



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



Keep **Innovating** for
Outstanding, Reliable and **Efficient** Services

推陳出新 · 提供優、穩、快服務

2011-12
ANNUAL REPORT 年報

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年報設計概念

封面以水墨畫勾勒出土地註冊處的標誌，展現香港山明水秀、鳥兒自由自在地圍繞着高樓大廈飛翔的景象，寓意本處服務有助促進香港的發展。內文配以水墨畫繪畫的竹子及與竹相關的物件，象徵本處在穩固的根基上茁壯成長及不斷發展，致力提供優質的服務，配合香港的需要和發展。

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External Membership of the Land Registry Joint Standing Committee 2011/12
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External Membership of the Land Registry Customer Liaison Group (Private Sector) 2011/12
- 136 (c) 2011/12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) 2011/12

Design Concept of the Annual Report

On the cover is the logo of the Land Registry outlined in ink-wash painting which portrays the picturesque scenery of Hong Kong with birds hovering freely over high-rise buildings, signifying the Department's contribution to promoting the development of the territory. Inside pages are illustrated with ink-wash bamboo related paintings, which symbolise the Department's continuous growth on a solid foundation, and our dedicated efforts to provide quality services that support the needs and development of Hong Kong.



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.

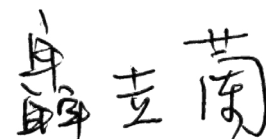
十九年回顧 Nineteenth Year in Review

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



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

5月
May



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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

十九年回顧 Nineteenth Year in Review



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



十九年回顧 Nineteenth Year in Review



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



十九年回顧 Nineteenth Year in Review



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



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.



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。

理想、使命、信念及職能

Vision, Mission, Values and Functions

OUR VISION

To be the best in all that we do.

OUR MISSION

- To ensure secure, customer friendly land registration and information services.
- To 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17,500億港元。
- 本年查閱註冊資料約600萬宗。
- 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。

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

OUR VALUE TO HONG KONG

- Over half of all Hong Kong families are registered property owners.
- Banks and financial institutions loan about HK\$1,750 billion against the security of registered land and property.
- Around six 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 on 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 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 incorporation of owners under the Building Management Ordinance (Cap. 344).



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

- 繼續積極參與社區服務，以履行服務社會的承諾。

第48頁

- 推出教材，以豐富學生在新高中課程的學習資源。

2011/12年度重要事項與未來展望 Highlights of 2011/12 and Future Outlook

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.

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
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。

2011/12年度重要事項與未來展望 Highlights of 2011/12 and Future Outlook

Highlights of 2011/12	More information	Future outlook
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.

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
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。

2011/12年度重要事項與未來展望 Highlights of 2011/12 and Future Outlook

Highlights of 2011/12	More information	Future outlook
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.



企業管治

Corporate Governance

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。

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。

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。

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.

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.



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.

企業管治 Corporate Governance

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，我們每月會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業權註冊制度的重要事項。

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2011/12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電話查詢服務於規定時間內回覆的服務指標由92%提高至93%。我們亦同時把修訂土地登記冊資料的一般個案，以及為再交付註冊的中止註冊契約辦理註冊的服務指標由90%提高至92%。附件I(a)列出我們於年內的服務承諾和表現。

為進一步提升本處來年的服務，我們會在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。2012/13年度的新服務承諾見附件I(b)。

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 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 LTO 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 the title registration system.

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 2011/12, we exceeded all the performance pledges and introduced further enhancements. In particular, we enhanced the performance targets for returning calls within designated time for our telephone enquiry services from 92% to 93%. We also enhanced the performance target for achieving the prescribed service standards for amendment of registered data of simple cases and registration of withheld deeds re-delivered for registration from 90% to 92%. Annex I (a) sets out the pledges and our performance for the year.

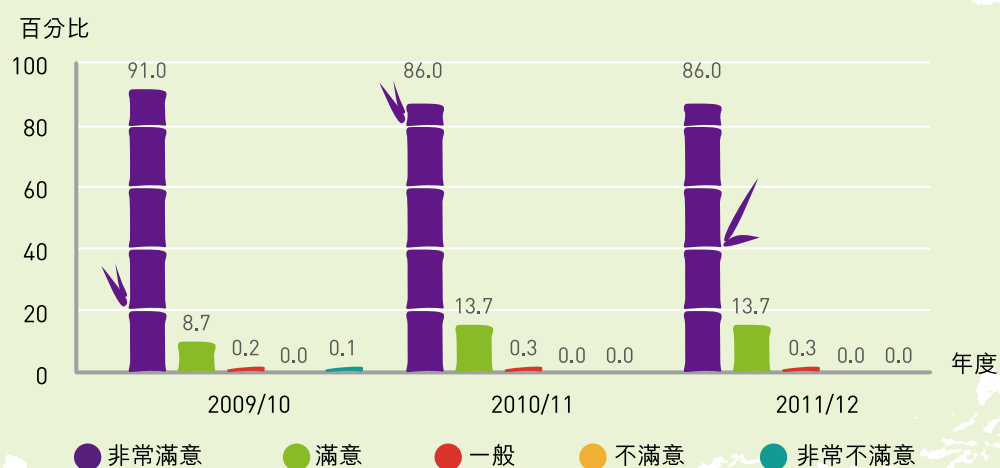
To further improve our service in the coming year, we will implement an enhanced performance target for amendment of registered data of complicated cases in April 2012. The new set of performance pledges for 2012/13 is at Annex I (b).

企業管治 Corporate Governance

客戶意見

在 2011/12 年度，本處透過客戶服務熱線、部門網頁、客戶意見卡、來信和電郵等途徑接獲 420 個客戶表揚。

客戶滿意程度

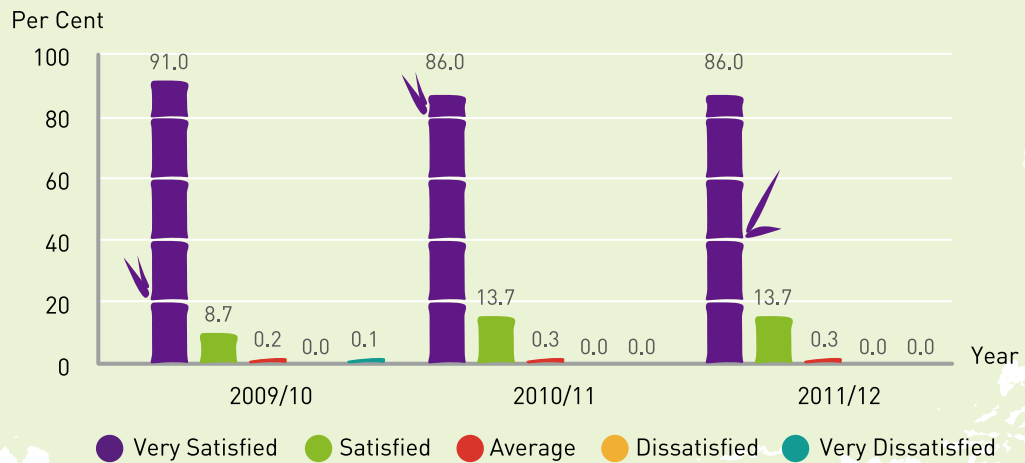


我們亦在 2011/12 年度內收到 17 項建議及 16 項投訴。所有建議和投訴均已迅速回應及圓滿處理。

CUSTOMER FEEDBACK

In 2011/12, the Land Registry received 420 commendations through the customer service hotline, Land Registry's homepage, comment cards, letters and emails.

Customer Satisfaction Rate



We also received 17 suggestions and 16 complaints in 2011/12. All the suggestions and complaints were promptly addressed and fully responded to.

架構及管理 STRUCTURE AND MANAGEMENT

土地註冊處組織架構圖(截至2012年3月31日)

Organisation Chart of the Land Registry (as at 31 March 2012)



▶ 常務部
General Support
Services Division

▶ 部門主任秘書
Departmental Secretary

▶ 管理及客戶服務部
Management & Customer
Services Division

▶ 副土地註冊處經理(管理及客戶服務)
Deputy Registry Manager/
Management & Customer Services

▶ 查冊及部門服務部
Search & Departmental
Services Division

▶ 副土地註冊處經理(查冊及部門服務)
Deputy Registry Manager/Search &
Departmental Services

▶ 註冊服務部
Registration Services Division

▶ 副土地註冊處經理(註冊服務)
Deputy Registry Manager/
Registration Services

▶ 資訊科技管理部
Information Technology
Management Division

▶ 高級系統經理
Senior Systems Managers

▶ 業權註冊執行部
Title Registration
Operation Division

▶ 副土地註冊處經理/總行政主任(業權註冊)
Deputy Registry Managers/
Chief Executive Officer (Title Registration)

▶ 法律事務部
Legal Services Division

▶ 高級律師
Senior Solicitors

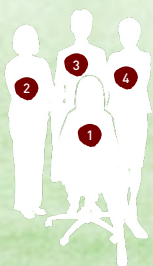
▶ 財務部
Financial Services Division

▶ 副業務經理
Deputy Business Manager

▶ 項目發展部
Project Development Division

▶ 副土地註冊處經理(項目發展)
Deputy Registry Manager/
Project Development

企業管治 Corporate Governance



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

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

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

3 劉仲賢先生 Mr. Gabriel LAU
業務經理 Business Manager
(生效日期為2012年1月30日起
With effect from 30 January 2012)

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



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

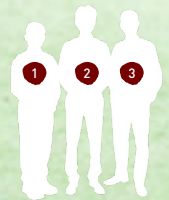
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|---|--|--|---|
| <p>1 李冠殷先生
Mr. Alfred LEE
政務主任(政策)
Assistant Secretary (Policy)</p> | <p>2 方吳淑儀女士
Mrs. Amy FONG
土地註冊處經理
Registry Manager</p> | <p>3 黎偉強先生
Mr. Jack LAI
部門主任秘書
Departmental Secretary
(生效日期為2012年1月26日起
With effect from 26 January 2012)</p> | <p>4 吳楚玲女士
Ms. Michelle NG
總行政主任
Chief Executive Officer</p> |
| <p>5 彭嘉輝先生
Mr. K. F. PANG
副土地註冊處經理
Deputy Registry Manager</p> | <p>6 溫錫麟先生
Mr. Francis WAN
副土地註冊處經理
Deputy Registry Manager</p> | <p>7 陳碧瑜女士
Ms. Peggy CHAN
副土地註冊處經理
Deputy Registry Manager</p> | <p>8 李芳群女士
Miss Fion LI
副土地註冊處經理
Deputy Registry Manager</p> |
| <p>9 謝少卿女士
Ms. Ada TSE
高級系統經理
Senior Systems Manager
(生效日期為2012年5月28日起
With effect from 28 May 2012)</p> | <p>10 潘錦鴻先生
Mr. K. H. POON
高級系統經理
Senior Systems Manager</p> | <p>11 衛超雄先生
Mr. John WAI
副土地註冊處經理
Deputy Registry Manager</p> | |

企業管治 Corporate Governance



法律事務科 Legal Services Branch

- | | | |
|---|--|--|
| 1 蔡恒璇女士
Ms. Christina CHOI
高級律師
Senior Solicitor | 2 談文錦先生
Mr. M. K. TAM
高級律師
Senior Solicitor | 3 李婉兒女士
Ms. Angel LI
副首席律師
Deputy Principal Solicitor |
| 4 楊茜女士
Ms. Majestic YEUNG
高級律師
Senior Solicitor | 5 袁淑玲女士
Ms. Lisa YUEN
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 劉仲賢先生 Mr. Gabriel LAU
業務經理 Business Manager
(生效日期為2012年1月30日起
With effect from 30 January 2012)

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

企業管治 Corporate Governance

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、處理成立業主立案法團的申請，以及提供業權報告予政府部門。

管理及客戶服務部

- 管理和發展土地註冊主任職系；策劃及提供客戶服務並回應客戶需要；以及因應土地註冊處的業務需要制定全面的培訓及發展計劃，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 the 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, to handle applications for registration of owners' corporations and to provide reports-on-title to Government departments.

Management & Customer Services Division

- To manage and develop the LRO Grade; to plan and deliver customer services and respond to their needs; and to develop human resources through comprehensive training and development 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 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.

企業管治 Corporate Governance

法律事務科

法律事務部

- 就《土地註冊條例》提供法律意見和支援服務。
- 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》；以及擬備《土地業權(修訂)條例草案》。

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 relating to the Land Registration Ordinance.
- To provide legal advisory and support services in the preparation for implementation of the LTO, to conduct review of the LTO and to prepare the Land Titles (Amendment) Bill (LT(A)B).

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

企業公民

本處十分重視社會責任，致力成為優秀的企業公民。我們的承諾可見於以下六個主要範疇：

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2011/12年度，我們的義工隊為長者和青少年籌辦了25項義工活動。我們並鼓勵同事騰出私人時間以組織及參與義工及社區活動。

於2012年2月，本處獲香港社會服務聯會頒發「5年Plus同心展關懷」標誌，以表揚我們持續為社會服務。

鼎力募捐

本處支持慈善組織的募捐運動，鼓勵員工捐款或參與其活動。在2011/12年度，我們繼續鼓勵同事參加由公益金舉辦的各種活動及作出慷慨捐助，包括「公益金便服日」、「愛牙日」及「公益行善『折』食日」。我們也參與其他的籌款活動，包括參加「無止行2011」慈善步行籌款活動，支持在國內偏遠地區建橋；參加「昂步棧道」活動，以支持環境保育；以及自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等。

促進平等機會

本處致力消除工作上的歧視（包括性別、殘疾、家庭崗位及種族），以及促進全體員工的平等機會。

CORPORATE CITIZENSHIP

The Land Registry attaches great importance to social responsibility and strives to uphold a high standard of corporate citizenship. Our commitment is demonstrated through our activities in six main areas:

Supporting Social Services

The Land Registry Volunteer Team has been joining hands with some ten other Government departments to run a "Crossover Volunteer Project" programme since 2005. In 2011/12, the Volunteer Team organised 25 volunteer activities for the elderly and youngsters. We also encouraged our staff to contribute their own time to organise and participate in volunteer activities and community programmes.

In recognition of our continuing efforts in serving the community, the Hong Kong Council of Social Service awarded the "Five Years Plus Caring Organisation" logo to the Land Registry in February 2012.



Encouraging Donations

We support donation drives of charities by encouraging staff to donate or participate in their events. In 2011/12, we continued to encourage staff to participate and make contributions in a variety of activities organised by the Community Chest, including Dress Casual Day, Love Teeth Day and Skip Lunch Day. We also participated in other fund-raising activities, including raising funds for building bridges in remote areas in Mainland China through participating in the Wu Zhi Xing Charity Walk, supporting the community's conservation drive through taking part in the Ngong Ping Charity Walk and raising funds for the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled through participating in the Standard Chartered Marathon since 2002.



Promoting Equal Opportunities

The Land Registry is committed to eliminating discrimination (including sex, disability, family status and race) in employment and promoting equal opportunities for all staff.

企業社會責任 Corporate Social Responsibility

在2011/12年度，本處繼續參與社會福利署的「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。我們亦委聘社會企業為部門辦公室提供清潔服務，並為部門的聖誕聯歡會提供餐飲服務，為社會上的弱勢社群提供就業機會。此外，我們持續與國際成就計劃香港部合作，為中學生舉辦「工作影子日」。

關懷員工

作為關愛員工的僱主，本處非常重視建立一個健康的員工隊伍。在2011/12年度，我們就相關課題為員工舉辦了23個講座，包括急救訓練、預防上肢及下肢勞損、使用顯示屏幕的健康錦囊、壓力管理、辦公室暴力處理，以及預防背部勞損等。我們亦透過外界的專業人士為員工提供輔導服務，協助他們面對與工作相關或個人的問題。此外，我們繼續透過部門刊物、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。

有見以母乳餵哺幼兒的好處，本處支持女性員工在產假完畢返回工作崗位後繼續餵哺母乳，在辦公室為她們提供合適的措施安排，方便她們在小休時段擠奶備用。

保護環境

本處致力確保部門各項業務和日常運作符合環保原則。為履行此承諾，我們採取了以下措施：

- 制定環保政策，確定須進行環保工作的重點範疇；
- 公布供員工遵守的環保管理指引；
- 定期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；
- 繼續實行「減少使用」、「廢物利用」、「循環再造」及「替代使用」的環保政策，並有效使用能源和資源；
- 拓展環保採購的範圍，增加購置含環保特色的物品，以及要求清潔辦公室的營辦商採用環保做法，包括在清潔期間盡可能減少用水和能源消耗；以及
- 透過部門的《員工通訊》，宣揚減少廢物與循環再造、節約能源及反污染的訊息，向員工推廣環保意識。

公眾人士可到本處的網頁瀏覽2011年管制人員環保報告，了解我們的環保成果。

In 2011/12, we continued to 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. We also provided job opportunities for the socially disadvantaged groups through hiring of social enterprises in providing cleaning service for our offices and catering service for our departmental function during Christmas. In addition, we continued to organise a Job Shadow Day for secondary school students in collaboration with the Junior Achievement Hong Kong.

Caring for Employees

As a caring employer, the Land Registry attaches great importance to maintaining a healthy workforce. In 2011/12, we organised a total of 23 seminars for staff on relevant subjects, including first aid, prevention of upper and lower limbs disorder, health tips on the use of computer monitors, stress management, handling of workplace violence and prevention of back injuries. We also provided counseling services through external specialists to assist staff confronting work-related or personal issues. Besides, we continued to enhance awareness among staff of the importance in maintaining work-life balance and a healthy life style through the department's publications, seminars and outings organised by the Staff Recreation Club for staff and their families.

Given the benefits of breastfeeding for infants, we support female staff to continue breastfeeding after returning to work from maternity leave by allowing them to take lactation breaks for expression of breast milk during working hours and providing facilitation arrangements in the offices.

Being Green and Environmentally Friendly

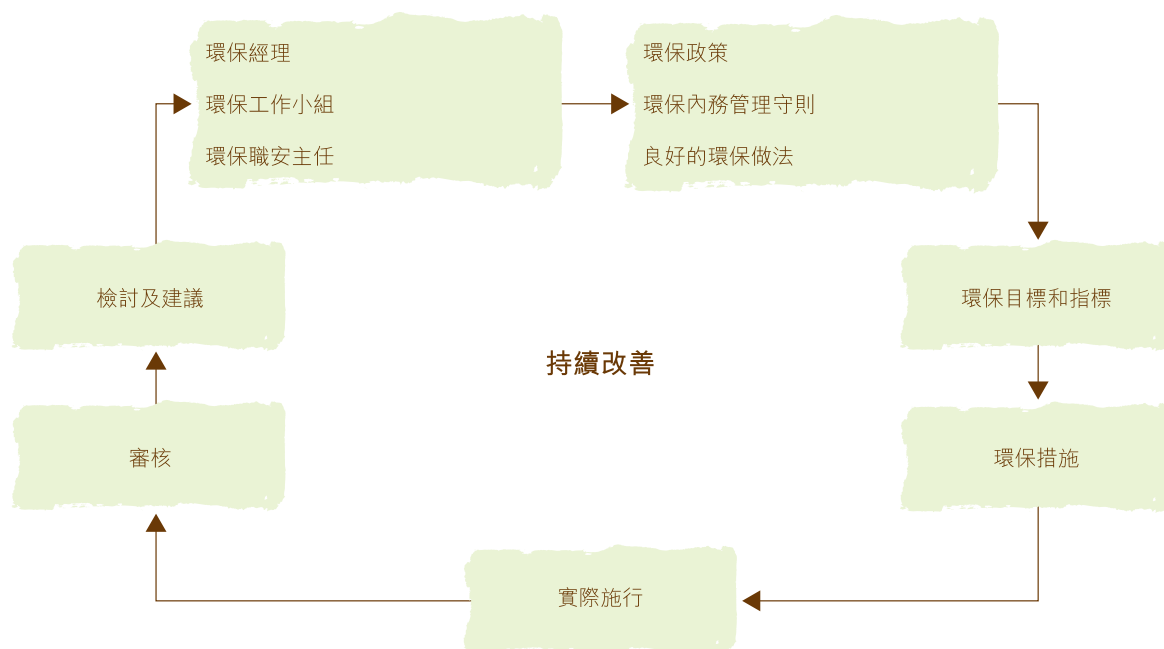
The Land Registry is committed to ensuring that its business and daily operations are conducted in an environmentally responsible manner. To fulfil this commitment, we have taken the following actions:

- formulated an environmental policy and set out key areas for actions;
- promulgated green housekeeping guidelines for observance by staff;
- conducted regular environmental audit and surprise checks to various offices to keep up the momentum in environmental protection;
- continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
- explored the scope of green procurement through increasing the number of purchase items that should contain environmental friendly features and requiring office cleaning contractor to adopt a number of green practices, including reduction of water and energy consumption in their operation as far as practicable; and
- promoted green awareness among staff by putting across messages on waste reduction and recycling, energy conservation and anti-pollution through department's staff magazine.

The Controlling Officer's Environmental Report 2011 with detailed environmental performance is available on the Land Registry's website.

企業社會責任 Corporate Social Responsibility

土地註冊處 環保管理系統



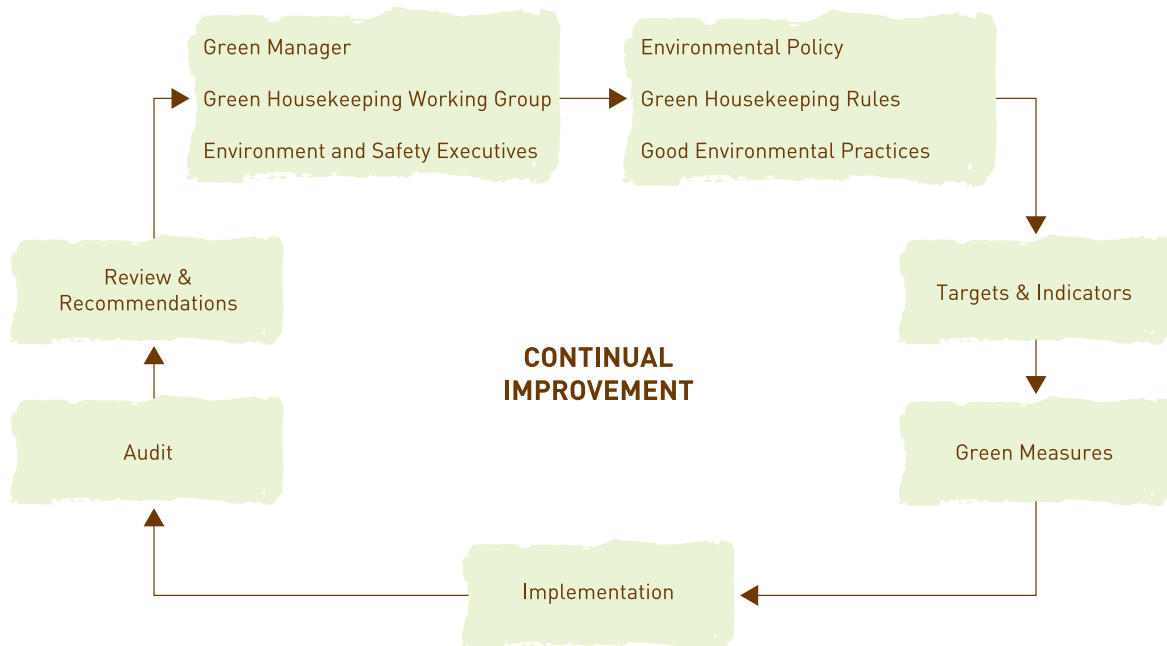
提供安全的工作環境

本處繼續致力為員工提供安全及舒適的工作環境。

我們在1997年成立了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。為確保職業安全，我們已頒布了周全的指引和程序，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。此外，我們自2003年起參加了由環境保護署舉辦的「室內空氣質素檢定計劃」。我們亦會定期進行檢查，確保同事工作間的安全。

企業社會責任 Corporate Social Responsibility

The Land Registry Environmental Management System



Providing a Safe Workplace

The Land Registry continues to make every endeavour to provide a safe and comfortable work environment for staff.

A departmental Safety Management Committee has been in place since 1997 to formulate and implement policy on occupational safety and health. We have promulgated comprehensive guidelines and procedures for ensuring occupational safety and provided our staff with ergonomic office furniture and equipment to ensure occupational health. We have also participated in the Indoor Air Quality (IAQ) Certification Scheme organised by the Environmental Protection Department since 2003. Regular inspections are conducted to ensure the workplace is free from safety hazards.



企業社會責任 Corporate Social Responsibility

未來計劃

綠色管理

本處繼續提倡「綠色辦公室」環境，並致力進一步減少能源及紙張的消耗，包括移除辦公室內非必要的照明、籌劃在2012年第三季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計劃，以大幅減少按揭文件的頁數。

公眾教育

本處現正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「今日香港」單元的教學資源。

該套教材包含六課，內有特別設計的課堂活動和補充閱讀及參考資料，旨在讓學生了解香港土地註冊制度的歷史，以及土地註冊處的角色和職能，並使學生加深認識土地註冊在香港發展過程中所擔當的角色有何重要。該套教材亦有助學生加深了解本港將由契約註冊制度走向業權註冊制度的改革。

FUTURE PLAN

Green Management

The Land Registry continues to promote a “green office” environment and strives for improvement in reducing consumption of energy and paper. The measures include the removal of non-essential lighting in offices, preparing for the implementation of double-side printing of land documents in the third quarter of 2012, further promoting the use of e-Memorial Form and making preparation for the proposal to allow deposit of standard terms documents with a view to substantially reducing the volume of mortgage documents.

Public Education

The Land Registry is producing a bilingual teaching kit on land registration of Hong Kong as teaching resource for the module of “Hong Kong Today” under the subject of Liberal Studies in the New Senior Secondary curriculum.

The teaching kit comprises six lessons with tailored class activities and supplementary reading and reference materials aiming to enable students to understand the history of land registration in Hong Kong and the roles and functions of the Land Registry and to enhance the awareness of students about the significant role played by land registration in the development of Hong Kong. The teaching kit will also help promote students’ understanding of the reform of our land registration system from a deeds registration system to a title registration system.

服務及運作

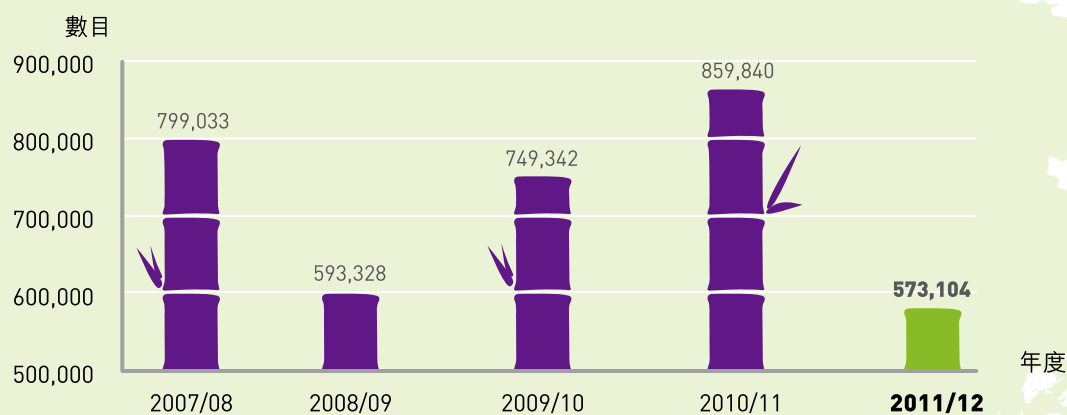
Services and Operations

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2011/12年度，送交註冊的土地文件共573,104份，較2010/11年度減少33.3%。

送交註冊的土地文件數目

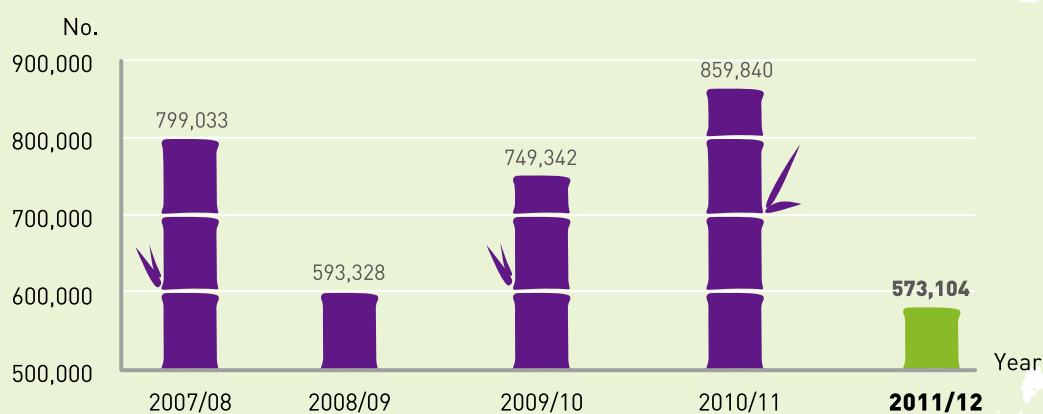


REGISTRATION OF LAND DOCUMENTS

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

In 2011/12, 573,104 land documents were delivered for registration, representing a reduction by 33.3% when compared with 2010/11.

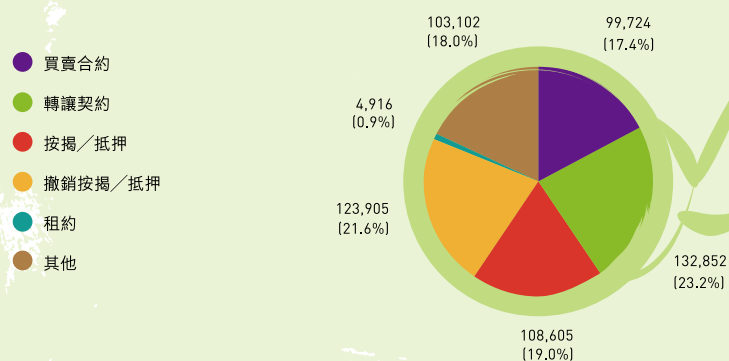
No. of Land Documents Delivered for Registration



服務及運作 Services and Operations

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81%。

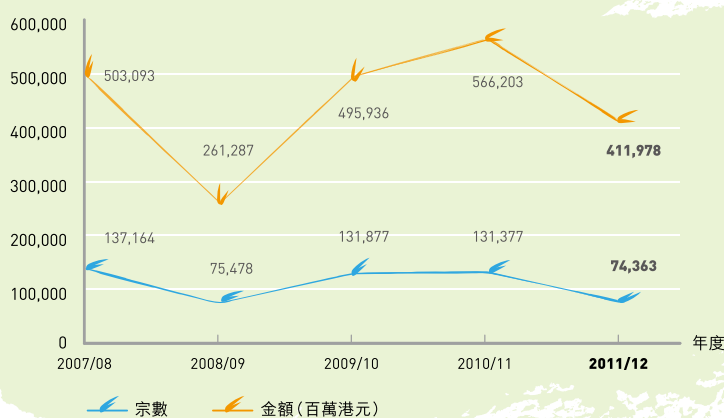
2011/12年度送交註冊的土地文件類別



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2011/12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74,363份（較去年減少43.4%）及4,119.78億元（較去年減少27.2%）。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。

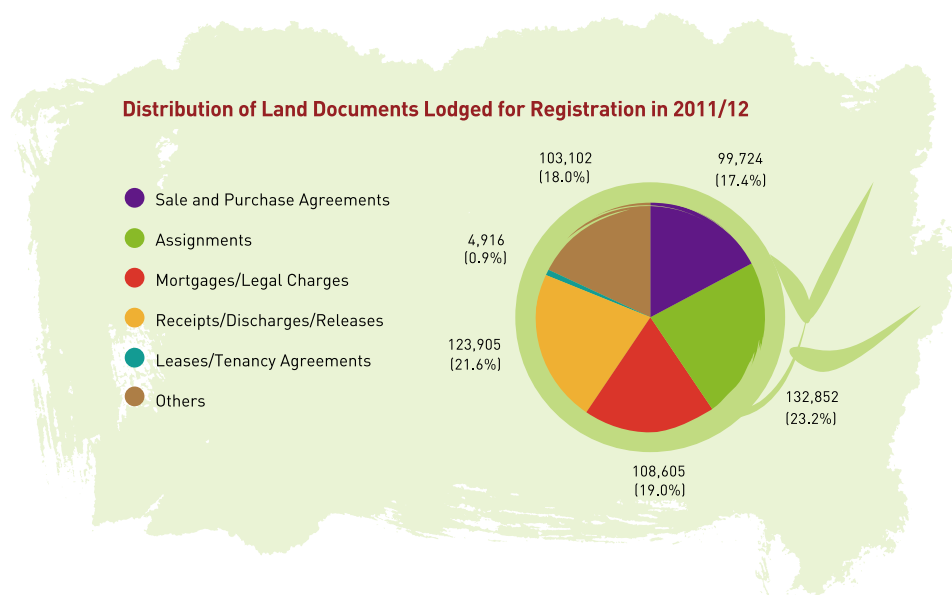
送交註冊的住宅樓宇買賣合約宗數和金額



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。

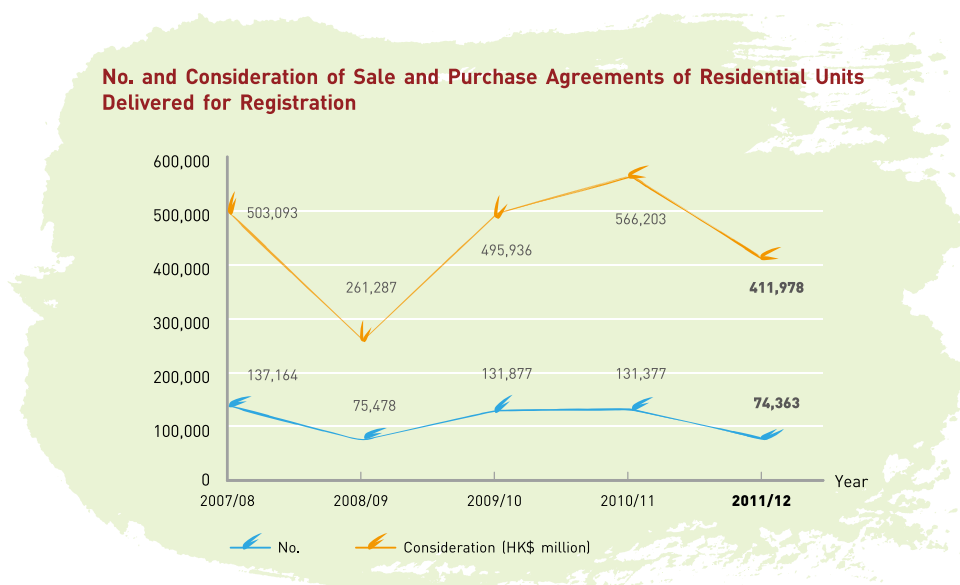
服務及運作 Services and Operations

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 81% of all documents received during the year.



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 2011/12, the number of SPAs of residential units and its total consideration were 74,363 [-43.4% from last year] and \$411,978 million [-27.2% 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.

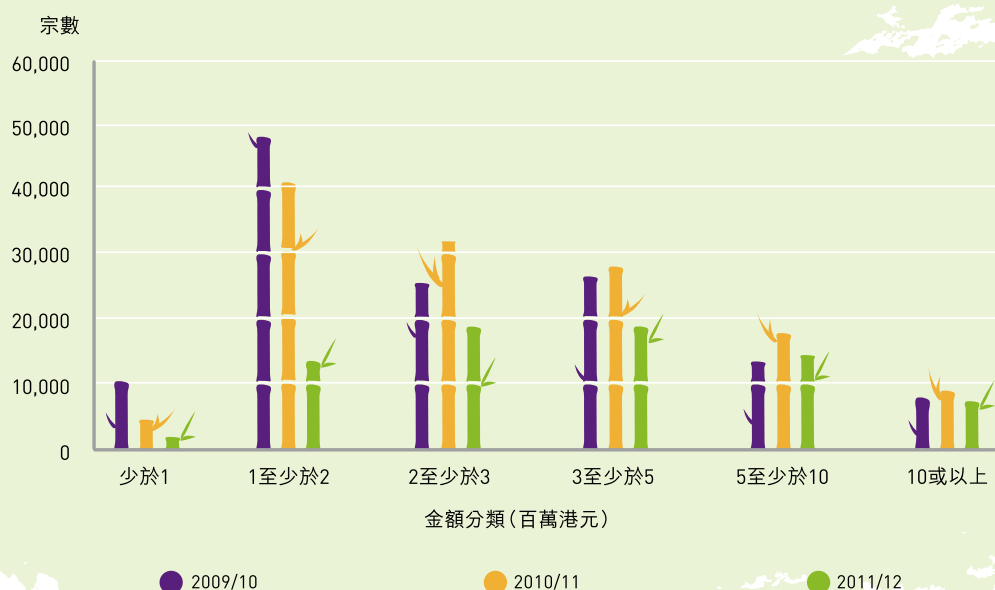


Remark: The figures are derived from SPAs of residential units delivered for registration in the Land Registry for the relevant periods. Sales of residential units refer to those SPAs with payment of stamp duty. The statistics do not include sales of units under the Home Ownership Scheme, the Private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

服務及運作 Services and Operations

在2011/12年度，大部分住宅樓宇的交易金額均在200至300萬元範圍以內。年內少於200萬元交易金額的住宅樓宇交易則大幅減少。

按金額分類的住宅樓宇買賣合約宗數



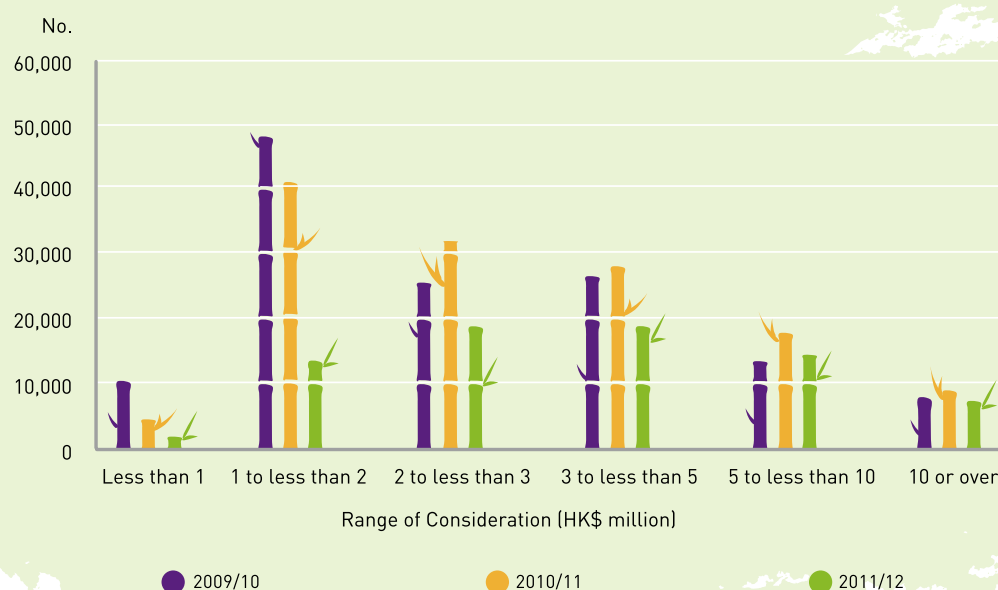
金額分類 (百萬港元)	2009/10		2010/11		2011/12	
	宗數	%	宗數	%	宗數	%
少於1	10,076	7.6	4,108	3.1	1,464	2.0
1至少於2	48,629	36.9	40,474	30.8	13,605	18.3
2至少於3	25,878	19.6	32,051	24.4	18,908	25.4
3至少於5	26,507	20.1	27,945	21.3	18,709	25.2
5至少於10	13,210	10.0	17,922	13.6	14,411	19.4
10或以上	7,577	5.7	8,877	6.8	7,266	9.8
總數	131,877	100.0	131,377	100.0	74,363	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%。

服務及運作 Services and Operations

The majority of the transactions in residential units in 2011/12 were within the consideration range of two to three million dollars. There was a significant drop in such transactions with consideration of less than two million in 2011/12.

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



Range of Consideration (HK\$ million)	2009/10		2010/11		2011/12	
	No.	%	No.	%	No.	%
Less than 1	10,076	7.6	4,108	3.1	1,464	2.0
1 to less than 2	48,629	36.9	40,474	30.8	13,605	18.3
2 to less than 3	25,878	19.6	32,051	24.4	18,908	25.4
3 to less than 5	26,507	20.1	27,945	21.3	18,709	25.2
5 to less than 10	13,210	10.0	17,922	13.6	14,411	19.4
10 or over	7,577	5.7	8,877	6.8	7,266	9.8
Total	131,877	100.0	131,377	100.0	74,363	100.0

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

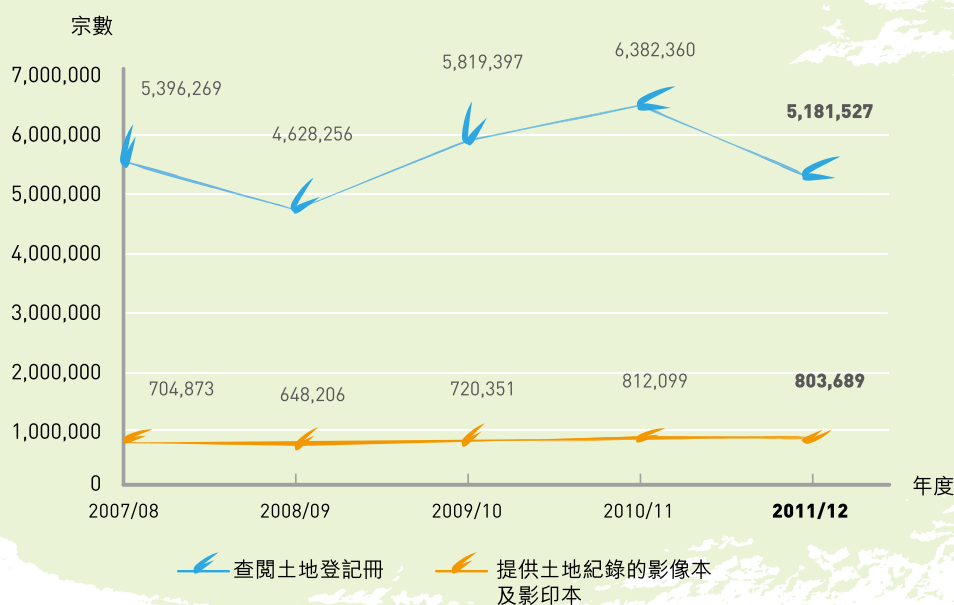
服務及運作 Services and Operations

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2011/12年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像本和影印本的總數分別為5,181,527宗（較去年減少18.8%）及803,689份（較去年減少1.0%）。

查閱土地登記冊宗數和提供土地紀錄的影像本及影印本份數



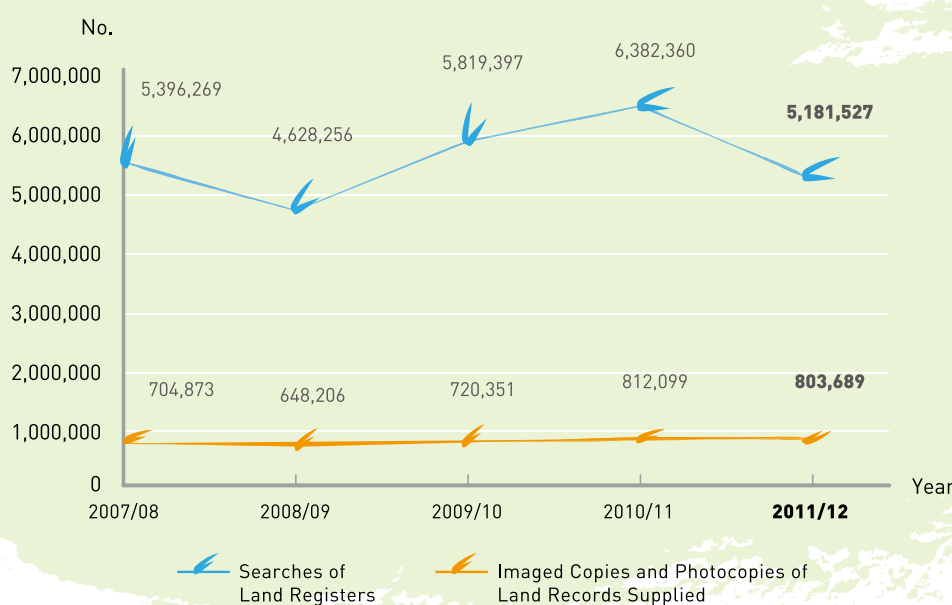
年度	2007/08	2008/09	2009/10	2010/11	2011/12
查閱土地登記冊	5,396,269	4,628,256	5,819,397	6,382,360	5,181,527
提供土地紀錄的影像本及影印本	704,873	648,206	720,351	812,099	803,689

SEARCH SERVICES

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

In 2011/12, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,181,527 [-18.8% from previous year] and 803,689 [-1.0% from previous year] respectively.

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

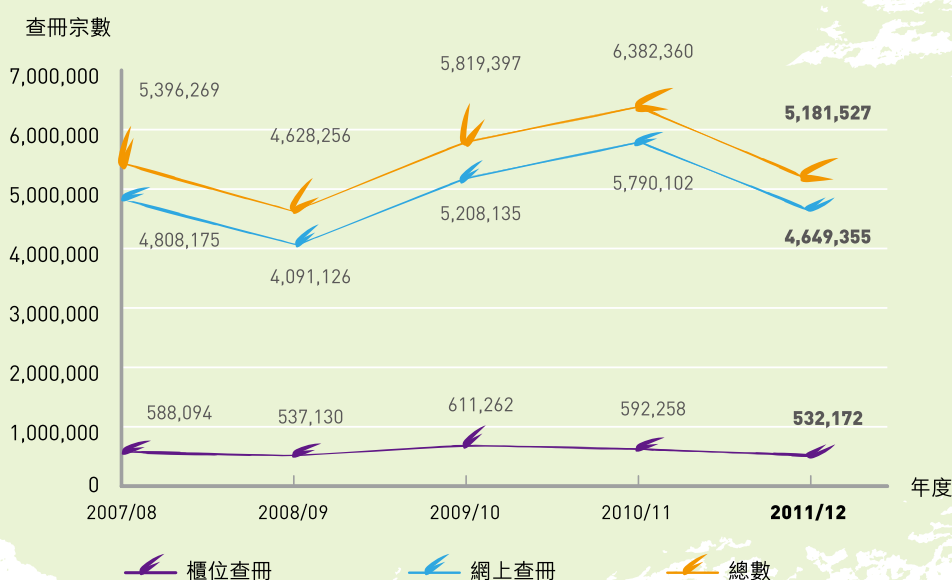


Year	2007/08	2008/09	2009/10	2010/11	2011/12
Searches of Land Registers	5,396,269	4,628,256	5,819,397	6,382,360	5,181,527
Imaged Copies and Photocopies of Land Records Supplied	704,873	648,206	720,351	812,099	803,689

服務及運作 Services and Operations

自2005年2月起，土地註冊處以「綜合註冊資訊系統」網上服務(www.iris.gov.hk)透過互聯網提供每星期7天、每天16小時的查冊服務。在2010年8月新查冊系統順利啟用後，系統的穩定性和復原能力均見提高，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。現時，網上查冊約佔總查冊量約90%，其餘約10%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

查閱土地登記冊宗數



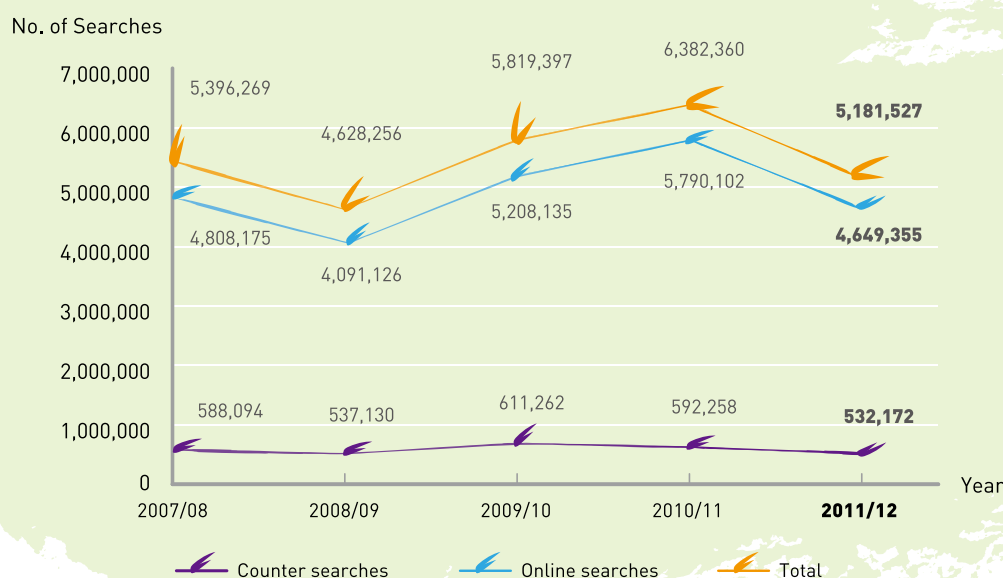
截至2012年3月，登記用戶數目增加了53名(上升5.8%)，總數達969個。

本處每年均會出版《街道索引》及《新界地段／地址對照表》，方便用戶利用本港的物業地址、樓宇名稱或地段編號以作查閱。為方便網上查冊，自2011年6月27日起市民可在本處網站或透過「綜合註冊資訊系統」網上服務的超連結，免費瀏覽第43版《街道索引》及第12版《新界地段／地址對照表》的網上版本。截至2012年3月31日，該網上版本已錄得超過42,000瀏覽人次。

服務及運作 Services and Operations

Since February 2005, the Land Registry has been providing search services over the internet via our IRIS Online Services at www.iris.gov.hk for 16 hours a day, seven days a week. 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 on either an ad hoc or subscription basis. Currently, searches which are conducted online constituted about 90% of the total search volume. The remaining 10% are 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.

No. of Searches of Land Registers



The number of subscribers increased by 53 (+5.8%), reaching a record of 969 by March 2012.

The Land Registry publishes the Street Index and the New Territories Lot/Address Cross Reference Table (CRT) annually to help users correlate property addresses and building names with lot numbers in the territory. To facilitate online search service, an online version of the 43rd edition of the Street Index and the 12th edition of the New Territories Lot/Address CRT has been made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services since 27 June 2011. Over 42,000 visits were recorded up to 31 March 2012.

服務及運作 Services and Operations



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2011/12年度，新成立的業主立案法團共有169個，全港的業主立案法團總數達9,520個。

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，推廣卓越服務，以滿足客戶對服務質素的殷切期望。我們善用各種渠道與客戶聯絡和溝通，以提升部門服務。

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)。

OWNERS' CORPORATION SERVICES

The Land Registry is responsible for registration of owners' corporations and provides search service 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 2011/12, 169 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,520.

CUSTOMER SERVICES

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

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 the title registration system. External membership of the Committee is at Annex II (a).



服務及運作 Services and Operations

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、服務及工作程序、就業務運作和提供服務的事宜互相交流,以及就客戶的意見作出回應。

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)



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2011/12年度,我們接待了4個分別來自本港、內地、韓國及美國的代表團合共73名訪客。我們向到訪嘉賓講解本處的服務和運作,與他們分享有關經驗,並藉此機會借鑒各地的最佳做法。

「中止文書註冊的一般原因」講座

土地註冊處在2011年5月26日為香港律師會舉辦「中止文書註冊的一般原因」講座,討論擬備註冊摘要時如何避免常見錯誤的要點,並簡介「註冊摘要表格指南」及如何使用電子註冊摘要表格。是次講座為土地註冊處及業界人士提供了一個分享土地註冊實務經驗的有效平台。

「香港的業權註冊」講座

土地註冊處在2011年6月10日為香港房屋經理學會舉辦「香港的業權註冊」講座。是次講座分別介紹《土地註冊條例》下的現行契約註冊制度和《土地業權條例》下的未來業權註冊制度的特點,並闡述自《土地業權條例》制定以來的最新發展,以及為預備實施業權註冊制度而舉辦的公眾資訊及教育活動。是次講座為參與人士及講者提供了一個就《土地業權條例》互相交流的良機。

服務及運作 Services and Operations



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

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, to exchange views on operational and service delivery issues, and to respond 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).

Visitors

The Land Registry maintains close relationship with its local, Mainland and overseas associates. In 2011/12, we received four delegations comprising 73 visitors from Hong Kong, Mainland China, Korea and the USA. During the visits, we introduced our services and operations and shared experience with our visitors. We made good use of the opportunities to gain knowledge on best practices elsewhere.

Seminar on "Common Reasons for Withholding Instruments from Registration"

The Land Registry delivered a seminar on "Common Reasons for Withholding Instruments from Registration" for the Law Society of Hong Kong on 26 May 2011. The seminar included a discussion on the points to note to avoid common errors in preparing memorials and a briefing on the "Memorial Form Easy Guide" and the use of the e-Memorial Form. The seminar offered a valuable forum for sharing of experience on land registration practices between the Land Registry and the practitioners.

Talk on "Title Registration in Hong Kong"

A talk on "Title Registration in Hong Kong" was delivered to the Hong Kong Institute of Housing on 10 June 2011. The talk introduced the special features of the existing deeds registration system under the Land Registration Ordinance and the future title registration system under the LTO and provided updates on the developments since the enactment of the LTO. It also covered the public information and education programmes that had been organised in preparing for the implementation of the title registration system. The talk provided a good opportunity for both the participants and speakers to exchange views on the LTO.

服務及運作 Services and Operations

「綜合註冊資訊系統網上服務及其新增功能」講座

本處在2011年7月6日為地產代理監管局舉辦講座，向超過300位地產代理介紹了「綜合註冊資訊系統」網上服務的運作及其新增功能，並就街道索引及新界地段／地址對照表的各項提升功能及其嶄新的免費網上瀏覽版本進行了示範。是次講座提供了一個很有效的平台，讓我們向地產代理從業員介紹最新服務，並收集他們對本處服務的意見。

溝通途徑

土地註冊處通函

在2011/12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》

本處發布了2011/12年度《土地註冊處通訊》電子版本，向客戶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，就本處服務提供最新的資訊。

新聞稿

我們透過發放新聞稿公布本處的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

本處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全面的資訊。透過與效率促進組轄下的1823電話中心合作，本處現時提供每天24小時的職員接聽查詢服務。

土地註冊處網頁

年內，瀏覽本處網頁的人次超逾500萬，當中有70%人次瀏覽中文網頁，30%人次瀏覽英文網頁。

Seminar on “IRIS Online Services and Its Enhancements”

The Land Registry delivered a talk to over 300 estate agents at a seminar on 6 July 2011 organised for the Estate Agents Authority. The talk included a presentation on the functions of IRIS Online Services and its latest enhancements. The enhanced functions and the new free browsing service of the online version of the Street Index and the New Territories Lot/Address CRT were demonstrated. The seminar has proved to be a useful platform for updating practitioners and collecting views on our services.



Communication Channels

Land Registry Circular Memoranda

In 2011/12, we issued two Land Registry Circular Memoranda to update stakeholders of our new initiatives and the launch of improved services.

Land Registry News

The 2011/12 issue of the Land Registry News was released, in electronic format, to keep our customers updated on the Land Registry's events, improvement initiatives and service enhancements.

Information Leaflets

Two information leaflets were updated during the year to provide latest information on our services.

Press Releases

We issue press releases to announce the Land Registry's 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 (IVRS) offers a whole range of information through the recorded messages and manned operator service. Through collaboration with the Efficiency Unit's 1823 Call Centre, our operator enquiry service is provided 24 hours a day.

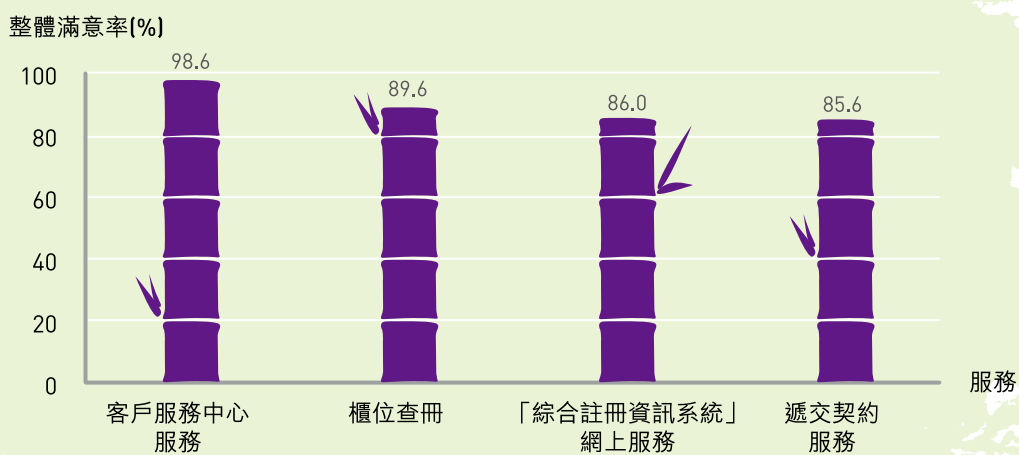
Land Registry's Website

During the year, there were over five million visits (70% in the Chinese language and 30% in the English language) to the Land Registry's website.

服務及運作 Services and Operations

2011/2012年度客戶服務意見調查

本處於去年9月至10月期間委託顧問進行了全面的客戶服務意見調查，了解客戶對本處服務的滿意程度，以便提供精益求精的服務，並收集客戶對本處擬定新服務的意見。是項調查分別透過電話訪問、實地訪問及郵寄問卷方式進行。受訪者的回應十分正面和令人鼓舞，對本處服務的整體滿意率為87%。主要服務範疇的調查結果如下：



獎項

「2011年公務員優質服務獎勵計劃」

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)。本處推動優質服務文化及持續提升服務的努力再次獲得肯定。

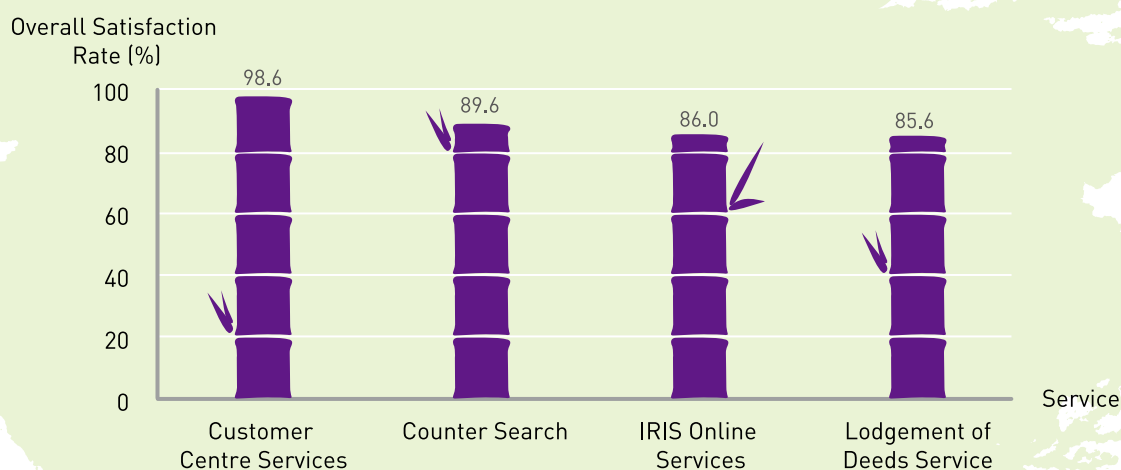
2011年「申訴專員嘉許獎」

我們很高興本處客戶服務經理潘輝耀先生榮獲2011年「申訴專員嘉許獎」—公職人員獎，以嘉許其致力提供優質客戶服務及促進部門正面服務文化的專業精神。

服務及運作 Services and Operations

Customer Service Survey 2011/2012

With a view to gauging customer satisfaction level of the Land Registry's services and collecting views on new service initiatives, the Land Registry commissioned a consultant to conduct a comprehensive customer service survey during September to October last year. The survey included telephone interviews, field surveys and postal questionnaires. The feedback from respondents was positive and encouraging. The overall satisfaction rate for our services is 87%. Results on the major service areas are as follows:



Awards

Civil Service Outstanding Service Award Scheme 2011

The Land Registry was honoured with the Bronze Award of the Service Enhancement Award (Small Department category) of the Civil Service Outstanding Service Award Scheme 2011 organised by the Civil Service Bureau. Our commitment to promoting a quality service culture and pursuing continuous service improvement has once again been recognised.



The Ombudsman's Awards 2011

The Land Registry shared the joy of our Customer Service Manager, Mr. POON Fai-yiu, Kenneth for having been honoured with the Ombudsman's Awards 2011 for Officers of Public Organisations. We are proud of Mr. Poon's dedication and professionalism in delivering high standard of customer service and fostering a positive service culture in the department.

服務及運作 Services and Operations

2011年公務員事務局局長嘉許狀

本處衷心祝賀文書主任吳麗玲女士憑藉其一貫傑出表現及致力提供卓越客戶服務，獲頒2011年公務員事務局局長嘉許狀。

《國際Mercury大獎》2011/12

土地註冊處的2010/11年度營運基金年報於21個國家及超過790個參賽作品當中脫穎而出，榮獲第25屆《國際Mercury大獎》的銅獎(政府機構類別)。年報的質素獲得肯定，有助激勵本處往後繼續努力製作高質素的年報。

項目發展與新服務

電子註冊摘要表格

電子註冊摘要表格是本處在部門網站提供予公眾免費下載的電子表格。客戶除可沿用傳統預先印製的註冊摘要表格外，亦可選用這款電子表格擬備註冊摘要以辦理註冊。在2011/12年度，超過一半遞交註冊的文件都是使用電子註冊摘要表格。

為進一步提升填寫電子註冊摘要表格的效率和準確性，本處在2012年1月推出了一款電子註冊摘要表格加強版及一款全新的電子註冊摘要(資料匯入)表格。電子註冊摘要表格加強版具有一項特殊的自動填寫功能，讓用戶可在填寫註冊摘要表格時，透過互聯網從本處的電腦系統檢索相關的物業資料。若用戶須以同一套基本資料處理一連串交易或物業項目，電子註冊摘要(資料匯入)表格可讓其從一份電腦試算表輸入相關資料，一舉製備多份註冊摘要表格。

跨部門的項目

本處透過提供物業地址資料，協助差餉物業估價署進行地址配對工作，以便推行「物業資訊網」服務。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。我們已於「物業資訊網」與「綜合註冊資訊系統」網上服務加設了互相聯繫的超連結，令查閱物業紀錄更為方便。

未來計劃

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，以賦權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。

The Secretary for the Civil Service's Commendation Awards 2011

The Land Registry extended our warmest congratulations to our Clerical Officer, Miss NG Lai-ling, who was awarded with the Secretary for the Civil Service's Commendation Awards 2011 for her consistently outstanding performance and firm commitment towards customer service.



International Mercury Awards 2011/12

The Land Registry Trading Fund Annual Report for 2010/11 won the Bronze Award in the category of Government Agencies & Offices of the 25th Anniversary International Mercury Awards. There was a total of over 790 entries from 21 countries. The award is an acknowledgement of our achievement and serves as a positive motivation for our continual pursuit of quality in our annual report production.

DEVELOPMENT PROJECTS AND NEW SERVICES

E-Memorial Form

The e-Memorial Form is an electronic form provided by the Land Registry for free downloading from our website. 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 half of the lodgements received by the Land Registry in 2011/12.

To further improve efficiency and accuracy in completing the form, the Land Registry launched an enhanced e-Memorial Form and a brand-new e-Memorial Form (Data Import) in January 2012. The enhanced e-Memorial Form has a special auto-fill function which enables users to retrieve through the internet property particulars from the Land Registry's computer system for reference while they are filling in the memorial form. For users handling a series of transactions or property projects with the same set of basic information, the e-Memorial Form (Data Import) enables transfer of the relevant information from a computer spreadsheet to multiple memorial forms in one go.

Inter-departmental Projects

The Land Registry has been facilitating the Rating and Valuation Department in implementing the Property Information Online (PIO) Service through supplying and aligning address information. The initiative provides the public with an efficient means to obtain comprehensive and up-to-date property information. Hyperlinks have been added to connect the PIO and IRIS Online Services together to further enhance convenience in property records search.

FUTURE PLAN

Standard Terms Document

The Land Registry will propose amendments to the Land Registration Ordinance, in the form of consequential amendments under the LT(A)B, 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

近期發展

持份者的參與

一如去年所匯報，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，以作為新業權制度下的更正安排持有不同意見。為回應他們的關注，本處構思了新的建議方案，讓合資格的土地進行兩個階段的自動轉換，但同時為希望保留強制更正規則的現有業主提供選擇不作完全轉換的安排。在完全轉換後，土地擁有人將享有不可推翻的業權。

我們在2011年5月的《土地業權條例》督導委員會會議上向各主要持份者介紹了新的建議方案，與會的代表包括消費者委員會、地產代理監管局、香港銀行公會、香港大律師公會、香港律師會、香港按揭證券有限公司、香港地產建設商會及鄉議局。此外，我們為不同的持份者安排了個別的討論會，就新的建議方案進行意見交流。我們會繼續與各持份者保持密切聯繫，為未來路向尋求共識。

與立法會聯合小組委員會就《土地業權條例》修訂事宜舉行的會議

我們在2011年6月舉行的立法會發展事務委員會和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」）的最後一次會議上，匯報了《土地業權（修訂）條例草案》擬備工作的進展及尚待解決的事宜。我們在會上向委員介紹了「兩階段轉換機制」的建議方案，以及簡述當局就有關實施業權註冊制度建議的未來路向進行公眾參與活動的計劃。公眾可在本處網站瀏覽呈交予立法會聯合小組委員會的資料文件，以及該委員會的審議及工作報告。

檢討《土地業權條例》及擬備《土地業權（修訂）條例草案》

年內，我們繼續進行《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，我們一直與不同的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。

未來計劃

我們會繼續就建議的「兩階段轉換機制」與各持份者緊密溝通。當與各持份者就建議方案達成共識後，我們會安排專項介紹活動，讓公眾知悉最新的發展，並聽取他們對未來路向的意見。與此同時，我們會繼續擬備《土地業權（修訂）條例草案》及草擬附屬法例。

RECENT DEVELOPMENT

Stakeholder Engagement

As reported last year, there were divergent views among major stakeholders as to whether the mandatory rectification rule currently provided under the LTO should be replaced by the principle of immediate indefeasibility as the rectification arrangement under the new titles system. To address these concerns, the Land Registry has developed a new proposal whereby eligible land would undergo two stages of automatic conversion, with an opt-out arrangement for existing owners who wish to maintain mandatory rectification. On full conversion, owners will enjoy indefeasible title.

We introduced the new proposal to the major stakeholders at the LTO Steering Committee Meeting in May 2011 with representatives from the Consumer Council, the Estate Agents Authority, the Hong Kong Association of Banks, the Hong Kong Bar Association, the Law Society of Hong Kong, the Hong Kong Mortgage Corporation Limited, the Real Estate Developers Association of Hong Kong and the Heung Yee Kuk. Individual discussion sessions were also arranged with different stakeholders to exchange views on the proposal. We are closely liaising with stakeholders to work out an agreed way forward.

Meeting with LegCo's Joint Subcommittee on Amendments to LTO

We reported to the Joint Subcommittee on Amendments to LTO formed under the Panel on Development and the Panel on Administration of Justice and Legal Services of the Legislative Council (the LegCo Joint Subcommittee) at its last meeting held in June 2011 on the progress and the outstanding issues relating to the preparation of the LT(A)B. At the meeting, we briefed Members on the proposed Two-Stage Conversion Mechanism and the Administration's plan to launch a public engagement exercise on the proposed way forward for the implementation of the title registration system. Papers and documents submitted to the LegCo Joint Subcommittee and the report summarising the deliberations and work of the LegCo Joint Subcommittee are available on the Land Registry's website.

Review of LTO and Preparation of LT(A)B

During the year, we continued with the review of the LTO for the purpose of preparing the LT(A)B. As part of the review, we consulted various Government departments and worked closely with them to address and resolve issues arising from the inter-relationship between the LTO and ordinances under their purview.

FUTURE PLAN

We will continue to engage stakeholders on the proposed Two-Stage Conversion Mechanism. When a general consensus on the proposal is reached with the stakeholders, we will launch a targeted exercise to update members of the public of the latest development and to hear their views on the proposed way forward. In parallel, we will continue to work on the preparation of the LT(A)B and drafting of the subsidiary legislation.

人力資源管理

Human Resources Management



人力資源

員工發展

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，能確保部門及客戶服務質素的穩定。非公務員合約人員則可以協助核心員工，促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2012年3月31日，本處共僱用了459名常額人員和126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數目，以切合運作需要。

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，讓他們在不同的職業階段全面發揮及發展潛能。為此，我們制定部門年度培訓計劃，舉辦優質的培訓活動，旨在增加員工的工作信心，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。

年內，我們以多種形式舉辦了超過2,100天、涵蓋不同範疇的培訓。2011/12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，有助加強員工對部門的歸屬感和促進團隊精神。為加強員工對「客戶服務」的概念以作為其個人責任及集體信念，2011/12年度的培訓主題是「重質管，求質優」。我們在2011年12月至2012年2月期間為超過550名各個職級和職系的人員安排了18個培訓工作坊。

STAFF DEVELOPMENT

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 department and quality of service to customers. Non-civil Service Contract (NCSC) staff are employed to supplement the core staff, facilitating the department to respond to changes in operational or business needs in the most cost-effective manner.

As at 31 March 2012, the Land Registry employed 459 permanent staff and 126 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. We regularly review our staffing position and adjust the number of NCSC staff to meet operational needs.

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. In this regard, we develop a departmental training plan on an annual basis and organise quality training programmes for colleagues. The ultimate objective is to help staff work with confidence, strengthen teamwork and reinforce commitment to service excellence, and support continuous improvement in individual and departmental performance.

In the year, we arranged through various modes over 2,100 days of training on a wide spectrum of subjects. Highlights of training activities arranged in 2011/12 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 reinforce the ownership mindset of "Customer Service" as both an individual responsibility and a collective vision, the theme for 2011/12 was "Pursuing Quality Management, Pledging Service Excellence". A total of 18 training workshops were organised for over 550 staff members in all ranks and grades between December 2011 and February 2012.



人力資源管理

Human Resources Management

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。

本處於2012年3月為部門的主任級人員就業權註冊的發展安排了簡介會，從法律及運作角度闡釋《土地業權條例》，並概述其最新的發展。

維持公務員隊伍的廉潔、誠信及問責對獲取市民的信任十分重要。為加強員工的誠信觀念及對誠信管理的認知，廉政公署於2012年1月為本處主任級人員舉辦了有關誠信管理的講座。

為讓主任級人員掌握有效管理所需的知識和技巧，我們特別為他們設計了「工作表現管理」和「領導才能」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。除普通話外，我們亦舉辦「中文公文寫作工作坊」及「職務英語寫作工作坊」，以提升員工的書面溝通技巧。此外，本處在年內為員工提供各類電腦課程，使其獲得資訊科技應用的最新知識。

我們更定期為高級人員安排參加由其他政府部門及私人界別的業務伙伴舉辦的講座和簡報會，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。

2011/2012年度培訓需求調查

本處在2011年11月進行了內部培訓需要調查。是項調查的主要目的旨在釐定員工的培訓需要和意願，以確保本處的培訓計劃和活動配合員工及部門的發展需要。調查的結果會成為日後制訂培訓計劃的依據。

人力資源管理 Human Resources Management

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 briefing on Title Registration Development was arranged in March 2012 for Officer Grades staff to provide an overview of the LTO and updates on the latest development from the legal and operational perspectives.

Maintaining a clean, honest and accountable civil service is vital to sustaining public trust. To strengthen our staff's awareness of integrity and refresh their knowledge on ethical management, talks on integrity management by the Independent Commission Against Corruption were delivered to Officer Grades staff in January 2012.

To equip officers with the knowledge and skills for effective management, we organised tailor-made courses on "Performance Management" and "Leadership".

To strengthen staff's proficiency in communicating in Putonghua, we continued to organise Putonghua courses at different levels for all staff. Apart from Putonghua, workplace Chinese and English writing workshops were conducted to enhance written communication skills. 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.

Training Needs Survey 2011/2012

An in-house department-wide training needs survey was conducted in November 2011. The main purposes are to identify the training requirements and aspirations of staff and to ensure that our training initiatives and activities align with the development needs of our staff and the department. The findings of the survey form the basis for formulating the future Training Plans.

人力資源管理 Human Resources Management

員工發展及管理創議

為擴闊員工視野，使他們能夠迎接新挑戰、加強溝通技巧，以及發展政策規劃和領導才能，本處在2011/12年度安排了一系列的員工發展活動，包括：

- 安排一位首長級人員參加公務員培訓處舉辦的「高級領導才能提升課程」；
- 安排一位高級土地註冊主任參加香港科技大學舉辦的「管理發展課程」；
- 安排一位政務主任參加北京大學舉辦的國情研究課程；以及
- 安排一位律師修讀北京大學舉辦的法律學習課程。

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，我們繼續注重對員工的激勵和嘉許。

員工建議書計劃

本處在1993年成立「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21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、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2011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。

長期服務獎勵計劃

「長期服務獎勵計劃」在1999年首度推行，是表揚在本處長期服務及表現優良的員工的另一周年獎勵計劃。

在2011年，共有33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182人。

最佳前線員工獎勵計劃

為提倡優質客戶服務文化，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。

是項獎勵計劃每半年舉辦一次，期間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。

Staff Development and Management Initiatives

To broaden staff's perspectives so that they can meet new challenges, strengthen their communication skills and develop policy formulation and leadership capacities, a wide spectrum of staff development activities had been arranged. In 2011/12,

- one directorate staff attended the "Advanced Leadership Enhancement Programme" of the Civil Service Training and Development Institute;
- one Senior Land Registration Officer attended the "Management Development Program" at The Hong Kong University of Science and Technology;
- one Administrative Officer attended National Studies course at Peking University; and
- one Solicitor attended a Legal Study Programme at Peking University.

Staff Motivation and Recognition

As a Trading Fund department, we continue to put strong emphasis on staff motivation and recognition for the 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 greater efficiency and productivity.

A total of 21 staff suggestions on various issues including improvement of service quality, operation, environmental protection, 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 2011, Land Registry's staff were invited to vote among themselves for the "Best Staff". Three prizes were awarded.

Long Service Appreciation Award Scheme

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

In 2011, a total of 33 staff with 25 or more years of service were honoured with the award, making a total of 182 awards since the introduction of the Scheme.

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 laudable performance and achievements of staff.

Individual staff members and teams receiving the highest number of commendations from our customers in each half-year are awarded. To give due recognition, the names of the winning staff members and teams are posted at the Customer Centre and NTSOs.

人力資源管理 Human Resources Management

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、部門刊物及員工福利活動等，促進各級員工之間的溝通。

公務員事務局局長到訪

公務員事務局局長俞宗怡女士在2011年11月蒞臨本處作親善訪問。我們向俞局長簡介了本處的工作及日常提供的服務，並闡述了各個發展項目和業權註冊制度的最新進展情況。俞局長並與本處的員工代表就彼此關注的事宜進行了親切對話。

部門協商委員會

「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。



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2011/12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，包括部門的周年員工聯歡晚宴、聖誕聯歡會、義工服務、興趣班及郊遊活動等。

知識管理

本處設立了「知識管理系統」，以促進部門內部的知識管理和分享。該系統包含超過5,300份參考文件和案例。員工每天檢索超逾230項的系統資料，以作日常工作參考。

未來計劃

本處在來年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。透過參加這些培訓及發展課程，員工可更妥善地裝備自己，面對未來的轉變，為部門的發展作出貢獻。

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, departmental publications and staff welfare functions.

Visit by the Secretary for the Civil Service

Miss Denise YUE, GBS, JP, the Secretary for the Civil Service paid a goodwill visit to the Land Registry in November 2011. Miss YUE was briefed on our work, daily provision of services and the latest progress on various projects and implementation of the title registration system. Miss YUE also had a cordial dialogue with our staff representatives on issues of mutual interests.

Departmental Consultative Committee

The Committee comprising 14 representatives of various staff groups and representatives of the management 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.

Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. In 2011/12, it organised various social and recreational activities for staff and their families, including the department's annual dinner, Christmas party, volunteer social services, interest classes and outings.

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 5,300 reference documents and precedent cases. Everyday, over 230 searches were made by our staff for reference in their daily work.

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 training and development 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



「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

新查冊系統一直運作順暢。本處會密切監察網上服務的安全性和表現，以確保能向公眾提供穩定及可靠的服務。

提升「綜合註冊資訊系統」的服務

本處一向致力改善服務，並提升「綜合註冊資訊系統」。在2011/12年度，系統的主要提升包括：

- 加設超連結至本處網站，讓公眾可在網上瀏覽新版本的街道索引及新界地段／地址對照表；
- 在把中止註冊契約送回交契人士後的第21天向其發出提示通知，以便其在首28天的期限屆滿前有更多時間處理有關個案；
- 當客戶在「查閱土地登記冊」及「訂購土地文件」功能中的「地段類別」欄輸入資料時，提供建議清單；
- 讓登記用戶可以選擇在所有類別的賬戶結算單上包括或不包括物業參考編號／地址／地段的資料；
- 增加新功能，以便進行一項新的按地址查閱土地登記冊時，可以取用上次輸入的查閱資料；
- 加強「查閱尚未記入土地登記冊的註冊摘要資料」的功能，提供與輸入地段類別及其別名相關的註冊摘要清單；

INTEGRATED REGISTRATION INFORMATION SYSTEM (IRIS) AND THE IRIS ONLINE SERVICES

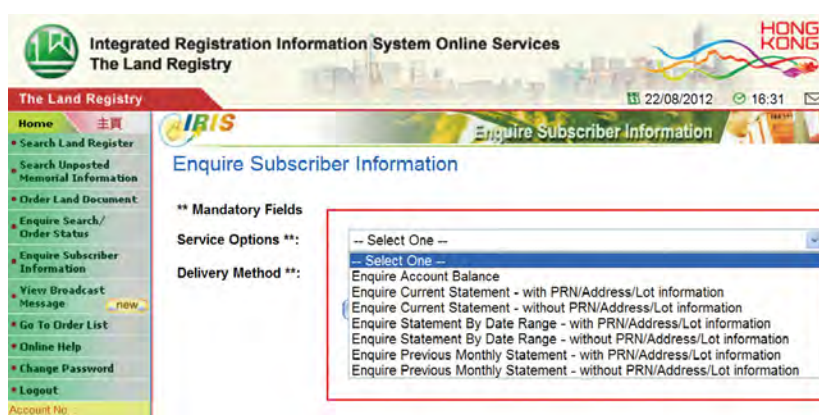
IRIS Online Services

The new search system has been operating smoothly. The security and performance of the online services are under close monitoring to ensure that stable and reliable services are provided.

Service Enhancement to IRIS

As part of our on-going commitment to improving our services, the Land Registry implemented further enhancement work on IRIS. Major enhancements implemented in 2011/12 include:

- adding a link to the Land Registry's website for online browsing of the new editions of the Street Index and the New Territories Lot/Address CRT;
- issuing an early reminder to the lodging party on the 21st day after a stopped deed is 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;
- providing a suggestion list in the "Search Land Register" and "Order Land Document" functions whilst customer types in the "Lot Type" field;
- allowing subscribers to select all types of account statements with or without showing the Property Reference Number (PRN)/Address/Lot of the land register orders;



- adding a new feature for recalling the last input search data when conducting a new search of land register by address;
- enhancing the "Search Unposted Memorial Information" function by providing a list of memorials related to the input Lot Type and its aliases;

資訊科技管理 IT Management

- 增添新選項，將訂購文件的所有影像壓縮在單一檔案(ZIP格式)以供下載；

訂購土地文件

訂單編號	文件	文件編號/ 文件詳情	部分/類別	性質	最大圖 則尺寸	顏色(彩色 圖則數目)	份數	費用 總額(港元)	調整後費用 總額(港元)	訂單狀 況	收取方法
ESS120822000001A	註冊摘要	05030700210015	全份文件	普通	A0	彩色(1)	1	250.00	--	已完成	在此按一下 全部 1 2 3 下載檔案
合共:							1	250.00	250.00		

訂購土地文件總數: 1

下載一個已包含所有影像檔案的壓縮檔案(ZIP格式)

- 若訂單出現任何重複的土地紀錄(包括土地登記冊、尚未記入土地登記冊的註冊摘要資料及土地文件)，在客戶確認有關交易前作出提醒；
- 在「綜合註冊資訊系統」網上服務的相關網頁／畫面上加入「列印土地登記冊，請設定列印方向為橫向」的提示；以及
- 讓客戶可以將其資料，例如查冊者姓名、聯絡人姓名及電話號碼、郵寄地址、傳真號碼及電郵地址等帶往下次的交易。

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，並參考資訊科技業界的最佳守則，實行持續的優化措施。我們會定期傳閱有關資訊科技保安的部門政策及指引，讓員工加深認識資訊保安及保障個人資料的重要性。

資訊科技管理 IT Management

- adding a new option for downloading multiple image files of a document order in a single compressed file (ZIP format);
- alerting customer to any duplicate land records (including land registers, unposted memorial information and land documents) found in the order list before his/her confirmation of the transaction;
- adding a reminder “To print the land register, please set the orientation to landscape.” to the relevant pages/screens of the IRIS Online Services; and
- allowing customers to bring forward customer information, e.g. searcher name, contact person name and phone number, mailing address, fax number and email address, to the next transaction.

IT SECURITY

We strive to maintain the security of the Land Registry’s computer systems through 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. Departmental policy and guidelines on IT security are regularly circulated to reinforce staff’s understanding of the importance of information security and personal data protection.



資訊科技管理 IT Management

未來計劃

部門的資訊科技發展和創議

我們一直主動透過部門網頁發布公開資訊。我們將會提升網頁，以遵行政府訂明的無障礙網頁的要求。

我們會繼續研究如何進一步提升部門的電子服務，以切合客戶的需求，包括：

- 透過差餉物業估價署「物業資訊網」的地址資料，提供按地址查閱地段登記冊的服務；
- 在提供土地紀錄副本，包括土地登記冊及影像文件時，實行雙面列印，以響應環保；
- 提升互動話音系統，當客戶需要聯繫個別支援服務小組時，提供輪候服務；以及
- 考慮以收取費用方式向物業擁有人提供交易監察及通知服務（「電子提示服務」）的可行性。

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。

FUTURE PLAN

Departmental IT Development and Initiatives

We have been actively disseminating public information through the Land Registry's website. We will enhance the website to comply with the web accessibility requirements set out by the Government.

We will continue to explore ways to further enhance our e-services to meet customers' needs, including:

- to provide search of lot registers by address through the use of the address information from the Rating and Valuation Department's PIO;
- to implement double-sided printing for copies of land records, including land registers and imaged documents, as a green initiative;
- to enhance the IVRS by providing a queuing service for connection to specific service help desk; and
- to consider the feasibility of providing a transaction monitoring and notification service (the "e-Alert Service") at a fee to property owners.

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

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：

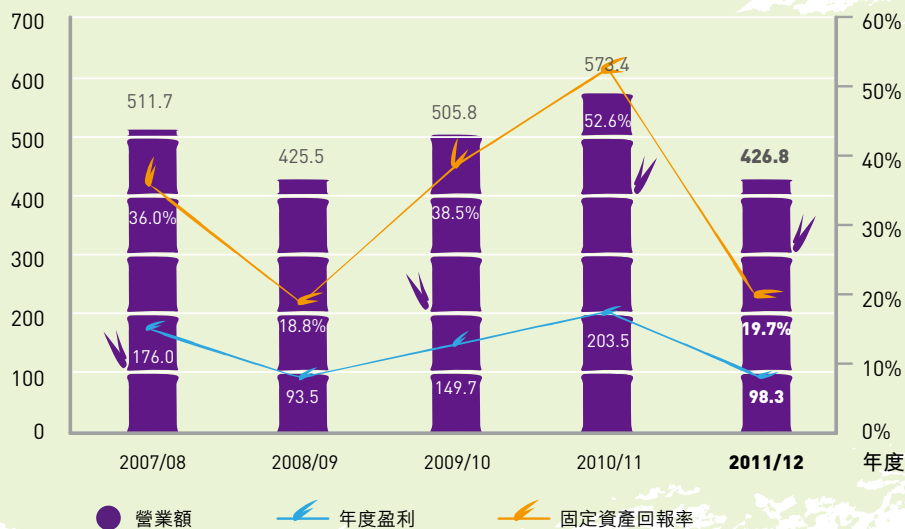
- 使以跨年的方式計算營運基金的收入足以支付為市民及政府部門提供服務的開支；以及
- 取得合理的回報，而回報率由財政司司長根據固定資產釐訂。

實際表現

與2010/11年度比較，本年度的整體收入減少了1.266億元，即下降21.7%至4.565億元，主要的原因是環球經濟前景不明朗，2011/12年度下半年的物業市道欠佳。運作開支則輕微減少了80萬元，即下降0.2%至3.4億元。

財政表現

港幣(百萬元)



FINANCIAL OBJECTIVES

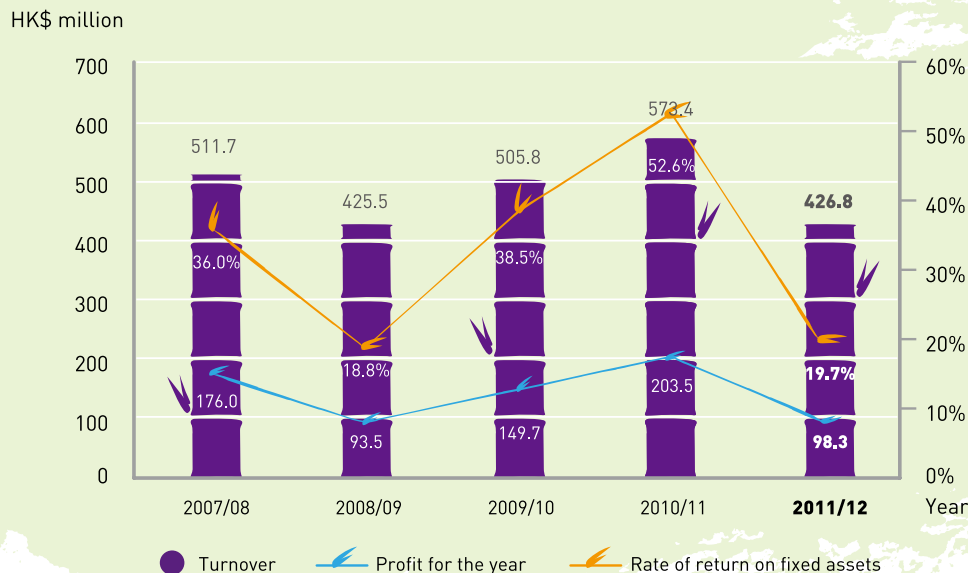
In accordance with the Trading Funds Ordinance, the Land Registry pursues clearly defined financial objectives as follows:

- 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.

ACTUAL PERFORMANCE

When compared with 2010/11, overall revenue decreased by \$126.6 million (down 21.7%) to \$456.5 million mainly due to unfavourable property market conditions in the second half of 2011/12 amid an uncertain global economic outlook. Operating expenses decreased slightly by \$0.8 million (down 0.2%) to \$340 million.

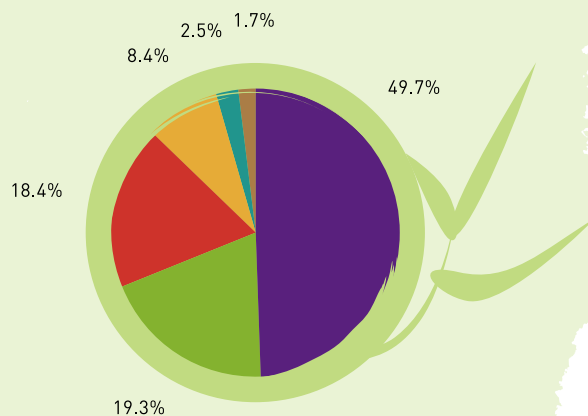
Financial Performance



財政管理 Financial Management

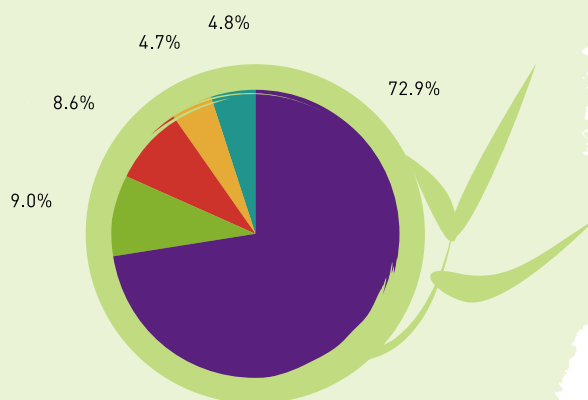
2011-12年度營業額分析

- 辦理文件註冊
- 查冊
- 提供副本
- 業權報告
- 業主立案法團
- 其他



2011-12年度營運成本分析

- 員工費用
- 折舊及攤銷
- 電腦服務開支
- 租金及管理費
- 一般運作開支及其他費用

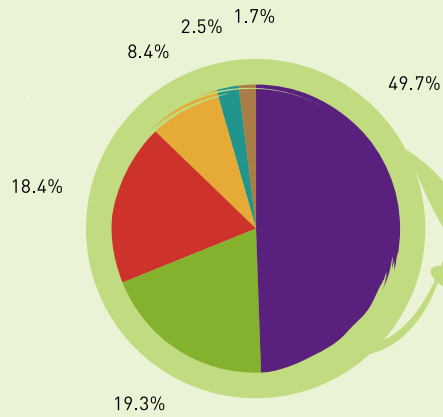


展望

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，我們會盡力在下個財政年度繼續達致由財政司司長根據固定資產釐訂的回報。

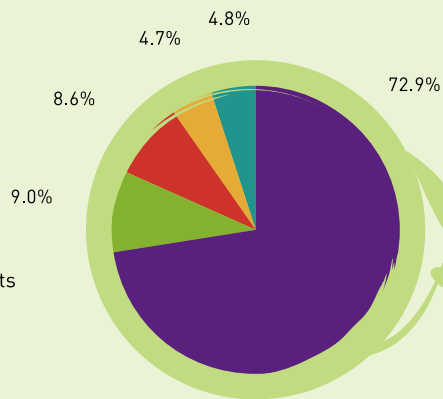
2011/12 Analysis of Turnover

- Registration of documents
- Search
- Copying
- Reports on Title
- Owners Incorporation
- Others



2011/12 Analysis of Operating Costs

- Staff costs
- Depreciation and amortisation
- Computer service charges
- Rental and management charges
- General operating expenses and other costs



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 would do our best to continue to achieve the return, as determined by the Financial Secretary, on the fixed assets employed in the coming financial year.

審計署署長報告

Report of the Director of Audit



香港特別行政區政府
審計署

獨立審計報告

致立法會

茲證明我已審核及審計列載於第92至125頁土地註冊處營運基金的財務報表，該等財務報表包括於2012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。

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。



Audit Commission
The Government of the Hong Kong Special Administrative Region

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 92 to 125, which comprise the statement of financial position as at 31 March 2012, 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.

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.

審計署署長報告 Report of the Director of Audit

審計涉及執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。

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.

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。

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

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2012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。

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 2012, 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.

審計署署長
(審計署助理署長劉新和代行)

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

審計署
香港灣仔
告士打道7號
入境事務大樓26樓
2012年9月17日

Audit Commission
26th Floor, Immigration Tower
7 Gloucester Road
Wanchai, Hong Kong
17 September 2012



財務報表

Certified Financial Statements

全面收益表

Statement of Comprehensive Income

截至二零一二年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2012
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2012	2011
營業額	Turnover	3	426,796	573,396
運作成本	Operating costs	4	(340,014)	(340,768)
運作盈利	Profit from operations		86,782	232,628
其他收入	Other income	5	29,699	9,656
名義利得稅前盈利	Profit before notional profits tax		116,481	242,284
名義利得稅	Notional profits tax	6	(18,139)	(38,822)
年度盈利	Profit for the year		98,342	203,462
其他全面收益	Other comprehensive income		—	—
年度總全面收益	Total comprehensive income for the year		98,342	203,462
固定資產回報率	Rate of return on fixed assets	7	19.7%	52.6%

第99至125頁的附註為本財務報表的一部分。

The notes on pages 99 to 125 form part of these financial statements.

財務狀況表

Statement of Financial Position

於二零一二年三月三十一日
(以港幣千元表示)

as at 31 March 2012
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2012	2011
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	302,796	312,215
無形資產	Intangible assets	9	51,094	65,214
持至期滿的證券	Held-to-maturity securities	10	101,165	101,093
外匯基金存款	Placement with the Exchange Fund	11	415,205	—
			870,260	478,522
流動資產	Current assets			
應收帳款及預繳款項	Debtors and prepayments		20,309	14,834
應收關連人士帳款	Amounts due from related parties		6,796	11,968
應退名義利得稅	Notional profits tax recoverable		4,887	—
銀行存款	Bank deposits		170,000	580,000
現金及銀行結餘	Cash and bank balances		48,292	53,623
			250,284	660,425
流動負債	Current liabilities			
遞延收入	Deferred revenue	12	11,044	13,615
客戶按金	Customers' deposits	13	27,481	26,760
應付帳款	Creditors		8,761	8,841
應付關連人士帳款	Amounts due to related parties		1,437	1,266
僱員福利撥備	Provision for employee benefits	14	6,683	4,847
應付名義利得稅	Notional profits tax payable		—	13,131
			55,406	68,460
流動資產淨額	Net current assets		194,878	591,965
總資產減去流動負債	Total assets less current liabilities		1,065,138	1,070,487

第99至125頁的附註為本財務報表的一部分。

The notes on pages 99 to 125 form part of these financial statements.

財務狀況表(續) Statement of Financial Position (continued)

		附註 Note	2012	2011
非流動負債				
Non-current liabilities				
遞延稅項	Deferred tax	15	11,780	14,802
僱員福利撥備	Provision for employee benefits	14	74,036	72,974
			85,816	87,776
資產淨額			979,322	982,711
NET ASSETS				
資本及儲備				
CAPITAL AND RESERVES				
營運基金資本	Trading fund capital	16	118,300	118,300
保留盈利	Retained earnings	17	811,851	762,680
擬發股息	Proposed dividend	18	49,171	101,731
			979,322	982,711

聶世蘭太平紳士
土地註冊處營運基金總經理
二零一二年九月十七日

Ms. Olivia NIP, JP
General Manager, Land Registry Trading Fund
17 September 2012

第99至125頁的附註為本財務報表的一部分。
The notes on pages 99 to 125 form part of these financial statements.

權益變動表 Statement of Changes in Equity

截至二零一二年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2012
(Expressed in thousands of Hong Kong dollars)

		2012	2011
在年初的結餘	Balance at beginning of year	982,711	854,103
年度總全面收益	Total comprehensive income for the year	98,342	203,462
年內已付股息	Dividend paid during the year	(101,731)	(74,854)
在年終的結餘	Balance at end of year	979,322	982,711

第99至125頁的附註為本財務報表的一部分。

The notes on pages 99 to 125 form part of these financial statements.

現金流量表 Statement of Cash Flows

截至二零一二年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2012
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2012	2011
營運項目的現金流量	Cash flows from operating activities		
運作盈利	Profit from operations	86,782	232,628
折舊及攤銷	Depreciation and amortisation	30,552	35,248
處置固定資產虧損	Loss on disposal of fixed assets	—	982
應收帳款及應收 關連人士帳款的 減少／(增加)	Decrease/(Increase) in debtors and amounts due from related parties	5,057	(3,485)
遞延收入的減少	Decrease in deferred revenue	(2,571)	(158)
應付帳款及應付 關連人士帳款的減少	Decrease in creditors and amounts due to related parties	(2,438)	(2,749)
僱員福利撥備的 增加／(減少)	Increase/(Decrease) in provision for employee benefits	2,898	(1,726)
客戶按金的增加	Increase in customers' deposits	721	1,004
已付名義利得稅	Notional profits tax paid	(39,179)	(35,816)
營運項目的現金 流入淨額	Net cash from operating activities	81,822	225,928
投資項目的現金流量	Cash flows from investing activities		
銀行存款的減少 (等同現金除外)	Decrease in bank deposits (other than cash equivalents)	40,000	117,000
添置固定資產	Purchase of fixed assets	(4,484)	(54,718)
外匯基金存款的增加	Increase in placement with the Exchange Fund	(415,205)	—
已收利息	Interest received	24,267	8,853
投資項目的現金 (流出)／流入淨額	Net cash (used in)/from investing activities	(355,422)	71,135

第99至125頁的附註為本財務報表的一部分。

The notes on pages 99 to 125 form part of these financial statements.

現金流量表(續) Statement of Cash Flows (continued)

		附註 Note	2012	2011
融資項目的現金流量 已付股息	Cash flows from financing activities Dividend paid		(101,731)	(74,854)
融資項目的現金 流出淨額	Net cash used in financing activities		(101,731)	(74,854)
現金及等同現金的 (減少)/增加淨額	Net (decrease)/increase in cash and cash equivalents		(375,331)	222,209
在年初的現金及 等同現金	Cash and cash equivalents at beginning of year		593,623	371,414
在年終的現金及 等同現金	Cash and cash equivalents at end of year	19	218,292	593,623

第99至125頁的附註為本財務報表的一部分。

The notes on pages 99 to 125 form part of these financial statements.

財務報表附註

Notes to the Financial Statements

(除另有註明外，所有金額
均以港幣千元為表示單位)

(Amounts expressed in thousands of Hong Kong dollars,
unless otherwise stated)

1. 總論

General

立法會在一九九三年六月三十日根據《營運基金條例》(第430章)第3、4及6條通過決議案，在一九九三年八月一日設立土地註冊處營運基金。土地註冊處備存載列最新資料的土地登記冊以執行土地註冊制度，並向客戶提供查閱土地登記冊和有關土地記錄的服務和設施。此外，土地註冊處亦負責辦理業主立案法團的申請。

The Land Registry Trading Fund ("LRTF") was established on 1 August 1993 under the Legislative Council Resolution passed on 30 June 1993 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap. 430). The Land Registry administers a land registration system by maintaining an up-to-date Land Register and provides its customers with services and facilities for searches of the Land Register and related land records. The Land Registry also processes applications for the incorporation of owners.

2. 主要會計政策

Significant accounting policies

2.1 符合準則聲明

Statement of compliance

本財務報表是按照香港公認的會計原則及所有適用的香港財務報告準則(此詞是統稱，當中包括香港會計師公會頒布的所有適用的個別香港財務報告準則、香港會計準則及詮釋)編製。土地註冊處營運基金採納的主要會計政策摘要如下。

These financial statements have been prepared in accordance with accounting principles generally accepted in Hong Kong and all applicable Hong Kong Financial Reporting Standards ("HKFRSs"), a collective term which includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards ("HKASs") and Interpretations issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"). A summary of the significant accounting policies adopted by the LRTF is set out below.

財務報表附註(續) Notes to the Financial Statements (continued)

2. 主要會計政策(續)

Significant accounting policies (continued)

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.

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.

財務報表附註(續) Notes to the Financial Statements (continued)

2. 主要會計政策(續)

Significant accounting policies (continued)

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.

2.3.2 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。此類別包括外匯基金存款、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 placement with the Exchange Fund, 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).

財務報表附註(續) Notes to the Financial Statements (continued)

2. 主要會計政策(續)

Significant accounting policies (continued)

2.3 金融資產及金融負債(續)

Financial assets and financial liabilities (continued)

2.3.2 分類(續)

Categorisation (continued)

2.3.2.1 貸出款項及應收帳款(續)

Loans and receivables (continued)

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。有關計算包括與實際利率相關的所有取自或支付予合約各方的費用、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.

2.3.2.2 持至期滿的證券

Held-to-maturity securities

持至期滿的證券為具有固定或可以確定收支金額及有固定到期日，而且土地註冊處營運基金有明確意向及能力，可以持有直至到期的非衍生金融資產，惟符合貸出款項及應收帳款定義的金融資產則除外。

Held-to-maturity securities are non-derivative financial assets with fixed or determinable payments and fixed maturity which the LRTF has the positive intention and ability to hold to maturity, other than those that meet the definition of loans and receivables.

持至期滿的證券採用實際利率法按攤銷成本值扣除任何減值虧損(如有)列帳(附註2.3.4)。

Held-to-maturity securities are carried at amortised cost using the effective interest method less impairment losses, if any (note 2.3.4).

2.3.2.3 其他金融負債

Other financial liabilities

其他金融負債採用實際利率法按攤銷成本值列帳。

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

財務報表附註(續)

Notes to the Financial Statements *(continued)*

2. 主要會計政策(續)

Significant accounting policies *(continued)*

2.3 金融資產及金融負債(續)

Financial assets and financial liabilities *(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.

財務報表附註(續) Notes to the Financial Statements (continued)

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.

財務報表附註(續) Notes to the Financial Statements (continued)

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.

財務報表附註(續) Notes to the Financial Statements (continued)

2. 主要會計政策(續)

Significant accounting policies (continued)

2.8 僱員福利

Employee benefits

土地註冊處營運基金的僱員包括公務員及合約員工。薪金、約滿酬金及年假開支均在僱員提供有關服務所在年度以應計基準確認入帳。就公務員而言，僱員附帶福利開支包括香港特別行政區政府(「政府」)給予僱員的退休金及房屋福利，均在僱員提供有關服務所在年度支銷。

The employees of LRTF comprise civil servants and contract staff. Salaries, staff gratuities, and annual leave entitlements are accrued and recognised as expenditure in the year in which the associated services are rendered by the staff. For civil servants, staff on-costs, including pensions and housing benefits provided to the staff by the Government of the Hong Kong Special Administrative Region (“the Government”), are charged as expenditure in the year in which the associated services are rendered.

就按可享退休金條款受聘的公務員的長俸負債已包括於支付予政府有關附帶福利開支中。就其他員工向強制性中央公積金計劃的供款於全面收益表中支銷。

For civil servants employed on pensionable terms, their pension liabilities are discharged by reimbursement of the staff on-cost charged by the Government. For other staff, contributions to Mandatory Provident Fund Scheme are charged to the statement of comprehensive income as incurred.

2.9 名義利得稅

Notional profits tax

- (i) 根據《稅務條例》(第112章)土地註冊處營運基金並無稅務責任，但政府要求土地註冊處營運基金須向政府一般收入支付一筆款項以代替利得稅(即名義利得稅)，該款項是根據《稅務條例》的規定所計算。本年度名義利得稅支出包括本期稅項及遞延稅項資產和負債的變動。

The LRTF has no tax liability under the Inland Revenue Ordinance (Cap. 112). However, the Government requires the LRTF to pay to the General Revenue an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. Notional profits 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.

財務報表附註(續) Notes to the Financial Statements (continued)

2. 主要會計政策(續)

Significant accounting policies (continued)

2.9 名義利得稅(續)

Notional profits tax (continued)

- (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.

2.10 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.

財務報表附註(續) Notes to the Financial Statements (continued)

2. 主要會計政策(續)

Significant accounting policies (continued)

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.

2.13 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24)。

The LRTF has not applied any new HKFRSs that are not yet effective for the current accounting period (note 24).

財務報表附註(續)
Notes to the Financial Statements (continued)

3. 營業額

Turnover

		2012	2011
辦理文件註冊	Registration of documents	212,097	318,737
查冊	Search	82,166	100,918
提供副本	Copying	78,361	93,372
業權報告	Reports on title	35,833	42,043
業主立案法團	Owners incorporation	10,804	10,542
其他	Others	7,535	7,784
總額	Total	426,796	573,396

4. 運作成本

Operating costs

		2012	2011
員工費用	Staff costs	247,968	241,152
一般運作開支	General operating expenses	12,617	16,904
電腦服務開支	Computer service charges	29,170	27,454
租金及管理費	Rental and management charges	16,121	16,782
中央行政費用	Central administrative overheads	3,097	1,826
折舊及攤銷	Depreciation and amortisation	30,552	35,248
處置固定資產虧損	Loss on disposal of fixed assets	—	982
審計費用	Audit fees	489	420
總額	Total	340,014	340,768

5. 其他收入

Other income

		2012	2011
銀行存款利息	Bank deposits interest	3,638	4,087
持至期滿證券利息	Held-to-maturity securities interest	5,312	5,303
外匯基金存款利息	Placement with the Exchange Fund interest	20,987	—
匯兌淨(虧損)/收益	Net exchange (loss)/gain	(238)	266
總額	Total	29,699	9,656

財務報表附註(續) Notes to the Financial Statements (continued)

6. 名義利得稅

Notional profits tax

- (i) 於全面收益表內扣除的名義利得稅如下：

The notional profits tax charged to the statement of comprehensive income represents:

		2012	2011
本期稅項	Current tax		
本年名義利得稅的撥備	Provision for notional profits tax for the year	21,161	34,731
遞延稅項	Deferred tax		
暫記差額的產生及撥回	Origination and reversal of temporary differences	(3,022)	4,091
名義利得稅	Notional profits tax	18,139	38,822

- (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如下：

The reconciliation between tax expense and accounting profit at applicable tax rates is as follows:

		2012	2011
名義利得稅前盈利	Profit before notional profits tax	116,481	242,284
按香港利得稅率 16.5% (二零一一年度為 16.5%) 計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2011: 16.5%)	19,219	39,977
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	(1,080)	(1,155)
實際稅項支出	Actual tax expense	18,139	38,822

財務報表附註(續)

Notes to the Financial Statements (continued)

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%(二零一一年度為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% (2011 : 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	Furniture and Fittings	Total
成本	Cost				
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
出售/註銷	Disposals	—	(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
在二零一一年四月一日	At 1 April 2011	350,000	146,443	18,416	514,859
添置	Additions	—	3,597	199	3,796
在二零一二年三月三十一日	At 31 March 2012	350,000	150,040	18,615	518,655
累計折舊	Accumulated depreciation				
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
出售/註銷回撥	Written back on disposals	—	(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
在二零一一年四月一日	At 1 April 2011	68,036	118,624	15,984	202,644
年度費用	Charge for the year	3,852	8,190	1,173	13,215
在二零一二年三月三十一日	At 31 March 2012	71,888	126,814	17,157	215,859
帳面淨值	Net book value				
在二零一二年三月三十一日	At 31 March 2012	278,112	23,226	1,458	302,796
在二零一一年三月三十一日	At 31 March 2011	281,964	27,819	2,432	312,215

財務報表附註(續)
Notes to the Financial Statements (continued)

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
2012 2011

成本	Cost		
在年初	At beginning of year	178,002	167,787
添置	Additions	3,217	30,352
註銷	Disposals	—	(20,137)
在年終	At end of year	181,219	178,002
累計攤銷	Accumulated amortisation		
在年初	At beginning of year	112,788	111,523
年度費用	Charge for the year	17,337	21,402
註銷回撥	Written back on disposals	—	(20,137)
在年終	At end of year	130,125	112,788
帳面淨值	Net book value		
在年終	At end of year	51,094	65,214

財務報表附註(續)
Notes to the Financial Statements (continued)

10. 持至期滿的證券

Held-to-maturity securities

		2012	2011
按攤銷成本列帳 上市：	At amortised cost Listed:		
— 本港	— in Hong Kong	55,350	55,416
— 本港以外	— outside Hong Kong	15,100	15,108
非上市	Unlisted	70,450 30,715	70,524 30,569
總額	Total	101,165	101,093

11. 外匯基金存款

Placement with the Exchange Fund

外匯基金存款結餘為4.152億港元(二零一一年：無)，其中4億港元為原有存款，1,520萬港元為報告期結束日已入帳但尚未提取的利息。該存款為期六年(由存款日起計)，期內不能提取原有存款。

The balance of the placement with the Exchange Fund amounted to HK\$415.2 million (2011 : HK\$Nil), being the original placement of HK\$400 million plus HK\$15.2 million interest paid but not yet withdrawn at the end of the reporting period. The term of the placement is six years from the date of placement, during which the amount of original placement cannot be withdrawn.

外匯基金存款利息按每年1月釐定的固定息率計算。該息率是基金投資組合過去6年的平均年度投資回報，或3年期外匯基金債券在上一個年度的平均年度收益，兩者取其較高者，下限為0%。二零一二年固定息率為每年5.6%，二零一一年為每年6.0%。

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Exchange Fund Notes for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 5.6% per annum for the year 2012 and at 6.0% per annum for the year 2011.

財務報表附註(續) Notes to the Financial Statements (continued)

12. 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.

		2012	2011
查冊票	Search tickets	369	369
訂購費用或其他服務收費	Subscription fees/other service charges	10,675	13,246
總額	Total	11,044	13,615

13. 客戶按金

Customers' deposits

		2012	2011
網上服務登記用戶	Online services subscribers	26,497	25,776
各政府部門	Government departments	984	984
總額	Total	27,481	26,760

14. 僱員福利撥備

Provision for employee benefits

此為在計至報告期結束日就所提供的服務給予僱員年假及合約僱員約滿酬金的估計負債。

This represents the estimated liability for employees' annual leave and obligations on contract-end gratuities payable to contract staff for services rendered up to the end of the reporting period.

財務報表附註(續)

Notes to the Financial Statements (continued)

15. 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 the statement of comprehensive income	4,091	—	4,091
在二零一一年三月三十一日的結餘	Balance at 31 March 2011	14,880	(78)	14,802
在二零一一年四月一日的結餘	Balance at 1 April 2011	14,880	(78)	14,802
於全面收益表內計入	Credited to the statement of comprehensive income	(3,010)	(12)	(3,022)
在二零一二年三月三十一日的結餘	Balance at 31 March 2012	11,870	(90)	11,780

財務報表附註(續) Notes to the Financial Statements (continued)

16. 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.

17. 保留盈利

Retained earnings

		2012	2011
在年初的結餘	Balance at beginning of year	762,680	660,949
年度總全面收益	Total comprehensive income for the year	98,342	203,462
擬發股息	Proposed dividend	(49,171)	(101,731)
在年終的結餘	Balance at end of year	811,851	762,680

18. 擬發股息

Proposed Dividend

向政府擬發股息是根據年度總全面收益及經財經事務及庫務局局長核准的年度營運計劃裏列出的50%目標派息比率(二零一一年:50%)作出。

The proposed dividend to the Government is based on the total comprehensive income for the year and the target dividend payout ratio of 50% (2011 : 50%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

19. 現金及等同現金

Cash and cash equivalents

		2012	2011
現金及銀行結餘	Cash and bank balances	48,292	53,623
銀行存款	Bank deposits	170,000	580,000
小計	Subtotal	218,292	633,623
減：原有期限為3個月 以上的銀行存款	Less: Bank deposits with original maturity over three months	—	(40,000)
現金及等同現金	Cash and cash equivalents	218,292	593,623

財務報表附註(續) Notes to the Financial Statements (continued)

20. 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) 土地註冊處營運基金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。這些服務為土地註冊處營運基金帶來的總收入達7,300萬港元(二零一一年度為8,100萬港元)，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\$73 million (2011 : HK\$81 million). This amount is included in turnover under note 3.

- (ii) 關連人士向土地註冊處營運基金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。土地註冊處營運基金在這些服務方面的總開支達2,500萬港元(二零一一年度為2,600萬港元)，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\$25 million (2011 : HK\$26 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20萬港元(二零一一年度為100萬港元)。

Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to HK\$0.2 million (2011 : HK\$1 million).

土地註冊處營運基金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.

財務報表附註(續) Notes to the Financial Statements (continued)

21. 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外匯基金存款、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 placement with the Exchange Fund, 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.

(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.

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 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 :

		2012	2011
持至期滿的證券	Held-to-maturity securities	101,165	101,093
外匯基金存款	Placement with the Exchange Fund	415,205	—
應收帳款	Debtors	16,050	11,979
應收關連人士帳款	Amounts due from related parties	6,796	11,968
銀行存款	Bank deposits	170,000	580,000
銀行結餘	Bank balances	48,253	53,585
總額	Total	757,469	758,625

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.

財務報表附註(續)

Notes to the Financial Statements *(continued)*

21. 金融風險管理(續)

Financial risk management *(continued)*

(ii) 信貸風險(續)

Credit risk *(continued)*

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

The LRTF's credit risk is primarily attributable to debtors, placement with the Exchange Fund 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 the LRTF's online services subscribers.

至於外匯基金存款，其相關信貸風險亦甚低。

For the placement with the Exchange Fund, the credit risk is considered to be low.

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 :

		2012	2011
持至期滿的證券 (按信貸級別排列) Aa1至Aa3/AA+至AA-	Held-to-maturity securities by credit rating Aa1 to Aa3/AA+ to AA-	101,165	101,093

財務報表附註(續) Notes to the Financial Statements (continued)

21. 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，惟須獲財政司司長批准。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 Financial Secretary. 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，由於上述金融資產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 these financial assets are stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the LRTF's profit and reserves.

財務報表附註(續)

Notes to the Financial Statements (continued)

21. 金融風險管理(續)

Financial risk management (continued)

(iv) 利率風險(續)

Interest rate risk (continued)

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.

下表按主要計息資產在報告期結束日的帳面值，以及合約重訂利率日期或到期日兩者中的較早者，分類列示土地註冊處營運基金所面對的利率風險。

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 the earlier of contractual repricing dates or 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	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	Total
2012					
持至期滿的證券	Held-to-maturity securities	—	—	101,165	101,165
銀行存款	Bank deposits	170,000	—	—	170,000
總額	Total	170,000	—	101,165	271,165
2011					
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
總額	Total	580,000	—	101,093	681,093

財務報表附註(續) Notes to the Financial Statements (continued)

21. 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(二零一一年度為1.02億港元)。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 (2011 : HK\$102 million) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

(vi) 其他財務風險

Other financial risk

土地註冊處營運基金因於每年一月釐定的外匯基金存款息率(附註11)的變動而須面對金融風險。於二零一二年三月三十一日，假設二零一一年及二零一二年的息率增加/減少50個基點而其他因素不變，估計年度盈利及儲備將增加/減少180萬港元。

The LRTF is exposed to financial risk arising from changes in the interest rate on the placement with the Exchange Fund which is determined every January (Note 11). It was estimated that, as at 31 March 2012, a 50 basis point increase/decrease in the interest rates for 2011 and 2012, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$1.8 million.

財務報表附註(續)

Notes to the Financial Statements (continued)

21. 金融風險管理(續)

Financial risk management (continued)

(vii) 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	
		2012	2011	2012	2011
持至期滿的證券	Held-to-maturity securities	101,165	101,093	107,954	109,842

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.

22. 資本承擔

Capital commitments

在二零一二年三月三十一日，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 2012, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows :

		2012	2011
已批准及簽約	Authorised and contracted for	1,920	3,095
已批准惟未簽約	Authorised but not yet contracted for	85,515	75,880
總額	Total	87,435	78,975

財務報表附註(續)

Notes to the Financial Statements (continued)

23. 經營租約承擔

Operating lease commitments

在二零一二年三月三十一日，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 2012, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows :

		2012	2011
不超過一年	Not later than one year	3,646	2,819
超過一年但不超過五年	Later than one year but not later than five years	2,434	726
總額	Total	6,080	3,545

24. 已頒布但於截至二零一二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 2012

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。其中包括於截至二零一二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 2012 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.

財務報表附註(續)

Notes to the Financial Statements (continued)

24. 已頒布但於截至二零一二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(續) Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2012 (continued)

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 Effective for accounting periods beginning on or after
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	二零一二年七月一日
Amendments to HKAS 1 (Revised), Presentation of Financial Statements — Presentation of Items of Other Comprehensive Income	1 July 2012
香港會計準則第19號(2011)「僱員福利」	二零一三年一月一日
HKAS 19 (2011), Employee Benefits	1 January 2013
香港會計準則第32號「金融工具：呈報」的修訂： — 金融資產與金融負債的對銷	二零一四年一月一日
Amendments to HKAS 32, Financial Instruments: Presentation — Offsetting Financial Assets and Financial Liabilities	1 January 2014
香港財務報告準則第7號「金融工具：披露」的修訂： — 披露—金融資產的轉移	二零一一年七月一日
— 披露—金融資產與金融負債的對銷	二零一三年一月一日
Amendments to HKFRS 7, Financial Instruments: Disclosures — Disclosures — Transfer of Financial Assets	1 July 2011
— Disclosures — Offsetting Financial Assets and Financial Liabilities	1 January 2013
香港財務報告準則第9號「金融工具」	二零一五年一月一日
HKFRS 9, Financial Instruments	1 January 2015
香港財務報告準則第13號「公平值計量」	二零一三年一月一日
HKFRS 13, Fair Value Measurement	1 January 2013

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(a) 2011/12年度服務承諾 2011/12 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		
1. 辦理土地文件註冊 Registration of land documents	15 (a+b)		92	99.2
(a) 由收到契約至根據已註冊的契約更新土地登記冊 ^(註1) ；以及 From receipt of a deed to updating the land register with the registered deed ^(See Note 1) ; and	(a) 11			
(b) 完成影像處理程序並把已註冊的契約送回交契人士 ^(註1) Completion of imaging and return of the registered deed to the lodging party ^(See Note 1)	(b) 4			
2. 在櫃位查閱電腦土地登記冊 Counter search of computerised land registers		15	97	100
3. 提供土地紀錄影像副本 Supply of imaged copies of land records				
(a) 在櫃位索取 Over the counter				
(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
(b) 透過網上服務訂購 Order via online services				
(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

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		
(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
4. 提供土地紀錄認證本 Supply of certified copies of land records				
(a) 在櫃位辦理 Over the counter				
(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) 透過網上服務訂購 Order via online services				
(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

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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		
(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
5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)				
(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
6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)				
(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
7. 電話查詢服務 Telephone enquiry services				
(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 ^(註2) (See Note 2)	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	93 ^(註2) (See Note 2)	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		
8. 修訂土地登記冊資料 Amendment of Registered Data				
(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 ^(註2) (See Note 2)	99.6
(b) 複雜個案 Complicated cases	10		90	98.4
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	16 (a+b)		92 ^(註2) (See Note 2)	97.8
(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			
10. 處理建議／投訴 Handling of suggestions/complaints			—	—
		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

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(b) 2012/13年度服務承諾(生效日期為2012年4月1日起) 2012/13 Performance Pledges (with effect from 1 April 2012)

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	
1. 辦理土地文件註冊 Registration of land documents	15 (a+b)		92
(a) 由收到契約至根據已註冊的契約更新土地登記冊 ^(註1) ；以及 From receipt of a deed to updating the land register with the registered deed ^(See Note 1) ; and	(a) 11		
(b) 完成影像處理程序並把已註冊的契約送回交契人士 ^(註1) Completion of imaging and return of the registered deed to the lodging party ^(See Note 1)	(b) 4		
2. 在櫃位查閱電腦土地登記冊 Counter search of computerised land registers		15	97
3. 提供土地紀錄影像副本 Supply of imaged copies of land records			
(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
(b) 透過網上服務訂購 Order via online services			
(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

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	
(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
4. 提供土地紀錄認證本 Supply of certified copies of land records			
(a) 在櫃位辦理 <i>Over the counter</i>			
(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) 透過網上服務訂購 <i>Order via online services</i>			
(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

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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)
	工作天 Working Day(s)	分鐘 Minutes	Performance Target (% meeting service standard)
(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
5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)			
(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
6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)			
(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
7. 電話查詢服務 Telephone enquiry services			
(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
(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

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	
8. 修訂土地登記冊資料 Amendment of Registered Data			
(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
(b) 複雜個案 Complicated cases	10		92 ^(註2) (See Note 2)
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	16 (a+b)		92
(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		
10. 處理建議／投訴 Handling of suggestions/complaints		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

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(a) 2011/12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 2011/12

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(Private Sector) 2011/12

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(c) 2011/12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) 2011/12

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