made by our staff for reference in their daily work.

#### **(b) Future Plan**

The Land Registry will continue to foster its organisational learning culture by providing quality training programmes and arranging suitable 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, staff members will be better equipped to prepare for changes and contribute to the future development of the department.

# 資訊科技管理 IT Management

## 摘要

- 本處已推出一套新查冊系統，以提升「綜合註冊資訊系統」的網上查冊服務。
- 我們繼續提升「綜合註冊資訊系統」的工作。
- 我們已制定確保部門資訊科技系統安全的措施，以及繼續提高員工對資訊科技保安的意識。

## (a) 「綜合註冊資訊系統」及其網上服務

### 「綜合註冊資訊系統」網上服務

本處的新查冊系統已於2010年8月啟用。新查冊系統是獨立運作，不會受到內部註冊系統定期維修及提升工程的影響，為客戶提供更穩定和可靠的查冊服務。「綜合註冊資訊系統」網上服務的開放時間已由每天16小時延長至20小時(包括星期六、星期日及公眾假期)，即由上午7時30分開放至翌日上午3時30分(系統接受訂單的截止時間為上午2時30分)。該網上查冊服務過渡至新查冊系統的過程亦十分穩暢。

### 提升「綜合註冊資訊系統」的服務

本處不斷致力提升客戶服務，在推出新查冊系統的同時，亦進一步提升「綜合註冊資訊系統」的工作。在2010/11年度，系統的主要提升包括：

- 在「綜合註冊資訊系統」的網頁加入差餉物業估價署「物業資訊網」主頁的超連結；



## Highlight

- The Land Registry has launched a new search system to enhance the Integrated Registration Information System (IRIS) Online Services.
- We have continued with further enhancement work to IRIS.
- We have put in place measures to ensure the security of our IT systems and continued to raise staff awareness in IT security.

## (a) Integrated Registration Information System (IRIS) and IRIS Online Services

### IRIS Online Services

A new search system came into operation in August 2010. The new system is separated from the internal registration system such that its operation will not be affected by the latter's scheduled maintenance and upgrading work, thereby providing more stable and reliable services to our customers. The operation hours of the IRIS online service has also been extended from the previous 16 hours to 20 hours daily (including Saturday, Sunday and public holidays), running from 07:30 a.m. to 03:30 a.m. (with last order cut-off at 02:30 a.m.) the next day. The transition to the new search system was successful and seamless.

### Service Enhancement to IRIS

As part of our continuous improvement to customer services, the Land Registry implemented further enhancement work on IRIS upon the launch of new search system. Major enhancements implemented in 2010/11 include:

- adding a link from the IRIS website to the homepage of the Property Information Online of Rating and Valuation Department;

The image shows two screenshots side-by-side. The left screenshot is the IRIS website, and the right screenshot is the Rating and Valuation Department's Property Information Online (PIO) homepage. A red circle on the IRIS website highlights a link to the Rating and Valuation Department. A red dashed arrow points from this link to the PIO homepage. Below the screenshots, the text 'RVD's PIO Homepage' is written.

Service Item	Launch Date
Enquiry on available area, age and permitted occupation purposes of domestic properties (excluding village type houses)	11 Feb 2009
Public Inspection of the newly issued Valuation List and Government Rent Roll (Information will be displayed online after the completion of the Valuation List and Government Rent Roll and issued up to 31 May every year)	16 Apr 2009
Enquiry on available values contained in the Valuation List and/or Government Rent Roll for the last 3 years of assessment	21 Apr 2010
Enquiry on rates (plus Government rent account)	29 Dec 2010

**Operation Hours:**  
Everyday (including Sundays and public holidays): from 07:30 hour to 03:30 hour next day

- 為客戶提供選項，讓客戶除了可為個別查冊訂單指定收取文件的方法外，亦可為全部查冊訂單劃一指定收取方法；
- 在客戶鍵入屋苑／樓宇／街道名稱的首個中／英文字時(或「預先鍵入」功能)，系統便會展示一連串包含該字在內的名稱，供客戶選取；
- 優化查閱土地登記冊的用戶介面，讓客戶只須在「街道名稱」、「屋苑／樓宇名稱」或「地段詳情」三擇其一鍵入資料便可；
- 讓登記用戶可列印指定日期(過去六個月內)的結算單，以及把查詢查冊／訂單狀況的期限由對上31天擴大至對上兩個月；以及
- 在結算單新增一欄，顯示所訂購土地登記冊的相關物業參考編號／地址／地段。

## (b) 資訊科技保安

本處一直竭力保護部門電腦系統的安全。我們恪守政府的資訊科技保安要求，以及參考資訊科技業界的最佳守則，實行持續的優化措施。我們在2010/11年度推行了下述措施：

- 在2010年邀請獨立的資訊科技保安顧問，為部門的新查冊系統進行資訊科技保安風險評估及保安核查，並因應核查的建議實行改良措施，以確保系統能提供安全和穩妥的網上服務；
- 在2010年為部門的資訊科技系統定期進行資訊科技保安核查，以確保有關系統得到妥善的保護；
- 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；以及
- 為員工安排覆修課程，以加強他們對資訊科技保安的意識。

- providing an option for customers to specify a delivery method for all search orders (in addition to individual orders);
- displaying a list of names matching the input character(s) for selection when customers enter the first Chinese/English character(s) of the development/street name (or type-ahead feature);
- enhancing the user interface by facilitating customers in searching land registers to input just any one of the three search criteria i.e. street name, development name or lot number;
- allowing subscribers to print account statement by specifying a date range (within the past six months) and to enquire the search/order status from the last 31 days extended to the last two months; and
- adding a new column to account statements to show the corresponding Property Reference Number/Address/Lot of land register orders.

## (b) IT Security

The Land Registry strives to maintain the security of its computer systems by full compliance with the Government's IT security requirements and ongoing implementation of improvement measures with reference to the best practices in the IT industry. The following measures were taken in 2010/11:

- engaged independent IT security consultant to conduct IT security risk assessment and security audit on the new search system in 2010 and implemented improvement measures pursuant to the audit recommendations to ensure delivery of secure and stable online services;
- conducted regular IT security audits on our IT systems in 2010 to ensure proper protection of the IT systems;
- circulated departmental policy and guidelines on IT security periodically to reinforce staff understanding on the importance of information security and personal data protection; and
- arranged an in-house refresher course to raise the awareness of IT security among staff.



**(c) 未來計劃**

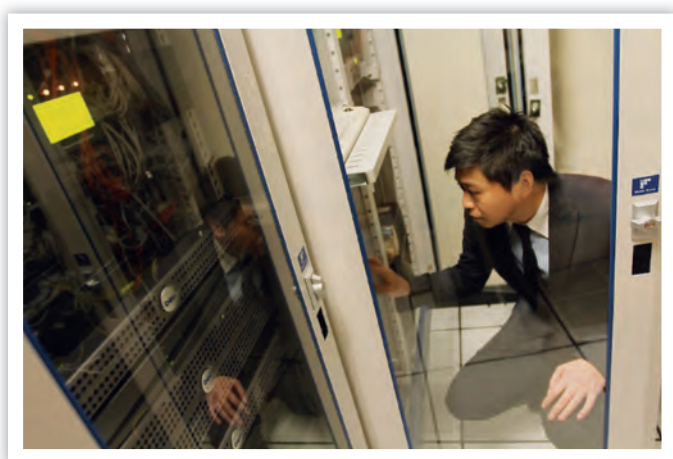
**(i) 部門的資訊科技發展和創議**

我們一直主動透過部門網頁及「綜合註冊資訊系統」網上服務發布公開資訊。我們會繼續探究如何進一步提升部門的電子服務，以滿足客戶的期望，例如：

- 在中止註冊契約送回交契人士後的第21天發放提示訊息，讓交契人士在首28天的期限屆滿前，及早把握時間處理有關個案；以及
- 讓市民在本處的網頁免費瀏覽街道索引及新界地段／地址對照表。

**(ii) 業權註冊的資訊科技支援**

我們會繼續為業權註冊設計資訊科技系統，以配合《土地業權條例》的修訂工作。





**(c) Future Plan**

**(i) Departmental IT Development and Initiatives**

We have been actively disseminating public information through the Land Registry's website and IRIS Online Services. We will continue to explore how to further enhance our e-services to meet customers' needs, such as:

- to issue an early reminder to the lodging party on the 21st day after a stopped deed was returned to the lodging party in order to provide more time for the lodging party to handle the case before the expiry of the first 28-day period; and
- to allow free browsing of the Street Index and New Territories Lot/Address Cross Reference Table on the Land Registry's website.

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

Design of the IT system for title registration will be taken forward to tie in with the amendment exercise of the LTO.

# 財政管理

## Financial Management

### 摘要

- 由於物業市道暢旺，本處在2010/11年度錄得盈利及總全面收益2.035億元。
- 年內的固定資產回報率為52.6%。

### (a) 財政目標

土地註冊處根據《營運基金條例》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制訂。

### (b) 實際表現

與2009/10年度比較，本年度的整體收入增加了6,740萬元(上升13.1%)，主要因為物業市道暢旺。運作開支輕微增加了300萬元(上升0.9%)。

### (c) 展望

本處會繼續審慎理財。我們預計會因通貨膨脹而增加開支。本處的收入和固定資產回報率，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制訂的回報。





### Highlight

- Due to favourable property market conditions, we achieved a profit and total comprehensive income of \$203.5 million in 2010/11.
- During the year, the rate of return on fixed assets was 52.6%.

### (a) Financial Objectives

In accordance with the Trading Funds Ordinance, 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 fixed assets employed.

### (b) Actual Performance

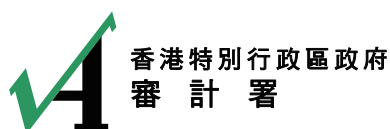
When compared with 2009/10, overall revenue increased by \$67.4 million (up 13.1%) mainly due to favourable property market conditions. Operating expenses increased slightly by \$3.0 million (up 0.9%).

### (c) Forecast

The Land Registry will continue to exercise strict control on costs. Expenditure is expected to increase due to inflation. Revenue and 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 the fixed assets 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84至111頁土地註冊處營運基金的財務報表，該等財務報表包括於2011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資料。

#### 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真實而中肯的財務報表，及落實其認為必要的內部控制，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。

### 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 84 to 111, which comprise the statement of financial position as at 31 March 2011, 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 information.

#### General Manager, Land Registry Trading Fund's Responsibility for the Financial Statements

The General Manager, Land Registry Trading Fund is responsible for the preparation of financial statements that give a true and fair view in accordance with section 7(4) of the Trading Funds Ordinance (Cap. 430) and Hong Kong Financial Reporting Standards, and for such internal control as the General Manager, Land Registry Trading Fund determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.



### 審計師的責任

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

審計涉及執执行程序以獲取有關財務報表所載金額及披露資料的審計憑證。所選定的程序取決於審計師的判斷，包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險。在評估該等風險時，審計師考慮與該基金製備真實而中肯的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2011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  
(審計署助理署長劉新和代行)

審計署  
香港灣仔  
告士打道7號  
入境事務大樓26樓  
2011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 about 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 of financial statements that give a true and fair view 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 2011, 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.

LAU Sun-wo  
Assistant Director of Audit  
for Director of Audit

Audit Commission  
26th Floor, Immigration Tower  
7 Gloucester Road  
Wanchai, Hong Kong  
15 September 2011

財務報表

Certified Financial Statements





截至二零一一年三月三十一日止年度  
(以港幣千元表示)

for the year ended 31 March 2011  
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2011	2010
<b>營業額</b>	<b>Turnover</b>	3	573,396	505,761
運作成本	Operating costs	4	(340,768)	(337,772)
運作盈利	Profit from operations		232,628	167,989
其他收入	Other income	5	9,656	9,858
<b>除稅前盈利</b>	<b>Profit before tax</b>		242,284	177,847
稅項	Taxation	6	(38,822)	(28,138)
<b>年度盈利</b>	<b>Profit for the year</b>		203,462	149,709
其他全面收益	Other comprehensive income		-	-
<b>年度總全面收益</b>	<b>Total comprehensive income for the year</b>		203,462	149,709
<b>固定資產回報率</b>	<b>Rate of return on fixed assets</b>	7	52.6%	38.5%

第91至111頁的附註為本財務報表的一部分。

The notes on pages 91 to 111 form part of these financial statements.



## 財務狀況表

## Statement of Financial Position

於二零一一年三月三十一日  
(以港幣千元表示)

as at 31 March 2011  
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2011	2010
<b>非流動資產</b>	<b>Non-current assets</b>			
物業、設備及器材	Property, plant and equipment	8	312,215	302,754
無形資產	Intangible assets	9	65,214	56,264
持至期滿的證券	Held-to-maturity securities	10	101,093	100,533
			<b>478,522</b>	<b>459,551</b>
<b>流動資產</b>	<b>Current assets</b>			
應收帳款及預繳款項	Debtors and prepayments		14,834	14,270
應收關連人士帳款	Amounts due from related parties		11,968	8,804
銀行存款	Bank deposits		580,000	307,000
現金及銀行結餘	Cash and bank balances		53,623	221,414
			<b>660,425</b>	<b>551,488</b>
<b>流動負債</b>	<b>Current liabilities</b>			
遞延收入	Deferred revenue	11	13,615	13,773
客戶按金	Customers' deposits	12	26,760	25,756
應付帳款	Creditors		8,841	11,112
應付關連人士帳款	Amounts due to related parties		1,266	1,821
僱員福利撥備	Provision for employee benefits		4,847	4,609
應付稅款	Tax payable		13,131	14,216
			<b>68,460</b>	<b>71,287</b>
<b>流動資產淨額</b>	<b>Net current assets</b>		<b>591,965</b>	<b>480,201</b>
<b>總資產減去流動負債</b>	<b>Total assets less current liabilities</b>		<b>1,070,487</b>	<b>939,752</b>

第91至111頁的附註為本財務報表的一部分。  
The notes on pages 91 to 111 form part of these financial statements.



財務狀況表(續)

Statement of Financial Position (continued)



		附註 Note	2011	2010
<b>非流動負債</b>	<b>Non-current liabilities</b>			
遞延稅項	Deferred tax	13	14,802	10,711
僱員福利撥備	Provision for employee benefits		72,974	74,938
<b>資產淨額</b>	<b>NET ASSETS</b>		<b>982,711</b>	854,103
<b>資本及儲備</b>	<b>CAPITAL AND RESERVES</b>			
營運基金資本	Trading fund capital	14	118,300	118,300
保留盈利	Retained earnings	15	762,680	660,949
擬發股息	Proposed dividend	16	101,731	74,854
			<b>982,711</b>	854,103

聶世蘭太平紳士  
土地註冊處營運基金總經理  
二零一一年九月十五日

**Ms Olivia NIP, JP**  
General Manager, Land Registry Trading Fund  
15 September 2011

第91至111頁的附註為本財務報表的一部分。  
The notes on pages 91 to 111 form part of these financial statements.



## 權益變動表

## Statement of Changes in Equity

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截至二零一一年三月三十一日止年度  
(以港幣千元表示)

for the year ended 31 March 2011  
(Expressed in thousands of Hong Kong dollars)

		2011	2010
在年初的結餘	<b>Balance at beginning of year</b>	854,103	851,153
年度總全面收益	Total comprehensive income for the year	203,462	149,709
年內已付股息	Dividend paid during the year	(74,854)	(146,759)
在年終的結餘	<b>Balance at end of year</b>	982,711	854,103

第91至111頁的附註為本財務報表的一部分。

The notes on pages 91 to 111 form part of these financial statements.

現金流量表  
Statement of Cash Flows



截至二零一一年三月三十一日止年度  
(以港幣千元表示)

for the year ended 31 March 2011  
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2011	2010
<b>營運項目的現金流量</b>	<b>Cash flows from operating activities</b>		
運作盈利	Profit from operations	232,628	167,989
折舊及攤銷	Depreciation and amortisation	35,248	33,362
處置固定資產虧損	Loss on disposal of fixed assets	982	-
遞延收入的 (減少)/增加	(Decrease)/Increase in deferred revenue	(158)	3,554
應付帳款及應付關連 人士帳款的 (減少)/增加	(Decrease)/Increase in creditors and amounts due to related parties	(2,749)	2,674
僱員福利撥備的減少	Decrease in provision for employee benefits	(1,726)	(1,674)
客戶按金的增加	Increase in customers' deposits	1,004	171
應收帳款及應收關連 人士帳款的 (增加)/減少	(Increase)/Decrease in debtors and amounts due from related parties	(3,485)	432
已付利得稅	Profits tax paid	(35,816)	(8,124)
<b>營運項目的現金流入 淨額</b>	<b>Net cash from operating activities</b>	<b>225,928</b>	<b>198,384</b>
<b>投資項目的現金流量</b>	<b>Cash flows from investing activities</b>		
銀行存款的減少 (等同現金除外)	Decrease in bank deposits (other than cash equivalents)	117,000	314,000
添置固定資產	Purchase of fixed assets	(54,718)	(25,326)
已收利息	Interest received	8,853	11,946
<b>投資項目的現金流入 淨額</b>	<b>Net cash from investing activities</b>	<b>71,135</b>	<b>300,620</b>

第91至111頁的附註為本財務報表的一部分。

The notes on pages 91 to 111 form part of these financial statements.


 現金流量表(續)

## Statement of Cash Flows (continued)

		附註 Note	2011	2010
<b>融資項目的現金流量</b>	<b>Cash flows from financing activities</b>			
已付股息	Dividend paid		(74,854)	(146,759)
<b>融資項目的現金流出淨額</b>	<b>Net cash used in financing activities</b>		(74,854)	(146,759)
<b>現金及等同現金的增加淨額</b>	<b>Net increase in cash and cash equivalents</b>		222,209	352,245
在年初的現金及等同現金	Cash and cash equivalents at beginning of year		371,414	19,169
<b>在年終的現金及等同現金</b>	<b>Cash and cash equivalents at end of year</b>	17	593,623	371,414

第91至111頁的附註為本財務報表的一部分。

The notes on pages 91 to 111 form part of these 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.

## 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, or 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.



## 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、應收關連人士帳款、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.

## 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 or cancelled, or when it 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：

— 建築物	30年
— 電腦器材	5年
— 器材、傢具及裝置	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
— Computer equipment	5 years
— Equipment, furniture and fittings	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.

## 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

等同現金指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不大。

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

### 2.8 僱員福利

### Employee benefits

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

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



## 2. 主要會計政策(續)

## Significant accounting policies (continued)

### 2.9 所得稅

### Income tax

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

The Government requires the LRTF to pay a notional profits tax calculated on the basis of the provisions of the Inland Revenue Ordinance (Cap. 112). Tax expense for the year comprises current tax and movements in deferred tax assets and liabilities.

- (ii) 本期稅項為本年度對應課稅收入按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現。

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.

## 2. 主要會計政策(續)

## Significant accounting policies (continued)

### 2.10 收入的確認

### 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。以非港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 using the spot exchange rates at the transaction dates. Monetary assets and liabilities denominated in currencies other than Hong Kong dollars are translated into Hong Kong dollars using the closing exchange rate at the end of the reporting period. Exchange gains and losses are recognised in the statement of comprehensive income.

### 2.12 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關連人士進行交易。這些人士包括政府各局及部門、營運基金，以及受政府所管制或主要影響的財政自主機構。

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



## 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

香港會計師公會已頒布自本會計期開始生效的多項新訂及經修訂的香港財務報告準則。適用於本財務報表所呈報的年度的會計政策，並未因這些發展而有任何改變。

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

土地註冊處營運基金並沒有採納在本會計期尚未生效的任何新香港財務報告準則(附註22)。

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

## 3. 營業額

## Turnover

		2011	2010
辦理文件註冊	Registration of documents	318,737	266,858
查冊	Search	100,918	92,068
提供副本	Copying	93,372	83,220
業權報告	Reports on title	42,043	47,583
業主立案法團	Owners incorporation	10,542	10,175
其他	Others	7,784	5,857
<b>總額</b>	<b>Total</b>	<b>573,396</b>	<b>505,761</b>

## 4. 運作成本

## Operating costs

		2011	2010
員工費用	Staff costs	241,152	237,567
一般運作開支	General operating expenses	16,904	18,959
電腦服務開支	Computer service charges	27,454	29,655
租金及管理費	Rental and management charges	16,782	15,404
中央行政費用	Central administrative overheads	1,826	2,362
折舊及攤銷	Depreciation and amortisation	35,248	33,362
處置固定資產虧損	Loss on disposal of fixed assets	982	-
審計費用	Audit fees	420	463
<b>總額</b>	<b>Total</b>	<b>340,768</b>	<b>337,772</b>

5. 其他收入

Other income

		2011	2010
銀行存款利息	Bank deposits interest	4,087	4,413
持至期滿證券利息	Held-to-maturity securities interest	5,303	5,273
匯兌淨收益	Net exchange gain	266	172
<b>總額</b>	<b>Total</b>	<b>9,656</b>	<b>9,858</b>

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 :

		2011	2010
本期稅項	Current tax		
本年名義利得稅的撥備	Provision for notional profits tax for the year	34,731	28,800
遞延稅項	Deferred tax		
暫記差額的產生及撥回	Origination and reversal of temporary differences	4,091	(662)
<b>稅項支出總額</b>	<b>Total tax expense</b>	<b>38,822</b>	<b>28,138</b>

- (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 :

		2011	2010
除稅前盈利	Profit before tax	242,284	177,847
按香港利得稅率16.5% (二零一零年度為16.5%)計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2010 : 16.5%)	39,977	29,345
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	(1,155)	(1,207)
<b>實際稅項支出</b>	<b>Actual tax expense</b>	<b>38,822</b>	<b>28,138</b>

## 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
<b>成本</b>	<b>Cost</b>				
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
在二零一零年四月一日	At 1 April 2010	350,000	122,797	19,475	492,272
添置	Additions	–	23,712	577	24,289
處置	Disposal	–	(66)	(1,636)	(1,702)
在二零一一年三月三十一日	At 31 March 2011	350,000	146,443	18,416	514,859
<b>累計折舊</b>	<b>Accumulated depreciation</b>				
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
在二零一零年四月一日	At 1 April 2010	64,184	110,356	14,978	189,518
年度費用	Charge for the year	3,852	8,334	1,660	13,846
處置	Disposal	–	(66)	(654)	(720)
在二零一一年三月三十一日	At 31 March 2011	68,036	118,624	15,984	202,644
<b>帳面淨值</b>	<b>Net book value</b>				
在二零一一年三月三十一日	At 31 March 2011	281,964	27,819	2,432	312,215
在二零一零年三月三十一日	At 31 March 2010	285,816	12,441	4,497	302,754

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

		2011	2010
<b>成本</b>	<b>Cost</b>		
在年初	At beginning of year	167,787	153,898
添置	Additions	30,352	13,889
處置	Disposal	(20,137)	–
在年終	At end of year	178,002	167,787
<b>累計攤銷</b>	<b>Accumulated amortisation</b>		
在年初	At beginning of year	111,523	100,127
年度費用	Charge for the year	21,402	11,396
處置	Disposal	(20,137)	–
在年終	At end of year	112,788	111,523
<b>帳面淨值</b>	<b>Net book value</b>		
在年終	At end of year	65,214	56,264

10. 持至期滿的證券

Held-to-maturity securities

		2011	2010
按攤銷成本列帳	At amortised cost		
上市：	Listed：		
— 本港	— in Hong Kong	55,416	55,209
— 本港以外	— outside Hong Kong	15,108	15,042
非上市	Unlisted	70,524	70,251
		30,569	30,282
<b>總額</b>	<b>Total</b>	101,093	100,533



## 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.

		2011	2010
查冊票	Search tickets	369	369
訂購費用或其他服務收費	Subscription fees/other service charges	13,246	13,404
<b>總額</b>	<b>Total</b>	<b>13,615</b>	<b>13,773</b>

## 12. 客戶按金

## Customers' deposits

		2011	2010
網上服務登記用戶	Online services subscribers	25,776	24,772
各政府部門	Government departments	984	984
<b>總額</b>	<b>Total</b>	<b>26,760</b>	<b>25,756</b>

## 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 Depreciation allowances in excess of the related depreciation and amortisation	其他暫記差額 Other temporary differences	總額 Total
在二零零九年四月一日的結餘	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
在二零一零年四月一日的結餘	Balance at 1 April 2010	10,789	(78)	10,711
於全面收益表內扣除	Charged to statement of comprehensive income	4,091	-	4,091
在二零一一年三月三十一日的結餘	<b>Balance at 31 March 2011</b>	<b>14,880</b>	<b>(78)</b>	<b>14,802</b>

## 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

		2011	2010
在年初的結餘	Balance at beginning of year	660,949	586,094
年度總全面收益	Total comprehensive income for the year	203,462	149,709
擬發股息	Proposed dividend	(101,731)	(74,854)
<b>在年終的結餘</b>	<b>Balance at end of year</b>	<b>762,680</b>	<b>660,949</b>

## 16. 擬發股息

## Proposed Dividend

建議就截至二零一一年三月三十一日止年度派發股息1億零173.1萬港元(二零一零年度為7,485.4萬港元)，相等於總全面收益的50%。

A dividend of HK\$101.731 million (2010 : HK\$74.854 million), based on 50% of the total comprehensive income, is proposed for the year ended 31 March 2011.

## 17. 現金及等同現金

## Cash and cash equivalents

		2011	2010
現金及銀行結餘	Cash and bank balances	53,623	221,414
銀行存款	Bank deposits	580,000	307,000
<b>小計</b>	<b>Subtotal</b>	<b>633,623</b>	<b>528,414</b>
減：原有期限為3個月以上的銀行存款	Less: Bank deposits with original maturity beyond 3 months	(40,000)	(157,000)
<b>現金及等同現金</b>	<b>Cash and cash equivalents</b>	<b>593,623</b>	<b>371,414</b>



## 18. 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關連人士交易外，年內與關連人士進行的其他重大交易摘述如下：

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

- (i) 本處向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8,100萬港元(二零一零年度為8,800萬港元)，這金額已計算在附註3的營業額項下。

Services provided to related parties included registration of land documents, search of land registers and records, supply of copies of land records and reports on title. The total revenue derived from these services amounted to HK\$81 million (2010 : HK\$88 million). This amount is included in turnover under note 3.

- (ii) 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2,600萬港元(二零一零年度為2,500萬港元)，這金額已計算在附註4的運作成本項下。

Services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to HK\$26 million (2010 : HK\$25 million). This amount is included in operating costs under note 4.

- (iii) 向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100萬港元(二零一零年度為300萬港元)。

Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to HK\$1 million (2010 : HK\$3 million).

本處向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；至於只提供給關連人士的服務，則按服務的十足成本計算。

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

## 19. 金融風險管理

## Financial risk management

### (i) 投資政策

### Investment policy

土地註冊處營運基金以審慎保守的方式來投資包括債務證券及銀行存款的金融資產。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 Government or quasi-government bodies in Hong Kong with sound credit ratings and are in general held to maturity.

19. 金融風險管理(續)

Financial risk management (continued)

(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。在報告期結束日所須承擔的最高信貸風險(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 :

		2011	2010
持至期滿的證券	Held-to-maturity securities	101,093	100,533
應收帳款	Debtors	11,979	11,126
應收關連人士帳款	Amounts due from related parties	11,968	8,804
銀行存款	Bank deposits	580,000	307,000
銀行結餘	Bank balances	53,585	221,371
<b>總額</b>	<b>Total</b>	<b>758,625</b>	<b>648,834</b>

為盡量減低信貸風險，所有定期存款均存於香港的持牌銀行。

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

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

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

關於應收帳款，網上服務登記用戶須繳付按金。

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

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:

		2011	2010
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-	101,093	100,533



## 19. 金融風險管理(續)

## Financial risk management (continued)

### (iii) 流動資金風險

### Liquidity risk

流動資金風險指某一實體將難以履行與金融負債相關的責任的風險。

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

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

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

### (iv) 利率風險

### Interest rate risk

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

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

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

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

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.

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
<b>2011</b>						
持至期滿的證券	Held-to-maturity securities	-	-	101,093	-	101,093
銀行存款	Bank deposits	580,000	-	-	-	580,000
<b>總額</b>	<b>Total</b>	580,000	-	101,093	-	681,093
<b>2010</b>						
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
<b>總額</b>	<b>Total</b>	257,000	50,000	100,533	-	407,533



## 19. 金融風險管理(續)

## Financial risk management (continued)

## (v) 貨幣風險

## Currency risk

貨幣風險指金融工具的公平值或未來現金流量會因匯率變動而波動的風險。

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

土地註冊處營運基金的一般業務交易是以港元為單位，因而不會引致貨幣風險。

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

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

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

在報告期結束日，以美元為本位的金融資產總計有1.02億港元(二零一零年度為1.01億港元)。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 HK\$102 million (2010: HK\$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 Carrying value		公平值 Fair value	
		2011	2010	2011	2010
持至期滿的證券	Held-to-maturity securities	101,093	100,533	109,842	109,593

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.

## 20. 資本承擔

## Capital commitments

在二零一一年三月三十一日，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 2011, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows :

		2011	2010
已批准及簽約	Authorised and contracted for	3,095	51,234
已批准惟未簽約	Authorised but not yet contracted for	75,880	167,507
<b>總額</b>	<b>Total</b>	<b>78,975</b>	<b>218,741</b>

## 21. 經營租約承擔

## Operating lease commitments

在二零一一年三月三十一日，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 2011, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows :

		2011	2010
不超過一年	Not later than one year	2,819	3,531
超過一年但不超過五年	Later than one year but not later than five years	726	4,051
<b>總額</b>	<b>Total</b>	<b>3,545</b>	<b>7,582</b>





**22. 已頒布但於截至二零一一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 2011**

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。其中包括於截至二零一一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的修訂、新準則及詮釋。

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 2011 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 :

	在以下日期或之後 開始的會計期生效 <b>Effective for accounting periods beginning on or after</b>
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
香港會計準則第1號(經修訂)「財務報表的呈報」的修訂 — 其他全面收益項目的呈報 Amendments to HKAS 1 (Revised), Presentation of Financial Statements — Presentation of Items of Other Comprehensive Income	二零一二年七月一日 1 July 2012
香港會計準則第19號(2011)「僱員福利」 HKAS 19 (2011), Employee Benefits	二零一三年一月一日 1 January 2013
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
香港財務報告準則第13號「公平值計量」 HKFRS 13, Fair Value Measurement	二零一三年一月一日 1 January 2013

# 附錄 I

## Annex I

### (a) 2010/11年度服務承諾 2010/11 Performance Pledges

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
<b>1. 辦理土地文件註冊</b> <b>Registration of land documents</b>	15 (a+b) <sup>(註2)</sup> (See Note 2)			
(a) 由收到契約至根據已註冊的契約更新土地登記冊 <sup>(註1)</sup> ; 以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a) 11 <sup>(註2)</sup> (See Note 2)		92	99
(b) 完成影像處理程序並把已註冊的契約送回交契人士 <sup>(註1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b) 4			
<b>2. 在櫃位查閱電腦土地登記冊</b> <b>Counter search of computerised land registers</b>		15	97	100
<b>3. 提供土地紀錄影像副本</b> <b>Supply of imaged copies of land records</b>				
(a) 在櫃位索取 <b>Over the counter</b>				
(i) 不連過大圖則 Without oversize plans		15	97	100
(ii) 附連過大圖則 With oversize plans	5		97	100



服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target [% meeting service standard]	實際表現 (達到服務標準的百分比) Actual Performance [% meeting service standard]
	工作天 Working Day(s)	分鐘 Minutes		
<b>(b) 透過網上服務訂購 Order via online services</b>				
(i) 親身領取 Collection in person				
• 不連彩色圖則 Without colour plans	1		97	100
• 附連彩色圖則 With colour plans	3		97	100
• 附連過大圖則 With oversize plans	5		97	100
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 不連彩色圖則 Without colour plans				
— 下午6時前訂購 Orders placed before 6 pm	1		97	100
— 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 附連彩色圖則 With colour plans	3		97	100
• 附連過大圖則 With oversize plans	5		97	100

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
<b>4. 提供土地紀錄認證本</b>				
<b>Supply of certified copies of land records</b>				
<b>(a) 在櫃位辦理</b>				
<b>Over the counter</b>				
(i) 電腦土地登記冊 Computerised land registers		50	97	100
(ii) 不連過大圖則的影像副本 Imaged copies without oversize plans		50	97	100
(iii) 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97	100
<b>(b) 透過網上服務訂購</b>				
<b>Order via online services</b>				
(i) 親身領取 Collection in person				
• 電腦土地登記冊 Computerised land registers	1		97	100
• 影像副本 Imaged copies				
— 不連過大圖則 Without oversize plans	3		97	100
— 附連過大圖則 With oversize plans	5		97	100
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 電腦土地登記冊 Computerised land registers				
— 下午6時前訂購 Orders placed before 6 pm	1		97	100
— 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 不連過大圖則的影像副本 Imaged copies without oversize plans	3		97	100
• 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97	100



服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
<b>5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)</b>				
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98	100
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98	100
<b>6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>				
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98	100
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98	100
<b>7. 電話查詢服務 Telephone enquiry services</b>				
(a) 辦公時間收到留言 Voice mail left during office hours		收到留言後60分鐘內回覆 Return calls within 60 minutes after receiving the voice mail	92	100
(b) 非辦公時間收到留言 Voice mail left after office hours		下一個工作天早上10時前回覆 Return calls before 10 am on the next working day	92	100
<b>8. 修訂土地登記冊資料 Amendment of Registered Data</b>				
(a) 一般個案(即根據註冊摘要資料更正土地登記冊) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		90	99
(b) 複雜個案 Complicated cases	10		90	99

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
<b>9. 為再交付註冊的中止註冊契約辦理註冊 Registration of withheld deeds redelivered for registration</b>	16 (a+b)		90	99
(a) 由收到再交付註冊的中止註冊契約至根據已註冊的契約更新相關土地登記冊；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a) 12			
(b) 完成影像處理程序並把已註冊的契約送交契人士 Completion of imaging and return of the registered deed to the lodging party	(b) 4			
<b>10. 處理建議／投訴 Handling of suggestions/complaints</b>	本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		—	—

註1： 不包括被中止註冊的契約  
Note 1: Excluding deeds withheld from registration

註2： 已提高的服務標準  
Note 2: Enhanced service standard

(b) 2011/12年度服務承諾(生效日期為2011年4月1日起)  
2011/12 Performance Pledges (with effect from 1 April 2011)

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>1. 辦理土地文件註冊</b> <b>Registration of land documents</b>	15 (a+b)		
(a) 由收到契約至根據已註冊的契約更新土地登記冊 <sup>(註1)</sup> ; 以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a) 11		92
(b) 完成影像處理程序並把已註冊的契約送交契人士 <sup>(註1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b) 4		
<b>2. 在櫃位查閱電腦土地登記冊</b> <b>Counter search of computerised land registers</b>		15	97
<b>3. 提供土地紀錄影像副本</b> <b>Supply of imaged copies of land records</b>			
(a) 在櫃位索取 <i>Over the counter</i>			
(i) 不連過大圖則 Without oversize plans		15	97
(ii) 附連過大圖則 With oversize plans	5		97

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>(b) 透過網上服務訂購</b>			
<b>Order via online services</b>			
(i) 親身領取			
Collection in person			
• 不連彩色圖則 Without colour plans	1		97
• 附連彩色圖則 With colour plans	3		97
• 附連過大圖則 With oversize plans	5		97
(ii) 郵寄或由傳遞公司送遞			
Delivery by post or courier			
• 不連彩色圖則			
Without colour plans			
— 下午6時前訂購 Orders placed before 6 pm	1		97
— 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 附連彩色圖則 With colour plans	3		97
• 附連過大圖則 With oversize plans	5		97



服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>4. 提供土地紀錄認證本</b>			
<b>Supply of certified copies of land records</b>			
<b>(a) 在櫃位辦理</b>			
<b>Over the counter</b>			
(i) 電腦土地登記冊 Computerised land registers		50	97
(ii) 不連過大圖則的影像副本 Imaged copies without oversize plans		50	97
(iii) 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97
<b>(b) 透過網上服務訂購</b>			
<b>Order via online services</b>			
(i) 親身領取 Collection in person			
• 電腦土地登記冊 Computerised land registers	1		97
• 影像副本 Imaged copies			
— 不連過大圖則 Without oversize plans	3		97
— 附連過大圖則 With oversize plans	5		97
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 電腦土地登記冊 Computerised land registers			
— 下午6時前訂購 Orders placed before 6 pm	1		97
— 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 不連過大圖則的影像副本 Imaged copies without oversize plans	3		97
• 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)</b>			
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98
<b>6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>			
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98
<b>7. 電話查詢服務 Telephone enquiry services</b>			
(a) 辦公時間收到留言 Voice mail left during office hours		收到留言後60分鐘內回覆 Return calls within 60 minutes after receiving the voice mail	93 <sup>(註2)</sup> (See Note 2)
(b) 非辦公時間收到留言 Voice mail left after office hours		下一個工作天早上10時前回覆 Return calls before 10 am on the next working day	93 <sup>(註2)</sup> (See Note 2)
<b>8. 修訂土地登記冊資料 Amendment of Registered Data</b>			
(a) 一般個案(即根據註冊摘要資料更正土地登記冊) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		92 <sup>(註2)</sup> (See Note 2)
(b) 複雜個案 Complicated cases	10		90

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>9. 為再交付註冊的中止註冊契約辦理註冊 Registration of withheld deeds redelivered for registration</b>			92 <sup>(註2)</sup> (See Note 2)
(a) 由收到再交付註冊的中止註冊契約至根據已註冊的契約更新相關土地登記冊；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a)	12	
(b) 完成影像處理程序並把已註冊的契約送回交契人士 Completion of imaging and return of the registered deed to the lodging party	(b)	4	
<b>10. 處理建議／投訴 Handling of suggestions/complaints</b>			—
			本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.

註1： 不包括被中止註冊的契約  
Note 1: Excluding deeds withheld from registration

註2： 已提高的服務指標  
Note 2: Enhanced performance target

# 附錄II

## Annex II

### (a) 2010/11年度土地註冊處聯合常務委員會外界委員

#### External Membership of the Land Registry Joint Standing Committee 2010/11

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



(b) 2010/11年度土地註冊處客戶聯絡小組(私營機構)外界委員

External Membership of the Land Registry Customer Liaison Group (Private Sector) 2010/11

香港律師會	The Law Society of Hong Kong	區曼珍女士 齊雅安先生 香淑端女士 林敏儀女士 梁榮輝先生 梁雲生先生 馬華潤先生 黃綺薇女士 楊永華先生	Ms. Stella AU Man-chun Mr. Alson CHAI Ms. Martha HEUNG Suk-duen Ms. LAM Man-yee Mr. LEUNG Wing-fai Mr. Vincent LIANG Mr. Billy MA Wah-yan Ms. Ankie WONG Yee-mei Mr. YEUNG Wing-wah
香港銀行公會	The Hong Kong Association of Banks	劉淑敏女士 吳克鐘先生 唐漢城先生 錢偉倫先生	Ms. Josephine LAU Shuk-man Mr. NG Hak-chung Mr. TONG Hon-shing 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 黃超賢先生 王振邦先生	Mr. Johnson KONG Chi-how Ms. Rhoda LIU Mei-ling Mr. Frederick WONG Chiu-yin 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 楊文佳先生	Mr. CHIU Kam-kuen Mr. Alex NG Siu-lam Mr. Gary YEUNG Man-kai
香港地產代理商總會	Hong Kong Real Estate Agencies General Association	謝順禮先生	Mr. Calvin TSE Shun-lai
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 歐其華先生	Mr. Michael CHIK Pafai Mr. Auser AU Kee-wah

(c) 2010/11年度土地註冊處客戶聯絡小組(公營機構)外界委員  
External Membership of the Land Registry Customer Liaison Group (Public Sector) 2010/11

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	張憲民先生	Mr. H. M. CHEUNG
香港海關	Customs & Excise Department	陳澤鵬先生	Mr. C. P. CHAN
律政司	Department of Justice	李郁蕙女士 葉沛恩女士	Miss Y. W. LEE Miss Stephanie YIP
環境保護署	Environmental Protection Department	袁煥新先生 石永基先生	Mr. William YUEN Mr. W. K. SHEK
食物環境衛生署	Food & Environmental Hygiene Department	陳彥亦先生	Mr. Y. Y. CHAN
政府產業署	Government Property Agency	李永祥先生 衛永興先生	Mr. Jeff LEE Mr. W. H. WAI
民政事務總署	Home Affairs Department	劉宇恒先生 李謝肖芬女士	Mr. Henry LAU 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	張佩萁女士 唐百旋女士	Ms. Carrie CHEUNG Ms. Tellie TONG
房屋署	Housing Department	李倫先生 黃健雄先生 何麗雲女士	Mr. L. LI Mr. K. H. WONG Ms. L. W. HO
廉政公署	Independent Commission Against Corruption	周國雄先生	Mr. Terry CHOW
稅務局	Inland Revenue Department	鍾劍琴女士	Ms. K. K. CHUNG
地政總署	Lands Department	陳淑華女士	Miss Junie CHAN
破產管理署	Official Receiver's Office	吳吳麗莉女士 梁譚富儀女士	Mrs. Margaret NG Mrs. Anita LEUNG
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 黃俊平先生	Mr. S. C. LAW Mr. C. P. WONG



# Securing your Property Supporting an Open Market

保障市民財產  
支持開放市場

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

香港金鐘道六十六號  
金鐘道政府合署二十八樓  
Queensway Government Offices,  
28/F., 66 Queensway, Hong Kong.  
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傳真 Fax : (852) 2523 0065  
網址 Website : [www.landreg.gov.hk](http://www.landreg.gov.hk)  
電郵 E-mail : [csa@landreg.gov.hk](mailto:csa@landreg.gov.hk)

