

2011/12年度 重要事項與未來展望

Highlights of 2011/12 and Future Outlook

2011/12年度重要事項

詳情

未來展望

企業管治

- 超越部門訂定的所有服務承諾，並進一步提升以下的服務指標：電話查詢服務（由92%提高至93%）、修訂土地登記冊資料的一般個案（由90%提高至92%），以及為再交付註冊的中止註冊契約辦理註冊（由90%提高至92%）。
- 接獲420個客戶表揚（較去年增加11%）、17項建議（較去年增加21%），以及16項投訴（較去年減少27%）。

第28頁

- 在2012年4月提升修訂土地登記冊資料的複雜個案的服務指標。

第30頁

- 持續聽取客戶意見，致力提升各項服務的質素和效率。

企業社會責任

- 參與各種不同的社區計劃及活動、為員工提供安全及健康的工作環境，以及支持環保創議。
- 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雙語教材。

第42、44、
46、48頁

第48頁

- 繼續積極參與社區服務，以履行服務社會的承諾。

- 推出教材，以豐富學生在新高中課程的學習資源。

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Highlights of 2011/12	More information	Future outlook
Corporate Governance		
<ul style="list-style-type: none"> — Exceeded all our performance pledges and enhanced the performance targets for telephone enquiry services from 92% to 93%, amendment of registered data of simple cases and registration of withheld deeds re-delivered for registration from 90% to 92%. 	P. 29	<ul style="list-style-type: none"> — To implement enhanced performance target for amendment of registered data of complicated cases in April 2012.
<ul style="list-style-type: none"> — Received 420 commendations (+11% from last year), 17 suggestions (+21% from last year) and 16 complaints (-27% from last year). 	P. 31	<ul style="list-style-type: none"> — To continue to gauge customer feedback and sustain our efforts for further improving the quality and efficiency of various services.
Corporate Social Responsibility		
<ul style="list-style-type: none"> — Participated in various community programmes and activities; provided a safe and healthy work environment for staff and supported environmental-friendly initiatives. 	P. 43, 45, 47, 49	<ul style="list-style-type: none"> — To continue our active participation in community services and serve the community with social commitment.
<ul style="list-style-type: none"> — Producing a bilingual teaching kit on land registration system of Hong Kong for the subject of Liberal Studies under the New Senior Secondary curriculum. 	P. 49	<ul style="list-style-type: none"> — To launch the teaching kit for enrichment of learning resource for students of the New Senior Secondary curriculum.

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服務及運作		
<ul style="list-style-type: none"> 「綜合註冊資訊系統」網上服務新增了217個登記用戶，戶口總數增至969個。 	第58頁	<ul style="list-style-type: none"> 繼續致力令「綜合註冊資訊系統」網上服務更方便易用，以切合客戶的需要。
<ul style="list-style-type: none"> 在本處網站推出街道索引及新界地段／地址對照表的免費網上瀏覽版本。 	第58頁	<ul style="list-style-type: none"> 持續定期製作更新版本。
<ul style="list-style-type: none"> 進行大規模的客戶服務意見調查，受訪者對本處的主要服務均給予正面評價。 	第66頁	<ul style="list-style-type: none"> 推行及跟進在是次調查收集的建議和意見。
<ul style="list-style-type: none"> 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。 	第68頁	<ul style="list-style-type: none"> 繼續聽取客戶的意見，以作進一步的提升。
<ul style="list-style-type: none"> 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)、2011年「申訴專員嘉許獎」—公職人員獎、2011年公務員事務局局長嘉許狀，以及第25屆《國際Mercury大獎》的銅獎(年報整體表現—政府機構組別)。 	第66、68頁	<ul style="list-style-type: none"> 繼續致力提供優質服務，精益求精。
業權註冊		
<ul style="list-style-type: none"> 構思「兩階段轉換機制」建議方案，以回應持份者的關注事宜，並繼續與持份者進行討論。 	第70頁	<ul style="list-style-type: none"> 當與各主要持份者就建議方案達成共識後，便為未來業權註冊制度的實施開展公眾參與活動。

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Services and Operations		
<ul style="list-style-type: none"> — The number of subscribers for Integrated Registration Information System (IRIS) Online Services reached a record of 969 with 217 new customers. 	P. 59	<ul style="list-style-type: none"> — To keep on enhancing the user-friendliness of IRIS Online Services to meet customers' needs.
<ul style="list-style-type: none"> — Launched free online browsing versions of the Street Index and the New Territories Lot/Address Cross Reference Table on the Land Registry's website. 	P. 59	<ul style="list-style-type: none"> — To produce updated versions from time to time.
<ul style="list-style-type: none"> — Conducted a large-scale Customer Service Survey with positive feedback in major service areas. 	P. 67	<ul style="list-style-type: none"> — To implement and follow-up with the suggestions and views collected in the survey.
<ul style="list-style-type: none"> — Launched two enhanced versions of e-Memorial Forms with auto-fill and data import functions. 	P. 69	<ul style="list-style-type: none"> — To continue gauging customers' feedback for further enhancement.
<ul style="list-style-type: none"> — Received the Bronze Award of the Service Enhancement Award (Small Department category) of Civil Service Outstanding Service Award 2011, The Ombudsman's Awards 2011 for Officers of Public Organisations, the Secretary for the Civil Service's Commendation Awards 2011 and the Bronze Award under the category of "Annual Reports — Overall Presentation: Government Agencies and Offices" in the 25th Anniversary International Mercury Awards competition. 	P. 67, 69	<ul style="list-style-type: none"> — To keep up with efforts in delivering quality services and to further excel.
Title Registration		
<ul style="list-style-type: none"> — Developed a proposal on "Two-Stage Conversion Mechanism" for addressing concerns and continuing discussion with stakeholders. 	P. 71	<ul style="list-style-type: none"> — To launch a public engagement exercise on the way forward for implementation of the title registration system upon reaching a general consensus on the proposal with major stakeholders.

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人力資源管理		
<ul style="list-style-type: none"> 落實2011/2012年度部門培訓計劃，舉辦不同的優質培訓課程。 	第72、74頁	<ul style="list-style-type: none"> 推行2012/2013年度部門培訓計劃，舉辦經審批的培訓課程，以方便員工持續進修及提升部門的服務水平。
<ul style="list-style-type: none"> 進行2011/12年度培訓需要調查。 	第74頁	<ul style="list-style-type: none"> 針對釐定的培訓需要，制定部門的培訓計劃及培訓課程。
資訊科技管理		
<ul style="list-style-type: none"> 就「綜合註冊資訊系統」網上服務推出十項的主要提升。 	第80、82頁	<ul style="list-style-type: none"> 持續提升「綜合註冊資訊系統」，以切合客戶的期望。
<ul style="list-style-type: none"> 推行妥善措施，確保資訊科技系統的安全性，並繼續提高員工對資訊科技保安的意識。 	第82頁	<ul style="list-style-type: none"> 確保全面遵守政府的資訊科技保安要求及資訊科技業界的最佳守則。
財政管理		
<ul style="list-style-type: none"> 錄得盈利及總全面收益9,830萬元，以及19.7%的固定資產回報率。 	第86頁	<ul style="list-style-type: none"> 繼續審慎理財，以達致由財政司司長釐定的固定資產回報。

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Human Resources Management		
<ul style="list-style-type: none"> — Implemented departmental Training Plan 2011/2012 and organised various quality training programmes. 	P. 73, 75	<ul style="list-style-type: none"> — To implement Training Plan 2012/2013 and organise the endorsed training programmes for continuous learning of staff and improvement in departmental performance.
<ul style="list-style-type: none"> — Conducted Training Needs Survey 2011/12. 	P. 75	<ul style="list-style-type: none"> — To operationalise identified training needs into departmental Training Plan and training programmes.
IT Management		
<ul style="list-style-type: none"> — Implemented 10 major enhancements to the IRIS Online Services. 	P. 81, 83	<ul style="list-style-type: none"> — To continue enhancing IRIS to meet customers' aspirations.
<ul style="list-style-type: none"> — Put in place measures to ensure the security of IT systems and continued to raise staff awareness in IT security. 	P. 83	<ul style="list-style-type: none"> — To ensure full compliance with the Government's IT security requirements and the best practices in the IT industry.
Financial Management		
<ul style="list-style-type: none"> — Achieved a profit and total comprehensive income of \$98.3 million and the rate of return on fixed assets of 19.7%. 	P. 87	<ul style="list-style-type: none"> — To continue exercising strict cost control and to achieve the financial return on fixed assets determined by the Financial Secretary.