



# 2012/13年度 重要事项与未来展望 Highlights of 2012/13 and Future Outlook

2012/13年度重要事项	详情	未来展望
<b>企业管治</b> — 超越部门在所有服务承诺中订定的指标，并把就复杂个案在10个工作日内修订土地登记册资料的服务指标由90%提升至92%。	第16页	— 在2013年4月推行就在柜位办理提供土地纪录认证本，以及一般个案修订土地登记册资料的已提升服务指标。
— 接获264个客户表扬、11项建议及20项投诉。	第18页	— 持续听取客户意见，致力提升本处服务的质素和效率。
<b>企业社会责任</b> — 参与各种不同的社区计划及活动，为员工提供安全及健康的工作环境，以及支持环保倡议。	第26、28、30页	— 继续参与社区服务，以履行服务社会的承诺。
— 为新高中课程的通识教育科制作一套介绍香港土地注册制度的双语教材。	第30页	— 在2013年下半年设立网上资源中心，提供互动式的自学活动。

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Highlights of 2012/13	More information	Future outlook
<b>Corporate Governance</b>		
<ul style="list-style-type: none"> <li>— Exceeded all targets set in our performance pledges and enhanced the targets for amendment of registered data of complicated cases within 10 working days from 90% to 92%.</li> </ul>	<p>P. 17</p>	<ul style="list-style-type: none"> <li>— To implement enhanced performance targets in April 2013 on supply of certified copies of land records over the counter and amendment of registered data of simple cases.</li> </ul>
<ul style="list-style-type: none"> <li>— Received 264 commendations, 11 suggestions and 20 complaints.</li> </ul>	<p>P. 19</p>	<ul style="list-style-type: none"> <li>— To continue to gauge customer feedback and sustain our efforts to further improve the quality and efficiency of our services.</li> </ul>
<b>Corporate Social Responsibility</b>		
<ul style="list-style-type: none"> <li>— Participated in various community programmes and activities; provided a safe and healthy work environment for staff and supported environmentally friendly initiatives.</li> </ul>	<p>P. 27, 29, 31</p>	<ul style="list-style-type: none"> <li>— To continue to participate in community services and serve the community with commitment.</li> </ul>
<ul style="list-style-type: none"> <li>— Produced a bilingual teaching kit on land registration in Hong Kong for the Liberal Studies subject under the New Senior Secondary curriculum.</li> </ul>	<p>P. 31</p>	<ul style="list-style-type: none"> <li>— To set up an online resource centre in the second half of 2013 to provide interactive self-learning activities.</li> </ul>

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<b>服务及运作</b>		
— 土地文件的注册量较2011/12年度增加4.5%。	第32页	— 继续提供方便及高效率的注册服务。
— 「综合注册资讯系统」网上服务新增了57个登记用户，户口总数增至1,026个。	第40页	— 致力令「综合注册资讯系统」网上服务更方便易用，以切合客户的需要。
— 在本处网站推出新版的街道索引及新界地段／地址对照表，供公众免费网上浏览。	第40页	— 每年均制作更新的版本。
— 在互动语音系统新增接驳至个别支援服务小组轮候次序服务。	第46页	— 继续寻求如何进一步提升服务。
— 荣获2012年「申诉专员嘉许奖」— 公职人员奖、2012年「国际Galaxy大奖」— 金奖(年报 — 政府机构组别)，以及香港管理专业协会2012年「最佳年报奖」— 优异奖。	第46页	— 继续提供优质的服务。
— 推出电子注册摘要表格的加强版。	第48页	— 留意客户的回应，以期进一步提升服务。
<b>业权注册</b>		
— 就「两阶段转换机制」建议方案与主要持份者进行讨论，及因应主要持份者所关注的事项对该方案作出修订。	第50页	— 拟制修订方案，并就《土地业权条例》的修订进行公众谘询。

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<b>Services and Operations</b>		
— Registration of land documents increased by 4.5% as compared with 2011/12.	P. 33	— To continue to provide customer friendly and efficient registration services.
— The number of subscribers for IRIS Online Services increased to 1,026 with 57 new subscribers.	P. 41	— To enhance the user-friendliness of IRIS Online Services to meet customers' needs.
— Launched new versions of the Street Index and the New Territories Lot/Address Cross Reference Table on the Land Registry's website for free online browsing.	P. 41	— To produce updated versions annually.
— Added a queuing service in the Interactive Voice Response System (IVRS) for specific service help desks.	P. 47	— To continue exploring ways for further enhancement.
— Received The Ombudsman's Awards 2012 for Officers of Public Organisations, the Gold Award under the category of "Annual Reports – Governmental" of the Galaxy Awards 2012 and an Honourable Mention in the Hong Kong Management Association Best Annual Reports Awards 2012.	P. 47	— To continue to deliver quality services.
— Released an upgraded version of the e-Memorial Form.	P. 49	— To monitor customers' feedback and identify room for further enhancement.
<b>Title Registration</b>		
— Held discussions with major stakeholders on the Two-Stage Conversion Mechanism and revised the proposal to address their concerns.	P. 51	— To develop a revised proposal and launch a public consultation exercise on amendments to the Land Titles Ordinance (LTO).

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<p><b>人力资源管理</b></p> <ul style="list-style-type: none"> <li>落实2012/13年度部门培训计划，并已按照计划举办培训课程。</li> </ul>	第52、54页	<ul style="list-style-type: none"> <li>推行2013/14年度部门培训计划，并按照计划举办培训课程。</li> </ul>
<p><b>资讯科技管理</b></p> <ul style="list-style-type: none"> <li>为「综合注册资讯系统」网上服务推出数项重大提升。</li> </ul>	第60页	<ul style="list-style-type: none"> <li>继续提升「综合注册资讯系统」网上服务，以迎合客户的需要；及研究提供该项服务流动版的可行性。</li> </ul>
<ul style="list-style-type: none"> <li>提升土地注册处的网页，以符合万维网联盟的《无障碍网页内容指引》2.0版的AA级别标准。</li> </ul>	第62页	<ul style="list-style-type: none"> <li>跟从政府的无障碍网页标准。</li> </ul>
<ul style="list-style-type: none"> <li>推行妥善措施，确保资讯科技系统的安全性，并继续提高员工的资讯科技保安意识。</li> </ul>	第62页	<ul style="list-style-type: none"> <li>确保遵行政府的资讯科技保安要求，以及采用资讯科技保安的最佳守则。</li> </ul>
<p><b>财政管理</b></p> <ul style="list-style-type: none"> <li>2012/13年度录得34%的固定资产回报率。</li> </ul>	第64页	<ul style="list-style-type: none"> <li>致力达致由财政司司长厘定的固定资产回报。</li> </ul>

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Highlights of 2012/13	More information	Future outlook
<p><b>Human Resources Management</b></p> <ul style="list-style-type: none"> <li>— Implemented departmental Training Plan 2012/13 and organised training programmes according to the Plan.</li> </ul>	P. 53, 55	<ul style="list-style-type: none"> <li>— To implement Training Plan 2013/14 and organise training programmes according to the Plan.</li> </ul>
<p><b>IT Management</b></p> <ul style="list-style-type: none"> <li>— Implemented several major enhancements to the IRIS Online Services.</li> </ul>	P. 61	<ul style="list-style-type: none"> <li>— To further enhance the IRIS Online Services to meet customers' needs and explore the feasibility of providing a mobile version for the Services.</li> </ul>
<ul style="list-style-type: none"> <li>— Enhanced the Land Registry's website to conform with the Level AA standards of the Web Content Accessibility Guide (WCAG) version 2.0 issued by the World Wide Web Consortium (W3C).</li> </ul>	P. 63	<ul style="list-style-type: none"> <li>— To keep in pace with the web accessibility standards of the Government.</li> </ul>
<ul style="list-style-type: none"> <li>— Put in place measures to ensure the security of IT systems and continued to raise staff awareness of IT security.</li> </ul>	P. 63	<ul style="list-style-type: none"> <li>— To ensure compliance with the Government's IT security requirements and adopt the best practices in IT security.</li> </ul>
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>— The rate of return on fixed assets was 34% in 2012/13.</li> </ul>	P. 65	<ul style="list-style-type: none"> <li>— To achieve the financial return on fixed assets determined by the Financial Secretary.</li> </ul>