



# 十九年回顧

## Nineteenth Year in Review

### 土地註冊處處長報告

我很高興向大家匯報截至2012年3月31日年度的土地註冊處營運基金報告。

正如世界其他地區一樣，我們的業務亦受到歐洲債務危機所影響。本地經濟增長在2011年下半年放緩，此狀況亦從物業市道反映出來。值得一提的是，每月的樓宇買賣合約宗數自2011年7月起已跌穿了10,000份的基本指標，直到今年3月才告回升。本處在2011/12年度的收入難免受到影響，並按年下降21.7%至4.565億元。另一方面，儘管同期的消費物價指數上升了約5%，我們亦設法將2011/12年度的營運成本下降了0.2%。因此，本處在2011/12年度仍錄得9,830萬元的盈利，達致19.7%的固定資產回報率。我衷心感謝我的同事同心合力面對挑戰，致力維持本處的營運效率。

我對部門在維持高營運效率的同時，亦竭力為客戶提供最優質的服務感到自豪。本處去年成功超越所有服務承諾所訂下的指標，並進一步提升服務的水平。值得一提的是，我們推出了兩款新的電子註冊摘要表格。這兩款電子註冊摘要表格加強版分別具備自動填寫和大量資料匯入的功能，大大提高了填寫表格時的效率和準確性。為進一步切合用家的需要，我們已把街道索引及新界地段／地址對照表的最新版本上載至本處網站供免費瀏覽。

## LAND REGISTRAR'S STATEMENT

I am pleased to present the report of the Land Registry Trading Fund for the year ended 31 March 2012.

The impact of the European debt crisis has taken a toll on us, like the rest of the world. Local economic growth slackened in the second half of 2011, which was aptly reflected in the property market. In particular, the monthly intake of sale and purchase agreements for building units had dropped below the 10,000 bench mark since July 2011 and did not recover until March this year. This inevitably had a bearing on our revenue, which witnessed a 21.7% decrease to \$456.5 million for 2011/12. On the other hand, we managed to contain our operating costs with a decrease of 0.2% in 2011/12, despite some 5% increase in the consumer price index during the same period. As a result, we still manage to achieve a profit of \$98.3 million for 2011/12, which translates into a 19.7% return on fixed assets. I would like to thank my colleagues for their remarkable efforts in upholding the effectiveness of our operation during this challenging time.

I am proud to report that our operational efficiency is achieved while maintaining the highest level of services to our customers. Last year, we exceeded all the targets set out in our performance pledges and initiated further enhancements. In particular, we introduced two new versions of the e-Memorial Form. These enhanced versions are equipped respectively with auto-fill and bulk data input functions, which greatly improved the efficiency and accuracy in completing the form. As a further facilitation measure to our users, we have uploaded the latest editions of the Street Index and New Territories Lot/Address Cross Reference Table for free online browsing.

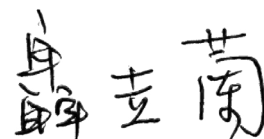
## 十九年回顧 Nineteenth Year in Review

本處推動卓越服務的努力贏得了社會的認同，實在令人鼓舞。去年，本處榮獲公務員事務局舉辦的「2011年公務員優質服務獎勵計劃」的精進服務獎銅獎(小部門組別)；而本處兩位同事亦分別榮獲2011年「申訴專員嘉許獎」—公職人員獎，以及2011年公務員事務局局長嘉許狀。此外，本處於2011年年底進行的客戶服務意見調查亦顯示客戶十分滿意本處提供的各項服務。

我們會繼續竭盡全力為客戶提供卓越服務，並開拓新猷。我們正研究提供交易監察及通知服務的可行性。這項新服務若成功推出，便可在有文書送遞註冊時，向相關物業擁有人發出電郵警示通知。此舉料可為物業擁有人提供多一重保障，亦有助防止物業欺詐。

長遠來說，保障物業業權的最佳方法是實行業權註冊制度。去年，我曾匯報各主要持份者對應否以即時不可推翻原則取代《土地業權條例》下的強制更正規則持不同意見。為縮窄彼此的分歧，我們構思了「兩階段轉換機制」方案—在為期12年的首個階段轉換期採用強制更正規則；而在最後階段的全面轉換後則採用即時不可推翻原則。主要持份者的反應大致正面。我期待早日與各持份者達成共識，並以此為基礎，進一步開展公眾參與的工作。與此同時，我們正為新高中課程的通識教育科製作一套介紹香港土地註冊制度的教材。我希望此教材可讓年青一代了解本港現行的土地註冊制度及將會進行的改革，並有助推動業權註冊制度早日實行。

展望未來，由於全球經濟前景仍不明朗，2012/13對我們來說將會是另一個充滿挑戰的年度。我謹此感謝客戶及合作伙伴在過往一年對我們的鼎力支持。有賴你們的不斷支持，我們定可克服未來可能面對的逆境。



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  
2012年9月25日



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It is also most encouraging that our efforts in promoting service excellence have won the recognition of the community. Last year, we were honoured with the Bronze Award of the Service Enhancement Award (Small Department category) of the Civil Service Outstanding Service Award Scheme 2011. Two of our colleagues were respectively awarded with The Ombudsman's Awards 2011 for Officers of Public Organisations and the Secretary for the Civil Service's Commendation Awards 2011. The customer service survey conducted in late 2011 also revealed a very high level of satisfaction among our customers on our spectrum of services.

We will continue to exert our best efforts in serving our customers and identifying new service opportunities. In this regard, we are exploring the feasibility of providing a transaction monitoring and notification service. This new service, if introduced, would provide an early email alert to property owners of instruments presented for registration against their properties. The new service would be a useful tool for owners to better protect their properties and would help prevent property fraud.

In the longer run, the best means to secure property title is to implement a title registration system. Last year I reported about the divergent views held by major stakeholders as to whether the mandatory rectification rule under the Land Titles Ordinance (LTO) should be replaced by the principle of immediate indefeasibility. To bridge this gap, we have developed a "Two-stage Conversion Mechanism", whereby the mandatory rectification rule would be applied during the first stage of conversion for twelve years and the immediate indefeasibility principle would be adopted after the final stage of full conversion. The stakeholders' feedback is generally positive. I am looking forward to an early consensus with stakeholders, which would form the basis for further public engagement. In the meantime, we are developing a teaching kit on Hong Kong's land registration system for the subject of liberal studies in the new senior secondary curriculum. By instilling a better understanding of our land registration system and its coming reform among youngsters, I hope that this could provide further impetus for the early implementation of the title registration system.

Looking ahead, 2012/13 could prove to be yet another challenging year for us amidst the ongoing global economic uncertainties. I would like to express my gratitude towards our customers and partners for their unfailing support over the past year. I am sure that we could continue to count on you to help weather any adversities that lie ahead.



**Olivia NIP, J.P.**

The Land Registrar & General Manager  
The Land Registry Trading Fund, Hong Kong  
25 September 2012

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2011/12年度活動剪影 EVENTS OF INTEREST IN 2011/12



2011年4月7日  
7 April 2011

公布2011/12年度服務承諾，提升服務水平

Announcement of the enhanced  
Performance Pledges 2011/12

4月  
Apr

2011年4月至5月  
April-May 2011

「陽光路上」就業見習培訓計劃  
Job attachment for the Sunnyway  
— On The Job Training Programme

2011年5月4日至6日  
4-6 May 2011

參加在澳洲悉尼舉行的2011年土地註冊處處長「發展事務人員」會議  
Participation in the Land Registrars'  
Development Officers' Conference 2011  
held in Sydney, Australia



5月  
May

2011年5月17日  
17 May 2011

韓國領事館代表團到訪  
Received a delegation from the  
Consulate General of the Republic  
of Korea



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2011年5月18日  
18 May 2011

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

2011年5月26日  
26 May 2011

為香港律師會舉辦「中止  
文書註冊的一般原因」講座  
Seminar on “Common Reasons  
for Withholding Instruments  
from Registration” for Law  
Society of Hong Kong



# 5月 May

2011年6月10日  
10 June 2011

為香港房屋經理學會舉辦「香港  
的業權註冊」講座  
A talk on “Title Registration  
in Hong Kong” for Hong Kong  
Institute of Housing



2011年6月19日及20日  
19 & 20 June 2011

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

# 6月 June

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2011年6月27日  
27 June 2011

開售《街道索引》(第43版)及《新界地段/地址對照表》(第12版)的電腦光碟,以及在土地註冊處網站推出網上版,供公眾免費瀏覽

Launched for sale the Street Index (43rd edition) and the New Territories Lot/Address Cross Reference Table (12th edition) on compact disc and online versions for free browsing on Land Registry website

6月  
June



2011年7月6日  
6 July 2011

為地產代理監管局舉辦「綜合註冊資訊系統網上服務及其新增功能」講座

A seminar on "IRIS Online Services and Its Enhancements" for the Estate Agents Authority

7月  
July

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2011年8月8日至9月7日  
8 August to 7 September 2011

參加「展翅青見計劃」，為青少年提供  
培訓實習機會

Provided placement opportunities for  
the Youth Pre-employment Training  
Programme

8月  
Aug

2011年9月至10月  
September to October 2011

進行大規模的客戶服務意見  
調查，收集客戶意見，以持  
續提升本處服務質素

A large-scale Customer  
Service Survey for collecting  
customer feedback for  
continuous service  
improvement

9月  
Sep



2011年9月12日  
12 September 2011

榮獲「2011年公務員優質服務獎勵計劃」  
的精進服務獎銅獎(小部門組別)

Received the Bronze Award of the Service  
Enhancement Award (Small Department  
category) in the Civil Service Outstanding  
Service Award Scheme 2011

2011年9月30日  
30 September 2011

參加由香港公益金舉辦的「公益金便服日」  
Participation in the Dress Casual Day organised  
by The Community Chest of Hong Kong



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2011年10月19日  
19 October 2011

向立法會提交《土地註冊處營運基金  
2010/11年度年報》  
Tabling of the Land Registry Trading Fund Annual  
Report 2010/11 in the Legislative Council

2011年10月26日至28日  
26-28 October 2011

土地註冊處處長參加在澳洲布里斯本  
舉行的第38屆業權註冊處長會議  
The Land Registrar attended the 38th  
Registrars of Title Conference held in  
Brisbane, Australia



# 10

月  
Oct

2011年11月13日  
13 November 2011

參加由無止橋慈善基金  
舉辦的「無止行2011」慈善步行籌款活動  
Participation in the Wu Zhi Xing Charity Walk  
organised by the Wu Zhi Qiao (Bridge to  
China) Charitable Foundation



# 11

月  
Nov

2011年11月17日  
17 November 2011

江蘇省政府官員代表團到訪  
Received a delegation of Government  
Officials from Jiangsu



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2011年11月17日  
17 November 2011

客戶服務經理潘輝耀先生榮獲2011年「申訴專員嘉許獎」一公職人員獎  
Mr. POON Fai-yiu, Kenneth, Customer Service Manager received The Ombudsman's Awards 2011 for Officers of Public Organisations

2011年11月18日  
18 November 2011

公務員事務局局長俞宗怡女士到訪，並與本處員工代表會面  
Miss Denise YUE, GBS, JP, the Secretary for the Civil Service visited the Land Registry and met staff representatives



# 11

月  
Nov

2011年11月21日  
21 November 2011

文書主任吳麗玲女士獲頒2011年公務員事務局局長嘉許狀  
Miss NG Lai-ling, Clerical Officer received The Secretary for the Civil Service's Commendation Awards 2011

# 11

月  
Nov



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2012年1月8日  
8 January 2012

參加由香港青年旅舍協會與昂坪360合辦的「昂步棧道」活動  
Participation in the Ngong Ping Charity Walk organised by Hong Kong Youth Hostels Association and Ngong Ping 360

2012年1月19日  
19 January 2012

推出兩款分別具備自動填寫及資料匯入功能的電子註冊摘要表格加強版  
Launched of two enhanced versions of e-Memorial Forms with auto-fill and data import functions

1  
月  
Jan



2012年2月5日  
5 February 2012

參加香港渣打馬拉松賽事  
Participation in the Standard Chartered Hong Kong Marathon

2012年2月27日  
27 February 2012

世界銀行代表團到訪  
Received a delegation of representatives from the World Bank

2  
月  
Feb





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2012年2月28日  
28 February 2012

獲香港社會服務聯會頒發「5年Plus同心展關懷」標誌

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

2月  
Feb

2012年3月22日  
22 March 2012

參加由香港公益金舉辦的「公益行善『折』食日」  
Participation in the Skip Lunch Day organised by The Community Chest of Hong Kong

2012年3月23日  
23 March 2012

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)

3月  
Mar

