



香港土地注册处营运基金

The Land Registry Trading Fund Hong Kong



ANNUAL REPORT  
年报 **2012-13**

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#### 年报设计概念

土地文件上的盖章具有认证和法律含义。年报以盖章作为设计主题，寓意土地注册处提供专业服务，以履行其为土地文件办理注册的法定职能。封面盖章中的格言彰显本处「竭尽所能，凡事做到最好」的服务理念和专业精神。

#### Design Concept of the Annual Report

Seals affixed to land documents signify authentication and have legal significance. Seals are taken as the design theme of the Annual Report to signify that the Land Registry provides professional services when discharging its statutory function of registering land documents. The motto in the seal on the cover demonstrates the vision and the professionalism of the Department — "To be the best in all that we do".



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Membership (External) of the Land Registry Joint Standing Committee 2012/13
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Membership (External) of the Land Registry Customer Liaison Group (Private Sector) 2012/13
- 112 (c) 2012/13年度土地注册处客户联络小组(公营机构)外界委员  
Membership (External) of the Land Registry Customer Liaison Group (Public Sector) 2012/13

# 处长的话

## Message from the Land Registrar



### 处长的话

我很高兴向大家提交截至2013年3月31日止财政年度的土地注册处营运基金报告。与2011/12年度比较，文件注册及查阅土地登记册的总宗数分别微升了4.5%及5.9%。本处的营业额增加了17.6%至5.018亿元，盈利亦相应地增加了45.4%至1.430亿元。整体上，土地注册处营运基金达致34%的固定资产回报率。政府在2012/13年度下半年度，即分别于2012年10月及2013年2月推出新印花税措施，以应对楼市过热的问题。这些措施减慢了本处注册和查册业务的增长速度。

去年，本处推行了多项提升服务的措施，例如推出具有自动填写功能的电子注册摘要表格加强版，以及改善「综合注册资讯系统」网上服务的多项功能。我们亦超越了本处在服务承诺中订下的所有指标，并提升了一些指标。

本处的另一项重要工作是在香港引进业权注册制度。年内，我们就「两阶段转换机制」方案与主要持份者进行讨论，并正就修订后的方案征询他们的意见。视乎咨询持份者的进度，我们拟就《土地业权条例》的建议修订进行公众咨询。



周淑贞  
土地注册处处长  
土地注册处营运基金总经理  
2013年9月30日

### MESSAGE FROM THE LAND REGISTRAR

I am pleased to present the report for the Land Registry Trading Fund for the financial year ending 31 March 2013. As compared to 2011/12, the total number of documents registered and searches of land registers increased slightly by 4.5% and 5.9% respectively. Our business turnover increased by 17.6% to reach \$501.8 million and our profit increased by 45.4% to \$143 million. On the whole, the Land Registry Trading Fund achieved a financial return on fixed assets of 34%. The latter half of 2012/13 was marked by the introduction of new stamp duty measures by the Government in October 2012 and February 2013 to tackle the overheating of the property market. These measures have slowed down the growth rate of our registration and search business.

Last year, we implemented a number of measures to upgrade our services, for example, an upgraded version of the e-Memorial Form with an auto-fill function and various functional enhancements to our Integrated Registration Information System (IRIS) Online Services. We also exceeded all targets set in our performance pledges and have enhanced some of the targets.

Another major aspect of our work is to introduce a title registration system in Hong Kong. During the year, we have been in discussion with major stakeholders on the Two-Stage Conversion Mechanism and are consulting them on a revised proposal. Subject to progress of the stakeholder consultation, we will launch a public consultation exercise on the proposed amendments to the Land Titles Ordinance.

Mary Chow  
Land Registrar  
General Manager, Land Registry Trading Fund  
30 September 2013





# 土地注册处的管理层团队

## Who's Who in the Land Registry



### 土地注册处处长及各科主管

#### The Land Registrar and Branch Heads

由左至右：  
刘仲贤先生(业务经理)、周淑贞女士(土地注册处处长)(生效日期为2012年11月12日起)、方吴淑仪女士(土地注册处经理)、李婉儿女士(副首席律师)

From left to right:  
**Mr. Gabriel LAU** (Business Manager), **Miss Mary CHOW** (Land Registrar) (With effect from 12 November 2012), **Mrs. Amy FONG** (Registry Manager), **Ms. Angel LI** (Deputy Principal Solicitor)



### 契约注册及部门服务科

#### Deeds Registration & Departmental Services Branch

前排由左至右：  
吴楚玲女士(总行政主任)、方吴淑仪女士(土地注册处经理)、黎伟强先生(部门主任秘书)

后排由左至右：  
卫超雄先生(副土地注册处经理)、彭嘉辉先生(副土地注册处经理)、李芳群女士(副土地注册处经理)、陈碧瑜女士(副土地注册处经理)、谢少卿女士(高级系统经理)(生效日期为2012年5月28日起)、温锡麟先生(副土地注册处经理)、潘锦鸿先生(高级系统经理)

Front row from left to right:  
**Ms. Michelle NG** (Chief Executive Officer), **Mrs. Amy FONG** (Registry Manager), **Mr. Jack LAI** (Departmental Secretary)  
Back row from left to right:  
**Mr. John WAI** (Deputy Registry Manager), **Mr. K. F. PANG** (Deputy Registry Manager), **Miss Fion LI** (Deputy Registry Manager), **Ms. Peggy CHAN** (Deputy Registry Manager), **Ms. Ada TSE** (Senior Systems Manager) (With effect from 28 May 2012), **Mr. Francis WAN** (Deputy Registry Manager), **Mr. K. H. POON** (Senior Systems Manager)



### 法律事务科

#### Legal Services Branch

由左至右：  
杨茜女士(高级律师)、黄惠仪女士(高级律师)(生效日期为2012年12月18日起)、吴世楷先生(高级律师)(生效日期为2013年3月20日起)、蔡恒璇女士(高级律师)、李婉儿女士(副首席律师)、尹玉清女士(高级律师)(生效日期为2012年12月18日起)、袁淑玲女士(高级律师)、谈文锦先生(高级律师)

From left to right:  
**Ms. Majestic YEUNG** (Senior Solicitor), **Ms. Florence WONG** (Senior Solicitor) (With effect from 18 December 2012), **Mr. S. K. NG** (Senior Solicitor) (With effect from 20 March 2013), **Ms. Christina CHOI** (Senior Solicitor), **Ms. Angel LI** (Deputy Principal Solicitor), **Ms. Stephanie WAN** (Senior Solicitor) (With effect from 18 December 2012), **Ms. Lisa YUEN** (Senior Solicitor), **Mr. M. K. TAM** (Senior Solicitor)



### 财务科

#### Financial Services Branch

由左至右：  
黄美珍女士(副业务经理)(生效日期为2013年3月1日起)、刘仲贤先生(业务经理)、原伟铨先生(副土地注册处经理)

From left to right:  
**Ms. Peggy WONG** (Deputy Business Manager) (With effect from 1 March 2013), **Mr. Gabriel LAU** (Business Manager), **Mr. W. C. YUEN** (Deputy Registry Manager)



# 土地注册处营运基金

## The Land Registry Trading Fund

土地注册处于1993年8月成为香港最先以营运基金形式运作的政府部门之一。营运基金是为鼓励聚焦提升服务及回应客户需要而设计的一项公共财政安排。土地注册处处长是土地注册处营运基金的总经理。

在营运基金模式下，土地注册处仍是一个公营机构，但要自行管理财政，收入来自其提供服务所得的费用，以自负盈亏的模式经营。营运基金须向公帑支付红利，但可以保留投资收益，用作改善服务。此外，基金享有自主权，可决定进行支援部门服务的资本投资项目，并可灵活调配员工，以回应客户的服务需求。

营运基金的年报及经审计署署长认证的财务报表，每年均须提交香港特别行政区立法会省览。

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 is 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 customers.

The Trading Fund's Annual Report and the financial statements certified by the Director of Audit must be tabled in the Legislative Council of the Hong Kong Special Administrative Region each year.



# 理想、使命、信念及职能

## Vision, Mission, Values and Functions

### 我们的理想

我们竭尽所能，凡事做到最好。

### OUR VISION

To be the best in all that we do.

### 我们的使命

- 确保为客户提供稳妥方便的土地注册和资讯服务。
- 开发人力资源、发展资讯科技、优化服务环境，确保为客户提供高效及优质服务。
- 与时俱进，提倡及循序落实香港土地业权注册制度。

### 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.

### 我们的信念

持平守正 — 以至诚的态度及操守接待客户及工作伙伴。

追求卓越 — 一丝不苟，力臻完美。

诚挚尊重 — 竭诚尊重和信任客户及工作伙伴。

积极学习 — 与客户、工作伙伴和海内外同业紧密联系、交流学习，为社会提供更佳服务。

### 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、信念及职能

## Vision, Mission, Values and Functions

### 我们对香港的价值

- 香港逾半数家庭是物业的注册业主。
- 截至2013年3月，银行及金融机构以注册土地和物业作抵押的贷款约为18,510亿港元。
- 2012/13年度查阅注册资料约有600万宗。
- 超过80个政府部门和机构使用土地注册处的资料进行规划研究以至执法等工作。
- 土地注册资料显示的物业交易可追溯至1844年，乃香港经济和社会历史的资料宝库。

### 职能

土地注册处的主要职能如下：

- 按照《土地注册条例》(第128章)及《土地注册规例》的规定，备存最新的土地登记册及相关的土地纪录，以执行土地注册制度；
- 为市民提供查阅土地登记册及其他土地纪录的设施；
- 向政府部门及机构提供物业资料；以及
- 按照《建筑物管理条例》(第344章)的规定，处理业主立案法团的注册申请。



## **OUR VALUE TO HONG KONG**

- Over half of all Hong Kong families are registered property owners.
- Banks and financial institutions loaned about HK\$1,851 billion as at March 2013 against the security of registered land and property.
- Around six million searches of registered information took place in 2012/13.
- 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).





# 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个工作天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。

## 2012/13年度重要事项与未来展望

### Highlights of 2012/13 and Future Outlook

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> <li>Received 264 commendations, 11 suggestions and 20 complaints.</li> </ul>	<p>P. 17</p> <p>P. 19</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> <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> <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. 27, 29, 31</p> <p>P. 31</p>	<ul style="list-style-type: none"> <li>To continue to participate in community services and serve the community with commitment.</li> <li>To set up an online resource centre in the second half of 2013 to provide interactive self-learning activities.</li> </ul>

## 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>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。

## 2012/13年度重要事项与未来展望

### Highlights of 2012/13 and Future Outlook

Highlights of 2012/13	More information	Future outlook
<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).

## 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>人力资源管理</b> <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>
<b>资讯科技管理</b> <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>
<b>财政管理</b> <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>



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

Highlights of 2012/13	More information	Future outlook
<b>Human Resources Management</b> <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>
<b>IT Management</b> <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>
<b>Financial Management</b> <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>



# 企业管治

## Corporate Governance

### 管治架构

本处以问责、诚信及透明度为基石，透过制定的服务标准，力求达致最佳的企业管治水平。

#### 问责

本处须分别向发展局和财经事务及库务局负责及汇报部门的业绩和财务表现。我们每年会向两个决策局呈交中期企业计划暨年度业务计划，以供批核。企业计划订定本处未来五年的发展纲领，而业务计划则作为评核本处每年业绩的基准。我们定期与发展局开会，以检讨业务表现。发展局亦会为我们的工作给予政策指引。此外，我们亦与负责监督本处财务表现的财经事务及库务局定期联系。

#### 诚信

根据《营运基金条例》(第430章)，本处可自主进行资本投资及运用资源，以灵活回应服务需求及提高营运效率。在灵活自主的基础下，我们执行职务时须履行恪守诚信的责任。本处全体人员均须遵守部门指引及相关的政府规则和规章，以妥善履行日常职责。土地注册处经理是本处的诚信事务主任，负责监督部门的诚信管理事宜。本处除为员工举办有关的培训课程及工作坊外，亦会定期公布及传阅有关诚信管理的指引和通告，以提升员工对诚信管理的认知。

## 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 for its business and financial performance respectively. We submit a medium range corporate-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 for our work. 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 daily business in a proper manner in compliance with the departmental guidelines and the relevant Government rules and regulations. The Registry Manager is the Ethics Officer of the Land Registry overseeing 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 in this regard.



### 透明度

本处奉行以高透明度运作的原则。根据《营运基金条例》，我们每年须呈交营运基金的年报连同经审计署署长审核的财务报表予立法会省览。为让公众知悉部门业务和物业市场的情况，我们每月会发表土地注册和查册的统计数据。

此外，我们透过定期举行的客户联络小组会议，与私营及公营机构的客户保持紧密联系。由土地注册处处长担任主席的《土地业权条例》督导委员会是一个重要渠道，让主要持份者共同商议关于《土地业权条例》修订的主要事宜。

### 服务承诺

本处自1993年每年均会检讨「服务承诺」，以贯彻我们持续提升服务质素和效率的方针。在2012/13年度，我们超越了所有在服务承诺中订定的指标，并提升了一些指标。值得一提的是，我们把达到就复杂个案修订土地登记册资料的服务标准的百分比由90%提高至92%。附件I(a)列出本处于年内的服务承诺和表现。

为进一步提升本处来年的服务，我们会在2013年4月提升在柜位办理提供土地纪录认证本，以及就一般个案修订土地登记册资料的服务指标。2013/14年度的新服务承诺见附件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 apprised of our work and the situation in the property market, we publish statistics on land registration and search on a monthly basis.

We maintain close contact with our customers of the private and public sectors through our regular Customer Liaison Group meetings. The LTO Steering Committee chaired by the Land Registrar is as an important forum for major stakeholders to consider key issues regarding the amendments to the LTO.

## PERFORMANCE PLEDGES

As part of our continuing commitment to improving the quality and efficiency of services, we have been conducting review of our performance pledges annually since 1993. In 2012/13, we exceeded all the targets set in our performance pledges and enhanced some of the targets. In particular, we enhanced the percentage of achieving the service standards for amendment of registered data of complicated cases from 90% to 92%. Annex I (a) sets out the pledges and our performance for the year.

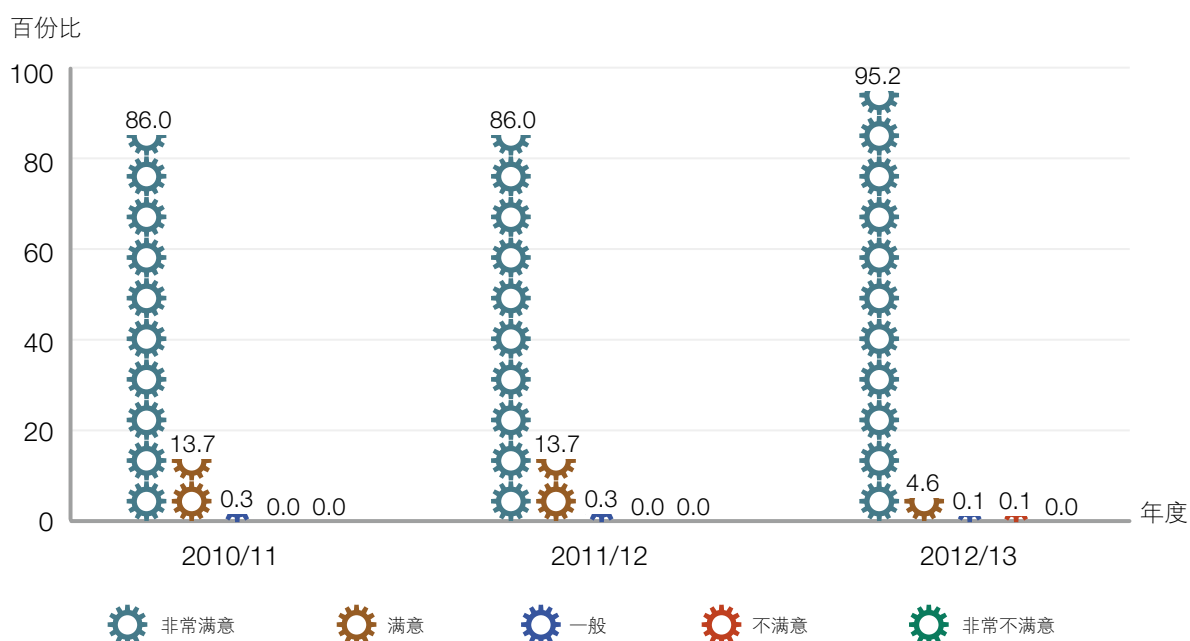
To further improve our service in the coming year, we will implement enhanced performance targets for supply of certified copies of land records over the counter and for amendment of registered data of simple cases in April 2013. The new set of performance pledges for 2013/14 is at Annex I (b).



## 客户意见

在2012/13年度，本处透过客户服务热线、部门网页、客户意见卡、来信和电邮等不同渠道接获264个客户表扬及11项建议。

### 客户满意程度

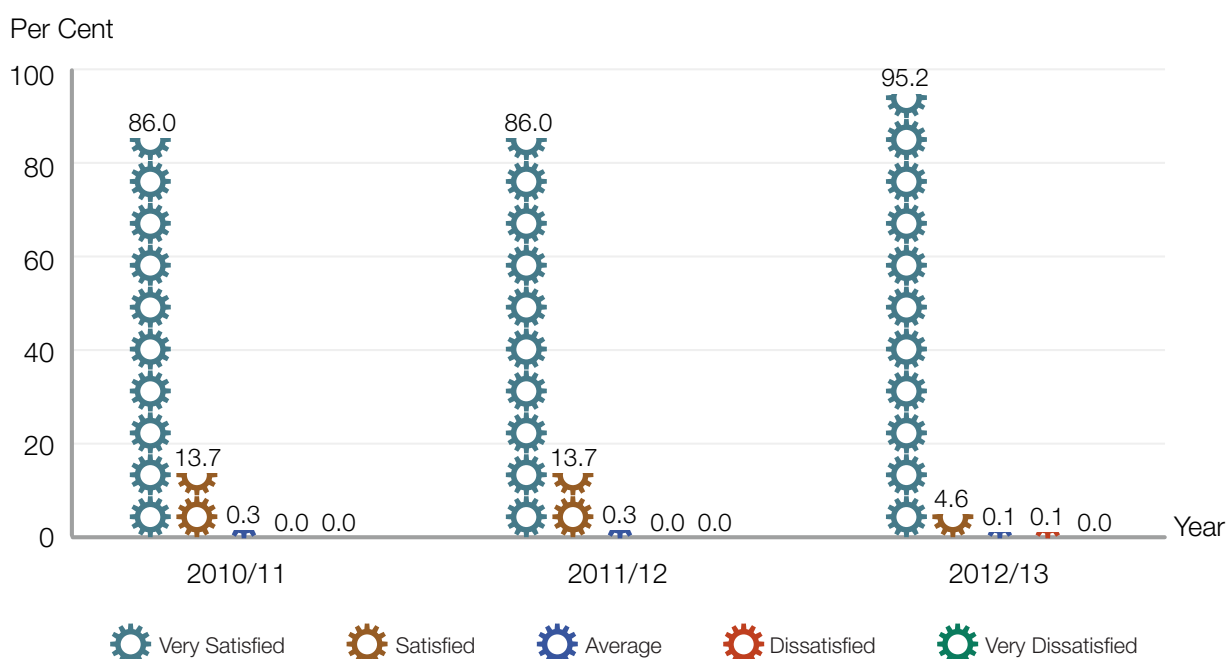


此外，我们亦收到由本处接获或是经由其他政府部门或立法会秘书处转介的20项投诉。所有建议和投诉均已获迅速回应及圆满处理。

## CUSTOMER FEEDBACK

In 2012/13, the Land Registry received 264 commendations and 11 suggestions through various channels, including our customer service hotline, the Land Registry's homepage, comment cards, letters and emails.

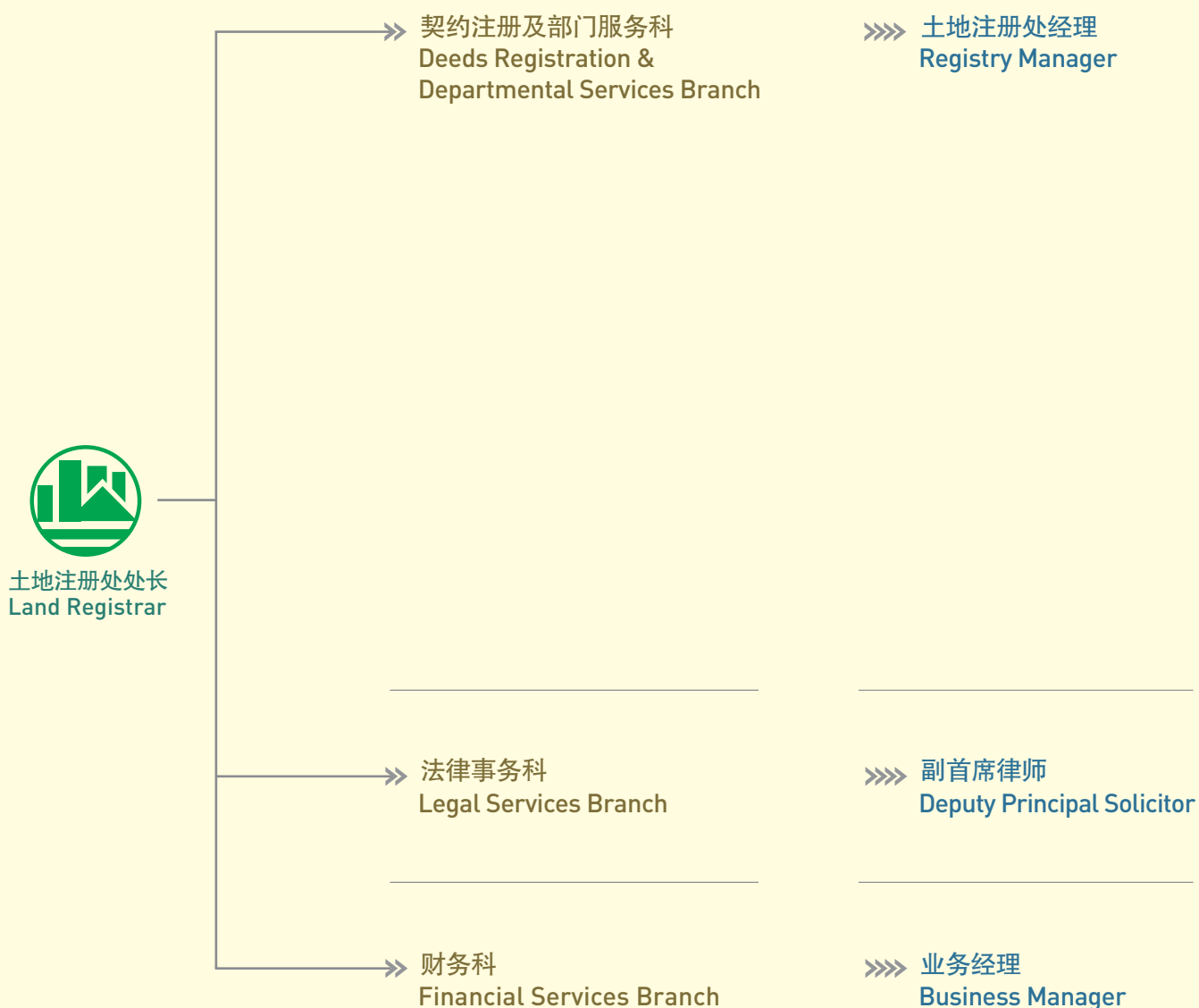
### Customer Satisfaction Rate



There were also 20 complaints received by us or referred to us by other Government offices or the Legislative Council Secretariat. All the suggestions and complaints were promptly addressed and fully responded to.

架构及管理  
**STRUCTURE AND MANAGEMENT**

土地注册处组织架构图(截至2013年3月31日)  
**Organisation Chart of the Land Registry (as at 31 March 2013)**



- »»» 常务部  
General Support  
Services Division
- »»» 管理及客户服务部  
Management & Customer  
Services Division
- »»» 查册及部门服务部  
Search & Departmental  
Services Division
- »»» 注册服务部  
Registration Services Division
- »»» 资讯科技管理部  
Information Technology  
Management Division
- »»» 业权注册执行部  
Title Registration  
Operation Division

- 
- »»» 法律事务部  
Legal Services Division

- 
- »»» 财务部  
Financial Services Division
  - »»» 项目发展部  
Project Development Division

- »»» 部门主任秘书  
Departmental Secretary
- »»» 副土地注册处经理（管理及客户服务）  
Deputy Registry Manager/  
Management & Customer Services
- »»» 副土地注册处经理（查册及部门服务）  
Deputy Registry Manager/Search &  
Departmental Services
- »»» 副土地注册处经理（注册服务）  
Deputy Registry Manager/  
Registration Services
- »»» 高级系统经理  
Senior Systems Managers
- »»» 副土地注册处经理／总行政主任（业权注册）  
Deputy Registry Managers/  
Chief Executive Officer (Title Registration)

- 
- »»» 高级律师  
Senior Solicitors

- 
- »»» 副业务经理  
Deputy Business Manager
  - »»» 副土地注册处经理（项目发展）  
Deputy Registry Manager/  
Project Development

## 管理架构

- 土地注册处由土地注册处处长领导，下设三个科，分别由首长级人员主管。
- 土地注册主任职系人员是土地注册处的骨干人员，负责监督各项营运职能及提供公共服务。
- 法律、财务和资讯科技的专业人员及一般职系人员则为土地注册处提供支援。

## 分科和分部

### 契约注册及部门服务科

#### 注册服务部

- 按照《土地注册条例》(第128章)为影响土地的文件提供注册服务。

#### 查册及部门服务部

- 提供查册服务、处理业主立案法团的注册申请，以及向政府部门提供业权报告。





## MANAGEMENT STRUCTURE

- Headed by the Land Registrar, the Land Registry is organised into three functional branches each led by a directorate officer.
- 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.

### 管理及客户服务部

- 管理和发展土地注册主任职系；策划及提供客户服务并回应客户需要；以及透过培训及发展课程发展人力资源，以配合土地注册处的业务需要。

### 业权注册执行部

- 为业权注册制定运作流程、程序及表格，以及筹划和推行有关宣传及教育计划。
- 为实施业权注册制度的准备工作提供行政支援，并为与《土地业权条例》相关的主要委员会提供秘书支援服务。

### 资讯科技管理部

- 策划及管理资讯科技系统及服务(包括「综合注册资讯系统」)；开发电脑系统，以支援业权注册制度及其他新计划；并为部门提供资讯科技支援。

### 常务部

- 筹划、管理和检讨人力资源、办公室设施和行政制度，并为部门提供一般支援服务。

### 法律事务科

#### 法律事务部

- 就《土地注册条例》及部门的工作提供法律意见及支援服务。
- 就实施《土地业权条例》的准备工作提供法律意见及支援服务；检讨《土地业权条例》以及拟备《土地业权(修订)条例草案》。

### 财务科

#### 财务部

- 拟备和管控财政预算、管理财务会计、评估成本及各项收费、检讨会计程序及财务制度；以及负责部门的物料供应事宜。

### 项目发展部

- 策划及推行新措施，以提升部门服务。

#### 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 training and development programmes to meet the business needs of the Land Registry.

#### Title Registration Operation Division

- To design operational processes, procedures and forms for the Title Registration System (TRS); and to plan and implement publicity and education programmes.
- To provide administrative support in the preparation for the implementation of the TRS and secretariat support to major committees concerning the LTO.

#### Information Technology Management Division

- To plan and manage IT systems and services (including the IRIS); to develop computer systems to support the TRS and other initiatives; and to provide IT support for the department.

#### 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.

### Legal Services Branch

#### Legal Services Division

- To provide legal advisory and support services relating to the Land Registration Ordinance and the work of the department.
- 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 initiatives for service improvement.



# 企业社会责任 Corporate Social Responsibility

## 企业公民

本处十分重视社会责任，致力成为优秀的企业公民。我们的承诺可见于以下七个主要范畴：

### 支持社会服务

土地注册处义工队自2005年起与十多个其他政府部门合力推动「义工服务协作计划」。在2012/13年度，我们的义工队为长者和青少年筹办了25项义工活动。我们并鼓励同事们腾出私人时间，以组织及参与义工及社区活动。

在2013年1月，香港社会服务联会再一次向本处颁发「5年Plus同心展关怀」标志，以表扬我们持续不断为社会服务。

### 鼎力募捐

我们支持捐助慈善组织的行动，鼓励员工参与各项慈善活动。在2012/13年度，我们继续鼓励同事参加由公益金举办的各种活动及作出慷慨捐助，其中包括「公益金便服日」、「爱牙日」、「公益绿识日」及「公益行善『折』食日」。我们亦透过参加香港渣打马拉松赛事，为香港残疾人奥委会暨伤残人士体育协会筹募经费；并透过参加「昂步栈道」活动，支持环境保育。



### 促进平等机会

我们致力消除雇佣方面的歧视(包括性别、残疾、家庭岗位及种族等)，以及促进全体员工的平等机会。

在2012/13年度，我们继续参与社会福利署的「阳光路上」培训计划及劳工处的「展翅•青见计划」，为有需要人士提供培训实习机会。我们亦委聘社会企业为部门办公室提供清洁服务，以及为部门的圣诞联欢会提供餐饮服务，为社会上的弱势社群提供就业机会。

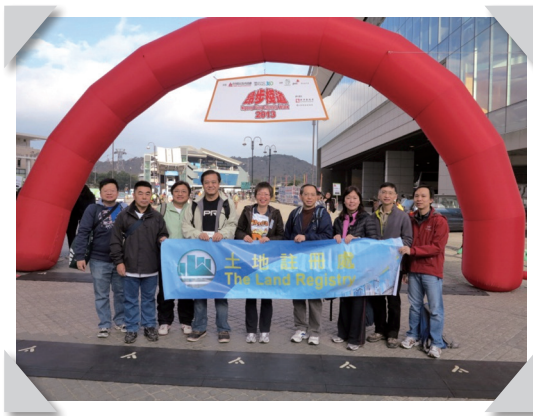
## CORPORATE CITIZENSHIP

The Land Registry attaches great importance to social responsibility and is committed to upholding a high standard of corporate citizenship. Our commitment is demonstrated through our efforts in seven 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 2012/13, 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 once again awarded the “Five Years Plus Caring Organisation” logo to the Land Registry in January 2013.



### Encouraging Donations

We are supportive of donation to charities by encouraging staff to participate in charity events. In 2012/13, we continued to encourage staff to participate and contribute in a variety of activities organised by the Community Chest, including Dress Casual Day, Love Teeth Day, Green Day and Skip Lunch Day. We also raised funds for the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled through joining the Standard Chartered Marathon and supported the community's conservation drive through taking part in the Ngong Ping Charity Walk.

### Promoting Equal Opportunities

We are committed to eliminating discrimination (including sex, disability, family status and race) in employment and promoting equal opportunities for all staff.

In 2012/13, 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 social enterprises for providing cleaning services for our offices and catering service for our departmental function during Christmas.

### 关怀员工

作为关爱员工的雇主，本处致力维持一支健康的员工队伍。在2012/13年度，我们就相关课题为员工举办了23个讲座，包括急救训练、预防上肢及下肢劳损、使用电脑屏幕的健康小贴士、压力管理、办公室暴力处理，以及预防筋肌劳损等。我们亦透过外界的专业人士为员工提供辅导服务，协助他们面对与工作相关或其个人的问题。此外，我们继续透过部门刊物、讲座及员工康乐会的活动，加深员工及其家属对维持工作和生活平衡，以及健康生活的认识。

有见以母乳喂养幼儿的好处，本处支持女性员工在产假完毕返回工作岗位后继续喂哺母乳，容许她们在办公时间作挤奶小休，并在办公室为她们安排合适设施。

### 保护环境

我们继续致力确保部门各项业务和日常运作符合环保原则。为履行此承诺，我们采取了以下措施：

- 制定环保政策，确定须采取行动的主要范畴；
- 公布供员工遵守的环保管理指引；
- 定期到各个办公室进行环保审核和突击巡查，以推动员工持续关注环保；
- 继续实行「减少使用」、「废物利用」、「循环再造」及「替代使用」的环保政策，并有效使用能源和资源；
- 扩展环保采购的范围，增加购置含环保特征的物品，以及要求办公室清洁的营办商采取环保做法，包括在清洁期间尽可能减少用水和能源消耗；
- 透过部门《员工通讯》向员工推广环保意识，宣扬减少废物、循环再造、节约能源及反污染的讯息；以及
- 实行土地文件双面列印。

公众人士可到本处的网站浏览《2012年管制人员环保报告》，了解我们的环保成绩。



### **Caring for Employees**

As a caring employer, the Land Registry is committed to maintaining a healthy workforce. In 2012/13, 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 musculoskeletal disorders. We also provided counseling services through external specialists to assist staff confronting work-related or personal issues. Besides, we continued to enhance staff awareness in maintaining work-life balance and a healthy life style through departmental publications, seminars and outings organised by the Staff Recreation Club for staff and their family members.

Recognising 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 during working hours and providing facilitation arrangements in the offices.

### **Being Green and Environmentally Friendly**

We continue to strive to ensure that our business and daily operations are conducted in an environmentally responsible manner. To fulfill 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;
- expanded the scope of green procurement through increasing the number of purchase items that should contain environmentally friendly features and requiring the office cleaning contractor to adopt a number of green practices, including reduction of water and energy consumption in their operation as far as practicable;
- promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine; and
- implemented double-sided printing of land documents.

The Controlling Officer's Environmental Report 2012 with detailed environmental performance is available on the Land Registry's website.



# 企业社会责任

## Corporate Social Responsibility

### 提供安全的工作环境

我们继续致力为员工提供安全及舒适的工作环境。

我们在1997年成立了部门安全管理委员会，负责制定及推行职业安全与健康的政策。我们已颁布周全的职业安全指引和程序，并为员工提供符合人体工程学的办公室家具和设施，以促进员工的职业健康。此外，本处自2003年起参加了由环境保护署举办的「室内空气质素检定计划」。我们会定期进行巡查，确保同事工作间的安全。

### 公众教育

本处为新高中课程的通识教育科推出了包含两本小册子和电脑光碟的《土地注册解码》双语教材套，以介绍香港的土地注册制度。

整个教材套涵盖六课，内有特别设计的课堂活动和补充阅读及参考资料，旨在向学生介绍香港土地注册的历史、土地注册处的角色和职能，以及本港土地注册制度将由契约注册制度改革成为业权注册制度的情况。该教材套亦有助学生加深认识土地注册在香港的发展过程中所担当的重要角色，以及土地注册与市民日常生活的密切关系。

我们已在2013年2月初向所有开设通识教育课的中学派发该教材套。

## 未来计划

### 绿色管理

本处会继续提倡「绿色办公室」环境，并寻求减少能源及纸张消耗的契机。

### 公众教育

为善用《土地注册解码》教材套，我们于2013年下半年设立网上资源中心，为学生提供一站式资讯平台，方便他们进行互动式学习，并有助教师进行研究及资料搜集，以准备与土地注册课题相关的课堂讨论及活动。

## Providing a Safe Workplace

We continue to make every endeavour to provide a safe and comfortable work environment for staff.

A departmental Safety Management Committee was set up in 1997 to formulate and implement policy on occupational safety and health. We have promulgated comprehensive guidelines and procedures on occupational safety and provided our staff with ergonomic office furniture and equipment to promote 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 that the workplace is free from safety hazards.

## Public Education

The Land Registry has launched a bilingual teaching kit, consisting of two booklets and a CD-ROM, on land registration in Hong Kong entitled “Decoding Land Registration” for the Liberal Studies subject in the New Senior Secondary curriculum.

The teaching kit comprises six lessons with tailor made class activities and supplementary reading and reference materials. It aims to introduce to students the history of land registration in Hong Kong, the roles and functions of the Land Registry and the reform of our land registration system from a deeds registration system to a title registration system. It also enhances students’ awareness of the significant role played by land registration in the development of Hong Kong and its close relationship with people’s everyday life.



Printed copies of the teaching kit were delivered in early February 2013 to all secondary schools which offer Liberal Studies classes.

## FUTURE PLAN

### Green Management

We will continue to promote a “green office” environment and explore opportunities for reducing consumption of energy and paper.

### Public Education

To support the use of the teaching kit, we will set up an online resource centre by the second half of 2013 to provide students with a one-stop information platform for interactive study and to help teachers to conduct researches and collect information for preparing classroom discussions and activities on the subject.



# 服务及运作 Services and Operations

## 办理土地文件注册

影响土地的文件均送交本处位于金钟道政府合署的客户服务中心办理注册。

在2012/13年度，送交注册的土地文件共598,843份，较2011/12年度增加4.5%。

## 送交注册的土地文件数目

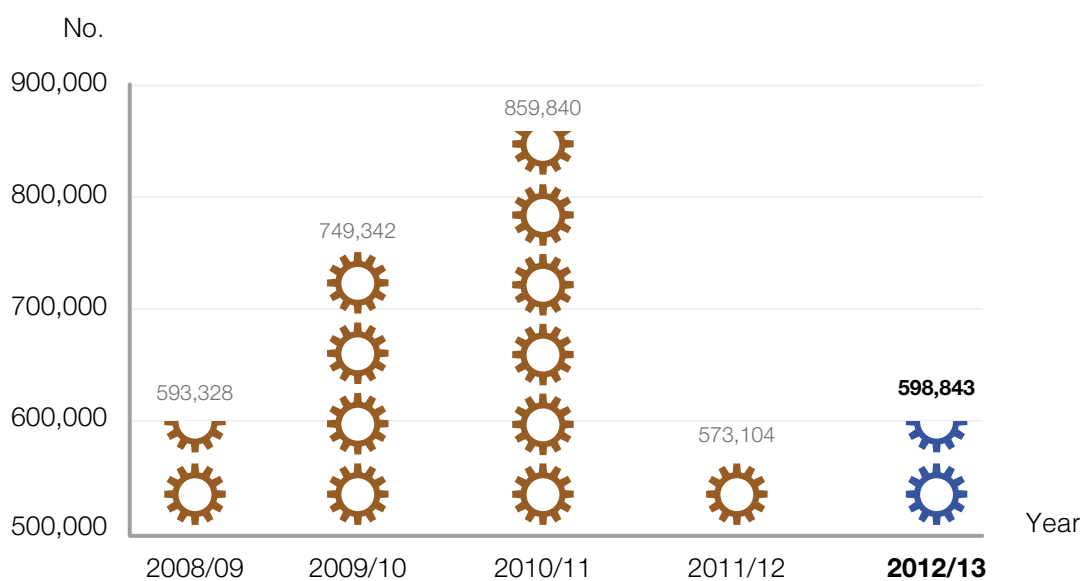


## REGISTRATION OF LAND DOCUMENTS

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

In 2012/13, 598,843 land documents were delivered for registration, representing an increase of 4.5% when compared with 2011/12.

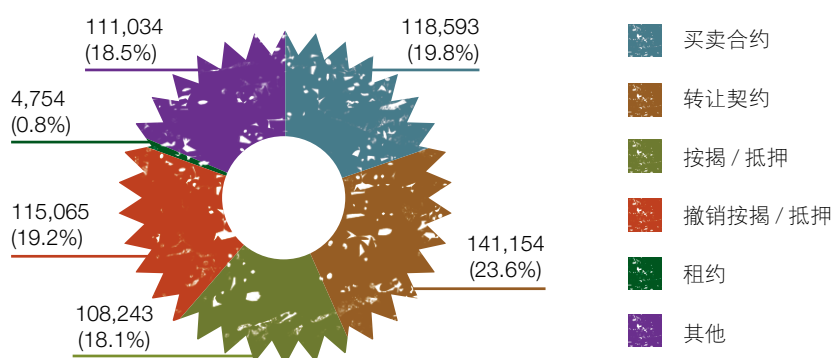
### No. of Land Documents Delivered for Registration



## 服务及运作 Services and Operations

年内收到的主要文件类别包括楼宇买卖合同、转让契约、按揭／抵押及撤销按揭／抵押，占全年收到文件总数约81%。

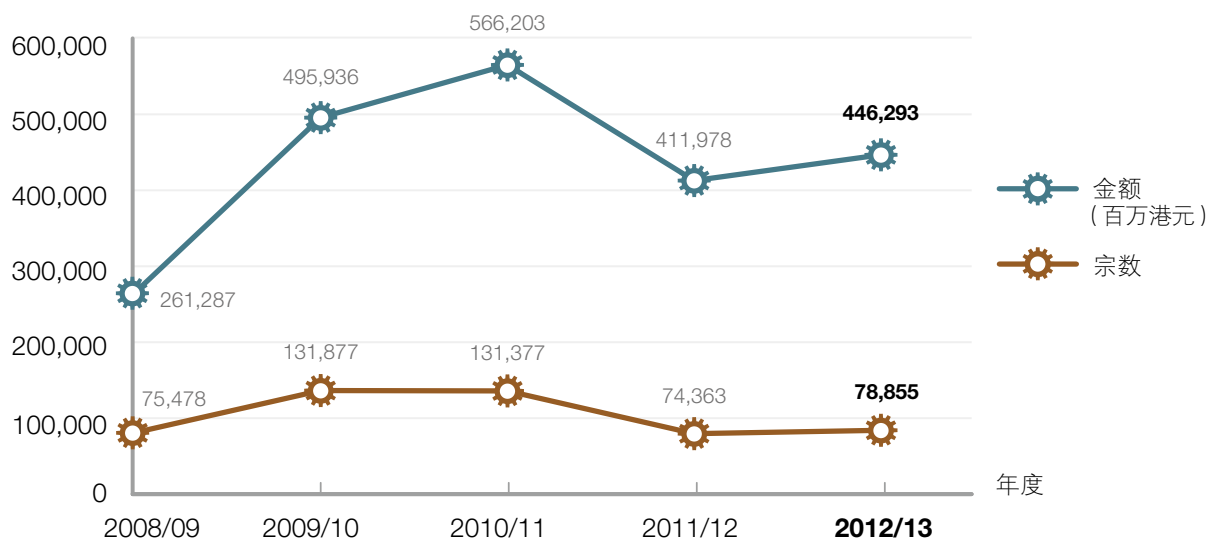
### 2012/13年度送交注册的土地文件类别



注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

在2012/13年度送交注册的所有楼宇买卖合同中，住宅楼宇买卖合约的宗数和总值分别是78,855份(较去年增加6.0%)及4,462.93亿元(较去年增加8.3%)。一般而言，这类合约的数量是反映物业市场交投情况的重要指标。

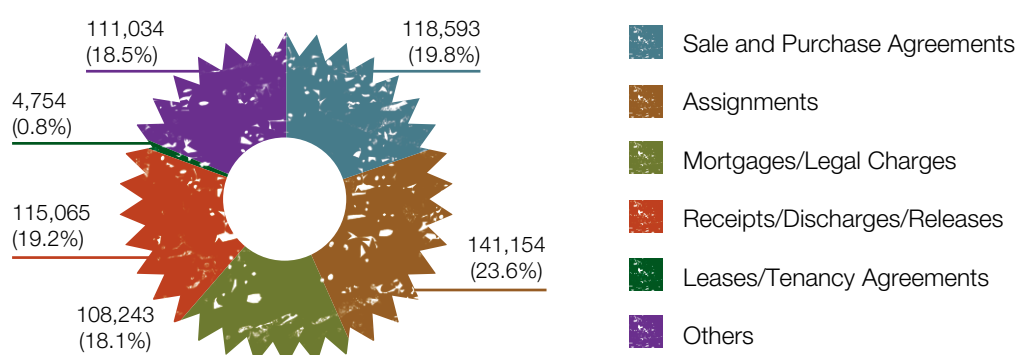
### 送交注册的住宅楼宇买卖合同宗数和金额



注：上述统计数字只包括已缴付印花税的楼宇买卖合同，并不包括居者有其屋、私人机构参建居屋及租者置其屋计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for about 81% of all documents received during the year.

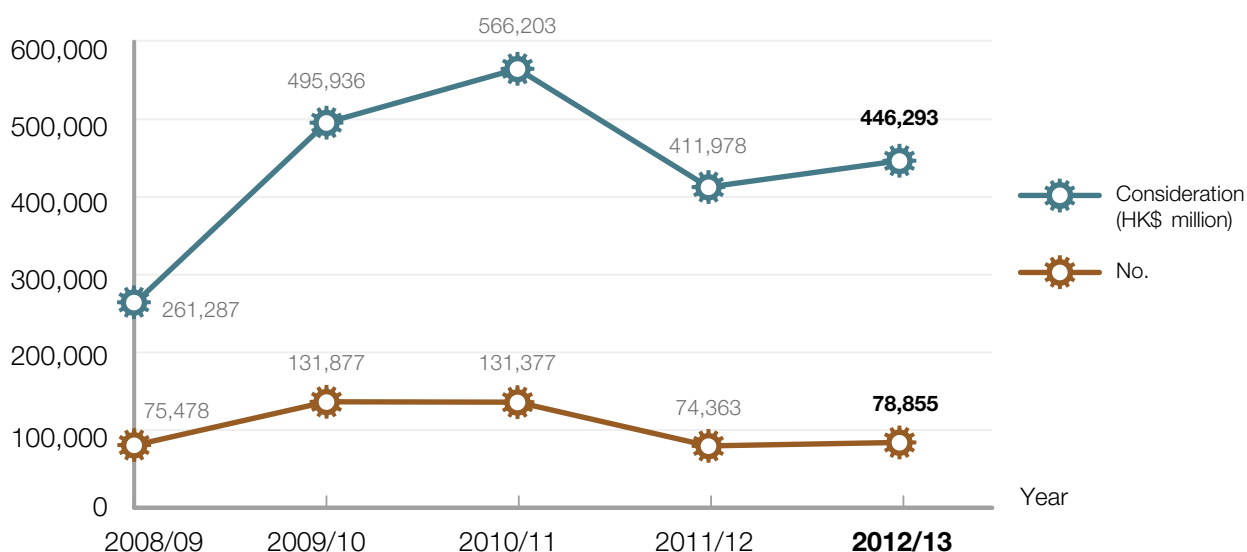
## Distribution of Land Documents Lodged for Registration in 2012/13



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 2012/13, the number of SPAs of residential units and its total consideration were 78,855 (+6.0% from last year) and \$446,293 million (+8.3% from last year) respectively. The number of these agreements is generally regarded as a key indicator of the level of activity in the property market.

## No. and Consideration of Sale and Purchase Agreements of Residential Units Delivered for Registration

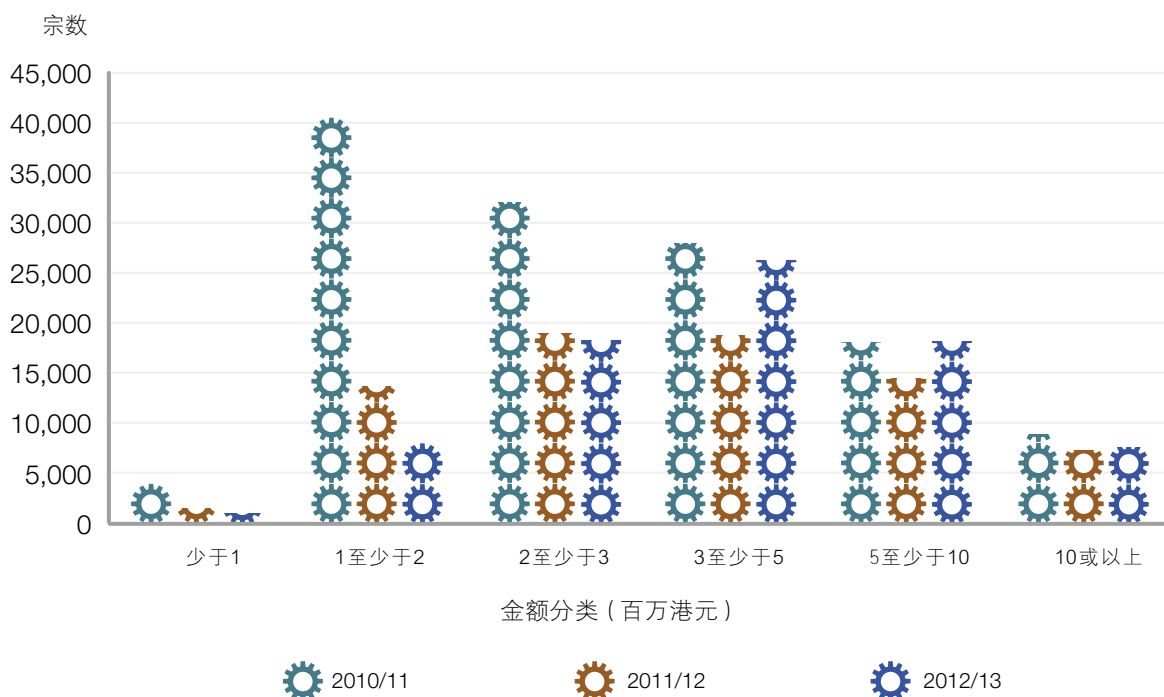


Remark: The statistics only include SPAs with payment of stamp duty and do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid.

## 服务及运作 Services and Operations

在2012/13年度，比例最高的住宅楼宇交易金额是在300万至500万港元范围以内。年内少于200万港元的住宅楼宇交易金额则显著减少。

### 按金额分类的住宅楼宇买卖合约宗数



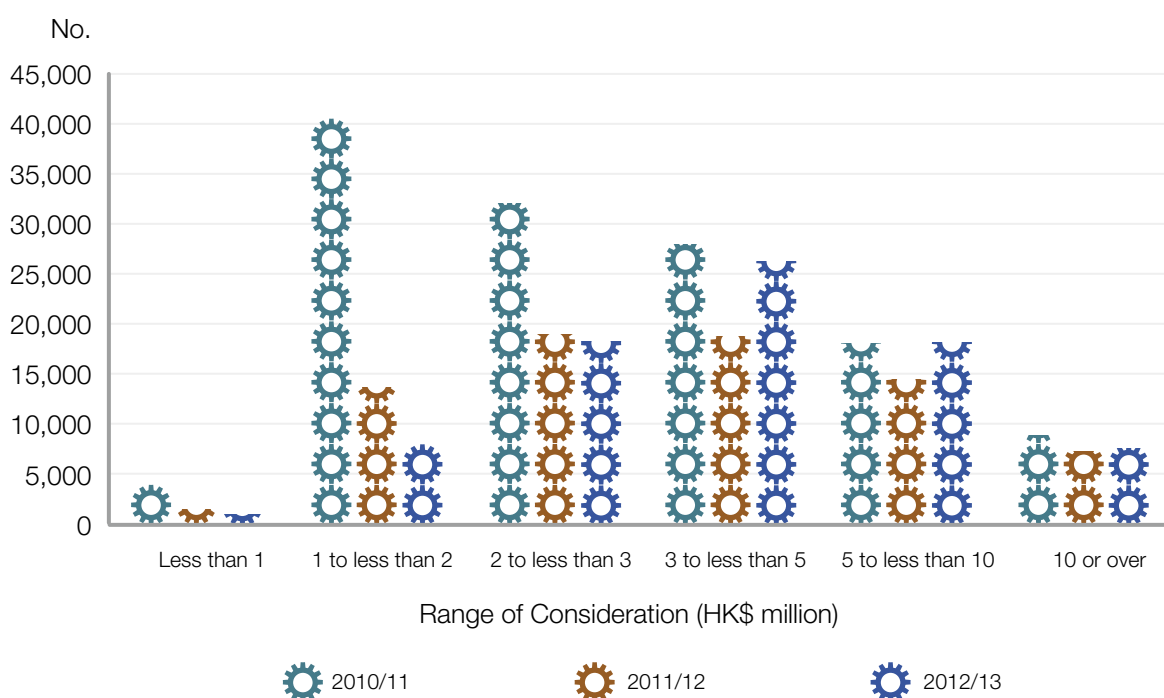
金额分类 (百万港元)	2010/11		2011/12		2012/13	
	宗数	%	宗数	%	宗数	%
少于1	4,108	3.1	1,464	2.0	902	1.1
1至少于2	40,474	30.8	13,605	18.3	7,902	10.0
2至少于3	32,051	24.4	18,908	25.4	18,228	23.1
3至少于5	27,945	21.3	18,709	25.2	26,211	33.2
5至少于10	17,922	13.6	14,411	19.4	18,133	23.0
10或以上	8,877	6.8	7,266	9.8	7,479	9.5
总数	131,377	100.0	74,363	100.0	78,855	100.0

注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。



The highest proportion of the transactions in residential units in 2012/13 was within the consideration range of three to five million Hong Kong dollars. There was a noticeable drop in such transactions in 2012/13 with consideration of less than two million Hong Kong dollars.

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



Range of Consideration (HK\$ million)	2010/11		2011/12		2012/13	
	No.	%	No.	%	No.	%
Less than 1	4,108	3.1	1,464	2.0	902	1.1
1 to less than 2	40,474	30.8	13,605	18.3	7,902	10.0
2 to less than 3	32,051	24.4	18,908	25.4	18,228	23.1
3 to less than 5	27,945	21.3	18,709	25.2	26,211	33.2
5 to less than 10	17,922	13.6	14,411	19.4	18,133	23.0
10 or over	8,877	6.8	7,266	9.8	7,479	9.5
<b>Total</b>	<b>131,377</b>	<b>100.0</b>	<b>74,363</b>	<b>100.0</b>	<b>78,855</b>	<b>100.0</b>

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

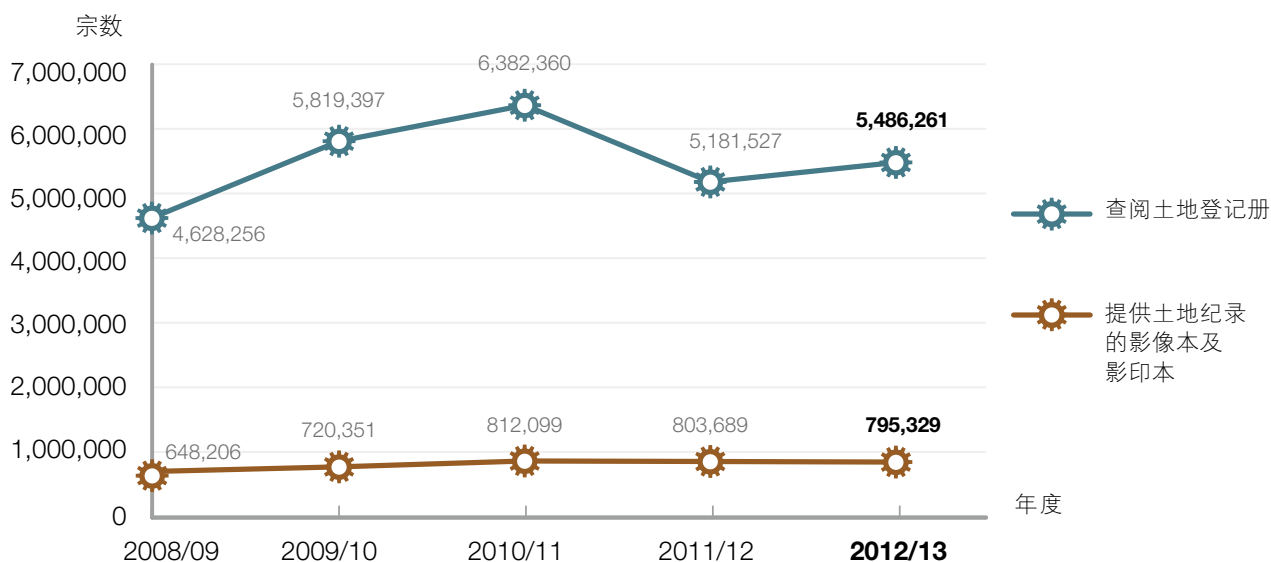
## 服务及运作 Services and Operations

### 查阅土地纪录服务

土地注册处备存土地纪录，旨在提供一个关于物业拥有权的资讯平台，以方便物业交易。

在2012/13年度，查阅土地登记册的宗数，以及提供土地纪录的影像本和影印本的总数分别为5,486,261宗(较去年增加5.9%)及795,329份(较去年减少1.0%)。

#### 查阅土地登记册宗数和提供土地纪录的影像本及影印本份数



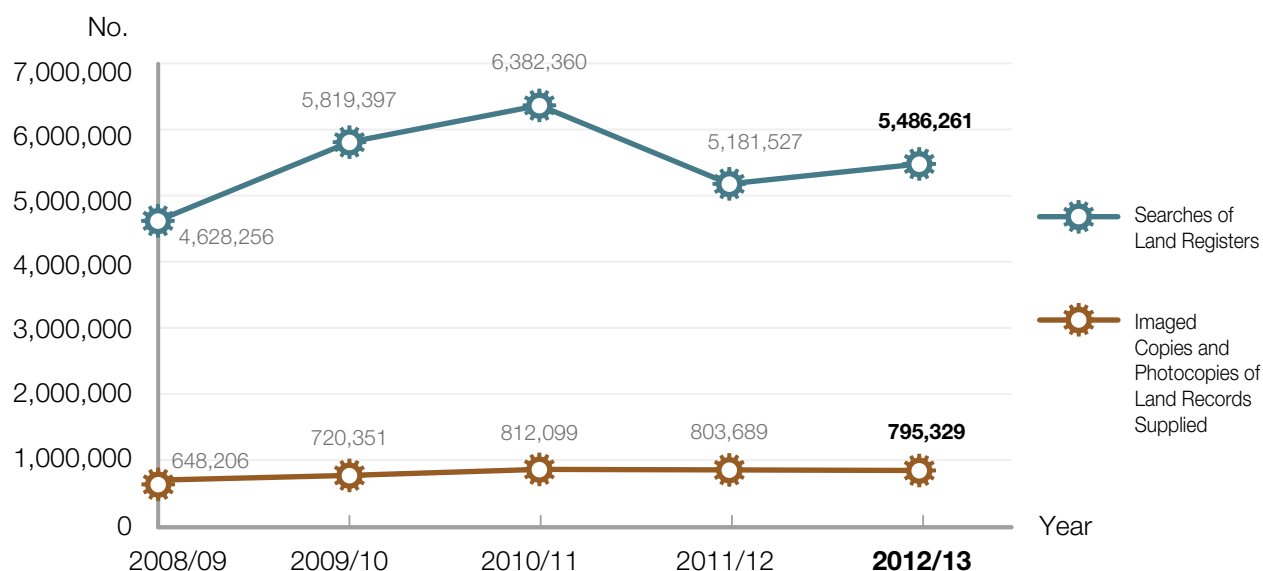
年度	2008/09	2009/10	2010/11	2011/12	2012/13
查阅土地登记册	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
提供土地纪录的影像本及影印本	648,206	720,351	812,099	803,689	795,329

### SEARCH SERVICES

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

In 2012/13, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,486,261 (+5.9% from previous year) and 795,329 (–1.0% from previous year) respectively.

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

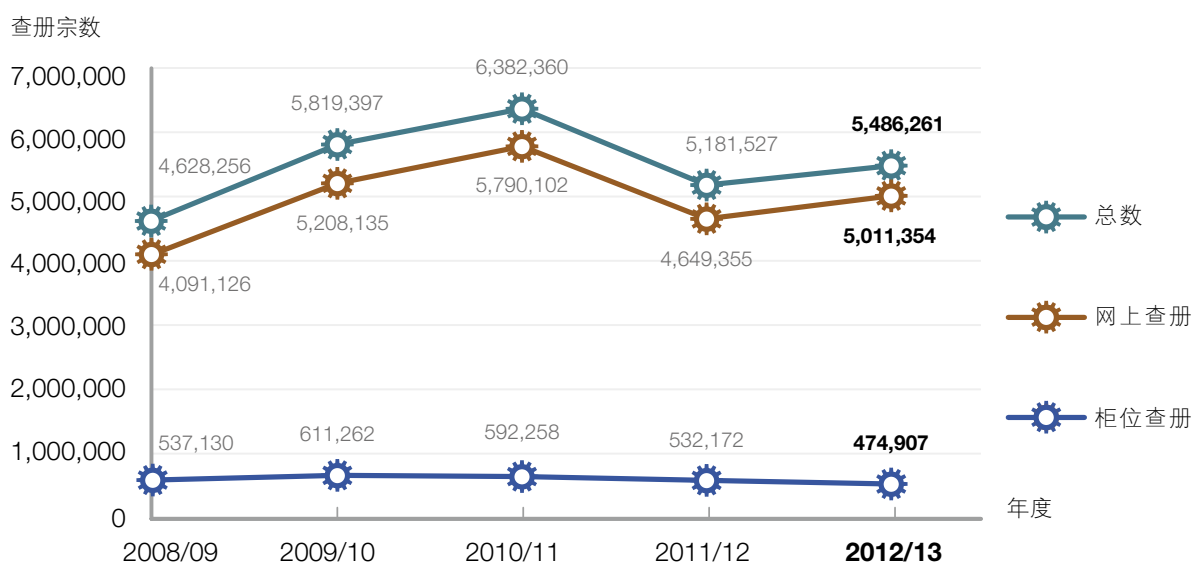


Year	2008/09	2009/10	2010/11	2011/12	2012/13
Searches of Land Registers	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
Imaged Copies and Photocopies of Land Records Supplied	648,206	720,351	812,099	803,689	795,329

## 服务及运作 Services and Operations

土地注册处由2005年2月开始透过互联网由「综合注册资讯系统」(www.iris.gov.hk)提供每星期7天、每天16小时的查册服务。自2010年8月起，网上查册服务时间延长至每天20小时(由上午7时30分至翌日上午3时30分)。公众人士可以非经常用户身分或登记用户身分进行查册。截至2013年3月，登记用户的数目增加了57个(上升5.9%)，总数达1,026个。现时网上查册约占总查册量的91%，其余约9%是在本处设于金钟道政府合署的客户服务中心，以及位于大埔、元朗和荃湾的新界查册中心透过柜位查册服务进行。

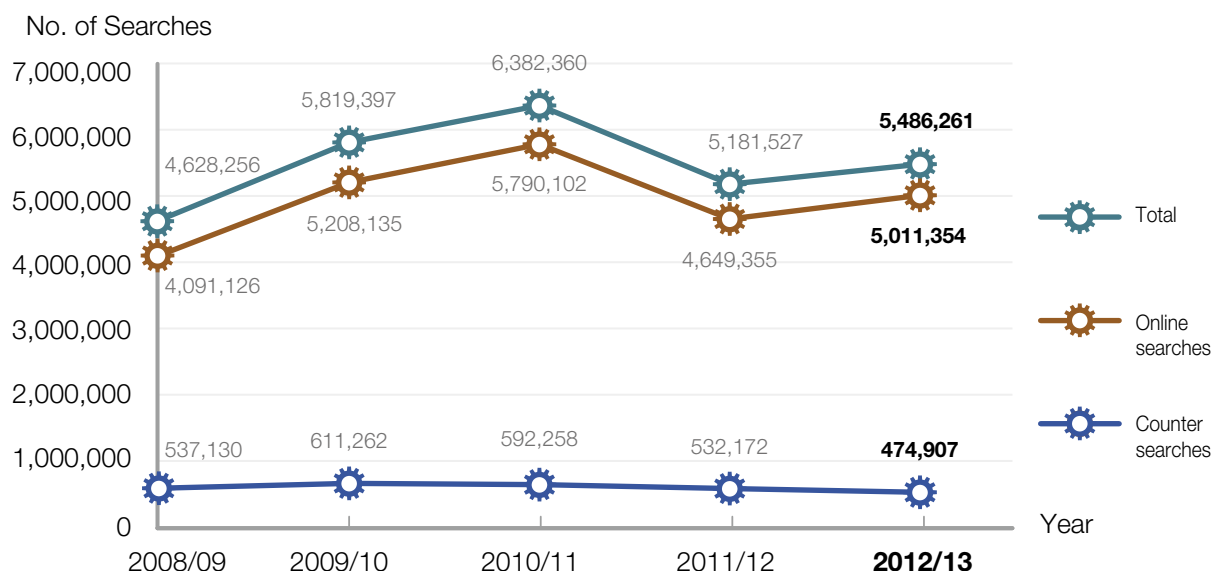
### 查阅土地登记册宗数



本处每年会推出新版的《街道索引》及《新界地段／地址对照表》，方便用户以本港的物业地址、楼宇名称查阅相关的地段编号。为进一步支援使用本处查册服务的人士，由2012年4月30日起，用户可在本处网站或透过「综合注册资讯系统」网上服务的超连结，免费浏览第44版《街道索引》及第13版《新界地段／地址对照表》的网上版本。截至2013年3月31日，该网上版本已录得超过114,000浏览人次。

Since February 2005, the Land Registry has been providing search services over the internet via our IRIS Online Services at [www.iris.gov.hk](http://www.iris.gov.hk) for 16 hours a day, seven days a week. Our service hours were extended to 20 hours daily (from 7:30 a.m. to 3:30 a.m. the next day) from August 2010. Members of the public can conduct searches either on an ad hoc or subscription basis. The number of subscribers increased by 57(+5.9%) to reach 1,026 in March 2013. Currently, searches which are conducted online constitute about 91% of the total search volume. The remaining 9% 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 Land Registry publishes new editions of 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 further enhance support to users of our search services, online versions of the 44th edition of the Street Index and the 13th edition of the New Territories Lot/Address CRT have been made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services from 30 April 2012. Over 114,000 visits were recorded up to 31 March 2013.

## 服务及运作 Services and Operations

### 业主立案法团服务

根据《建筑物管理条例》，土地注册处负责办理业主立案法团的注册事宜，并为公众提供业主立案法团纪录的查阅服务。在2012/13年度，新成立的业主立案法团共有169个，全港的业主立案法团总数增至9,689个。



### 客户服务

本处的管理及客户服务部专责策划及统筹客户服务，以促进卓越服务，满足客户对服务质素的殷切期望。我们善用各种渠道与客户联络和沟通，以提升部门服务。



### 联络客户

#### 土地注册处联合常务委员会

「土地注册处联合常务委员会」的成员包括土地注册处处长、其下的高级管理团队，以及香港律师会的代表。委员会定期举行会议，就土地注册事宜、本处向法律界人士所提供的服务，以及拟备推行业权注册制度等进行商讨和交流意见。委员会外界成员名单见附录II (a)。

### OWNERS' CORPORATION SERVICES

The Land Registry is responsible for registration of owners' corporations and provides service for public search of owners' corporation records under the Building Management Ordinance (BMO). In 2012/13, 169 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,689.

### 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 legal practitioners and preparation for implementation of the title registration system. Membership (External) of the Committee is at Annex II (a).





## 服务及运作

### Services and Operations

#### 客户联络小组

本处透过两个客户联络小组(私营机构和公营机构)与客户保持联络,使客户了解本处的最新计划、服务及工作程序,就业务运作和服务提供事宜促进意见交流,以及就客户的意见作出回应。

私营机构客户联络小组的成员来自法律界、专业机构及工商团体。公营机构客户联络小组的成员则来自政府部门及公营机构。两个小组的外界成员名单分别见附录II(b)及(c)。



客户联络小组(私营机构)  
Customer Liaison Group (Private Sector)

#### 讲座

本处在2012年5月30日举办了两场关于「新电子注册摘要表格」的讲座,向过百位律师行人员推广及示范新电子表格的新增功能和主要特点。两场讲座均得到参加者好评。

#### 沟通途径

##### 土地注册处通函

在2012/13年度,我们发出了三份通函,让法律界人士和客户知悉本处推出的新措施和提升的服务。

##### 《土地注册处通讯》

本处分别在2012年5月及12月发布了共两期的《土地注册处通讯》电子版本,向客户介绍部门的新猷、服务和活动。

##### 资料小册

我们因应在年内推行提升的服务指标,更新了「服务承诺」的资料小册。

### Customer Liaison Groups

The Land Registry maintains regular liaison with customers through two Customer Liaison Groups (private and public sectors) to update customers on the department's latest initiatives, services and procedures, to facilitate exchange of 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. Membership (External) of the private sector and the public sector groups is at Annexes II (b) and (c) respectively.



客户联络小组(公营机构)  
Customer Liaison Group (Public Sector)

### Seminars

Two seminars on "The New e-Memorial Form" with over 100 participants from solicitors' firms were held on 30 May 2012 to promote and demonstrate the new functions and key features of the new e-Form. The seminars were well received by the participants.



### Communication Channels

#### Land Registry Circular Memoranda

In 2012/13, we issued three Land Registry Circular Memoranda to update legal practitioners and customers on our new initiatives and the launch of improved services.

#### Land Registry News

Two issues of the Land Registry News were released in May and December 2012 respectively in electronic format to keep our customers updated on the Land Registry's initiatives, services and activities.

#### Information Leaflets

The information leaflet on Performance Pledges was updated for the implementation of the enhanced performance targets during the year.

## 服务及运作 Services and Operations

### 新闻稿

我们不时发放新闻稿公布本处的最新服务资讯，以及提供土地注册及查册的定期统计数字。

### 客户服务热线

本处的客户服务热线由互动语音系统支援，透过预录讯息和职员接听服务提供全面的资讯。我们由2012年9月3日起已提升互动语音系统，当系统接驳至个别支援服务小组时会提供轮候次序的服务。透过与效率促进组辖下的1823电话中心合作，本处提供每天24小时的热线查询服务。

### 土地注册处网站

年内，浏览本处网站的人次约为600万，当中有73%的人次浏览中文网页，27%的人次浏览英文网页。

### 奖项

#### 2012年「申诉专员嘉许奖」

本处助理文书主任方国毅先生荣获2012年「申诉专员嘉许奖」— 公职人员奖。方先生凭着致力提供优质客户服务的专业精神，获奖乃实至名归。



#### 2012「国际Galaxy大奖」

土地注册处营运基金年报2010/11荣获2012年「国际Galaxy大奖」— 金奖(年报 — 政府机构组别)。该奖项鼓舞我们在编制年报时不断追求卓越。

#### 香港管理专业协会「最佳年报奖」

土地注册处营运基金年报2010/11亦荣获香港管理专业协会举办的2012年「最佳年报奖」— 优异奖，以表扬该年报在不同范畴的优胜之处。



### Press Releases

We issue press releases from time to time to announce the Land Registry's latest service updates and provide regular statistics on land registration and search.

### Customer Service Hotline

Our Customer Service Hotline supported by an IVRS offers a whole range of information through recorded messages and manned operator service. We have enhanced the IVRS by providing a queuing service for specific service help desks starting from 3 September 2012. Through collaboration with the Efficiency Unit's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.

### Land Registry's Website

During the year, there were about six million visits (73% in the Chinese language and 27% in the English language) to the Land Registry's website.

## Awards

### The Ombudsman's Awards 2012

One of our Assistant Clerical Officers, Mr. FONG Kwok-ngai has been awarded "The Ombudsman's Awards 2012 for Officers of Public Organisations". Mr. FONG's dedication and professionalism in delivering a high standard of customer service was well recognised.

### International Galaxy Awards 2012

The Land Registry Trading Fund Annual Report for 2010/11 won the Gold Award in the Galaxy Awards 2012 under the category of "Annual Reports — Governmental". The award provided encouragement to our continual pursuit of excellence in the production of our annual reports.



### Hong Kong Management Association Best Annual Reports Awards

The Land Registry Trading Fund Annual Report 2010/11 was also awarded an Honourable Mention for different aspects in the Best Annual Reports Awards 2012 organised by the Hong Kong Management Association.

### 项目发展与新服务

#### 电子注册摘要表格

电子注册摘要表格是注册摘要表格的电子范本，本处在部门网站分别备有基本版和具资料汇入功能的版本供免费下载。基本版内置自动填写功能，让用户在填写注册摘要表格时，可从「综合注册资讯系统」检索相关的物业资料作参考。若用户需以同一套基本资料处理一连串交易或物业项目，具备资料汇入功能的电子注册摘要表格可让其从电脑试算表输入相关资料，一举制备多份注册摘要表格。

在所有递交注册的注册摘要中，电子注册摘要表格的使用持续地超逾半数。本处一直留意用户的回应，以期进一步提升服务。在2012年7月，本处更新了电子注册摘要表格的自动填写功能，以加强其稳定性和复原能力。

#### 跨部门的项目

为方便市民取得全面的物业资讯，本处一直提供物业地址资料，以配合差饷物业估价署为「物业资讯网」而进行的地址配对工作。我们在「综合注册资讯系统」网站也提供了连接至「物业资讯网」的超连结，令查阅物业纪录更为方便。

### 未来计划

#### 标准条款文件

本处计划建议藉由《土地业权(修订)条例草案》的相应修订，对《土地注册条例》作出修订，以赋权本处存放标准条款文件，以大幅减少递交注册的按揭文件页数。

#### 电子提示服务

本处现正计划向业主提供一项崭新的收费电子提示服务。每当有文书送递相关物业注册，本处便会向业主发出电邮提示通知。这项服务可为业主提供更佳物业保障，有助防止物业交易欺诈。

## DEVELOPMENT PROJECTS AND NEW SERVICES

### E-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry for free download from its homepage. Two versions of the e-Memorial Form are available including a basic version and one with data import function. The basic version has an auto-fill function enabling users to retrieve property particulars from the IRIS 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 form with data import function enables transfer of the relevant information from a computer spreadsheet to multiple memorial forms in one go.

The e-Memorial Form has continuously been used for over half of the total number of memorials lodged for registration. The Land Registry has been keeping in view users' feedback to identify room for further enhancement. A new release of the auto-fill function was issued in July 2012 to improve its stability and resilience.

### Inter-departmental Projects

The Land Registry has been collaborating with the Rating and Valuation Department (RVD) in the Property Information Online (PIO) Service through supplying and aligning address information to facilitate the public to obtain comprehensive property information. A hyperlink to the PIO is available on the IRIS website to further enhance the convenience of searching property records.

## FUTURE PLAN

### Standard Terms Document

The Land Registry intends to 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 aim is to reduce the bulk of mortgage documents presented for registration.

### e-Alert Service

The Land Registry is planning to provide a new e-alert service for property owners on a subscription basis. The service will provide an email alert to property owners when instruments are presented for registration against their properties. This new service will be a useful tool for owners to better protect their properties and help prevent property transaction fraud.





# 业权注册 Title Registration

## 近期发展

### 谘询持份者

年内，我们就「两阶段转换机制」建议方案与主要持份组织进行讨论。我们已收到《土地业权条例》督导委员会各委员的意见，当中成员包括来自消费者委员会、地产代理监管局、新界乡议局、香港银行公会、香港大律师公会、香港按揭证券有限公司、香港律师会及香港地产建设商会的代表。为回应委员所关注的事宜，我们已修订该方案，并正与委员就修订后的方案作进一步的讨论。

### 检讨《土地业权条例》及拟备《土地业权(修订)条例草案》

我们继续就《土地业权条例》进行检讨及同时拟备《土地业权(修订)条例草案》，并把新的转换机制方案所带来的改变考虑在内。我们亦与各政府部门紧密合作，以处理及解决《土地业权条例》与各政府部门辖下法例相互之间的问题。

## 未来计划

我们会继续与持份者紧密合作，以回应他们对「两阶段转换机制」建议方案的关注事项。因应谘询持份者的进展情况，我们下一步将就《土地业权条例》的修订进行公众谘询。我们亦会继续拟备《土地业权(修订)条例草案》及草拟有关附属法例。



## RECENT DEVELOPMENT

### Stakeholder Consultation

During the year, we have been in discussion with major stakeholder associations on the Two-Stage Conversion Mechanism proposal. We have received views from members of the LTO Steering Committee, which include representatives from the Consumer Council, the Estate Agents Authority, the Heung Yee Kuk, the Hong Kong Association of Banks, the Hong Kong Bar Association, the Hong Kong Mortgage Corporation Limited, the Law Society of Hong Kong, and the Real Estate Developers Association of Hong Kong. We have revised the proposal to address members' concerns and are further discussing the revised proposal with them.

### Review of LTO and Preparation of LT(A)B

The review of the LTO continued in parallel with the preparation of the LT(A)B, taking into account the changes brought by the new conversion proposal. We also worked closely with various Government departments to address and resolve issues arising from the inter-relationship between the LTO and ordinances under their purview.

## FUTURE PLAN

We will continue to work closely with stakeholders to address any issues of concern on the Two-Stage Conversion Mechanism proposal. Subject to progress of the stakeholder consultation, we will launch a public consultation exercise on the proposed amendments to the LTO. We will also continue with the preparatory work of the LT(A)B and drafting of the subsidiary legislation.



# 人力资源管理

## Human Resources Management

### 员工发展

#### 人员编制

土地注册处致力维持一支训练有素及具灵活性的员工团队。公务员是本处的核心员工，以确保部门及客户服务质素的稳定性。我们亦聘用非公务员合约人员，以灵活回应运作或业务不断转变的需求。

截至2013年3月31日，本处共雇用了461名常额人员和157名非公务员合约人员。常额人员包含不同职系的人员，包括土地注册主任、律师、库务会计师、系统分析／程式编制主任及一般职系人员等。非公务员合约人员则包括土地注册行政助理、律师、会计助理、资讯科技人员及合约文员等。本处会定期检视人员编制状况，并因应运作需要的改变而调整非公务员合约人员的数目。

#### 员工培训

员工培训是人力资源发展的重要组成部分。我们给予员工机会和鼓励，协助他们在不同职业阶段全面发挥及发展潜能。为此，我们制定部门年度员工培训计划，并按照计划举办各项培训活动，旨在增加员工的工作信心、加强团队合作、竭力优化服务，从而令员工以至整个部门的表现持续提升。

在2012/13年度，我们举办了超过2,600天的培训，所提供的培训涵盖不同课题，并以多种形式进行。

#### 员工发展主题培训课程

一年一度的主题培训是本处员工发展课程的核心组成部分。2012/13年度的培训主题是「决策解难展智慧」，目的是向员工提供最新的现代策划模式、概念及应用，以及提升其以创意解决问题的技巧。在2013年1月至3月期间，我们为超过600名不同职级和职系的员工安排了20个培训工作坊。

## STAFF DEVELOPMENT

### Staffing

The Land Registry maintains a well-trained and highly flexible team of staff. The core group of staff are civil servants to ensure stability of the department and quality of service to customers. Non-civil Service Contract (NCSC) staff are also employed to give flexibility to the department for responding to changes in operational or business needs.

As at 31 March 2013, the Land Registry employed 461 permanent and 157 NCSC staff members. Our permanent staff comprise officers of various grades including LROs, Solicitors, Treasury Accountants, Analysts/Programmers and general grades. Our NCSC staff include Land Registration Executives, Solicitors, Accounting Executives, IT staff and contract clerks. We regularly review our staffing position and adjust the number of NCSC staff in the light of changes in operational requirements.

### Staff Training

Staff training is a critical component of human resource development. We provide opportunities and encouragement for staff at all stages of their career to help them realise their potential. To achieve this, we develop annual departmental staff training plans and organise training programmes in accordance with the plans. The ultimate objective is to enable staff to work with confidence, strengthen teamwork, reinforce commitment to service excellence and support continuous improvement in individual and departmental performance.

In 2012/13, we arranged over 2,600 days of training in various modes on a wide spectrum of subjects.

### Theme Training

Annual theme training has been a core element of our staff development programme. To update staff on contemporary models, concepts and application of strategic planning and to enhance their creative problem solving skills, the theme for 2012/13 was “Smart Decision; Smart Solution”. A total of 20 training workshops were organised for over 600 staff members of all ranks and grades between January and March 2013.



# 人力资源管理

## Human Resources Management

### 其他培训

年内，部门举办了不同系列的培训课程，以提升员工的主要工作技能。

我们为主任级同事安排了「了解Y世代员工研讨会」，让其更了解时下年轻工作人员的思维方式及价值观，以便在日常工作中建立更佳的员工沟通技巧。

为使主任级人员具备有效的管理知识和技巧，我们特别举办了「处理和化解工作间冲突」、「工作表现管理」及「压力管理」工作坊。

我们继续为所有员工举办不同级别的普通话课程，提高他们以普通话沟通的能力。除普通话课程外，我们亦举办了「职务英语写作工作坊」，以提升员工的书面沟通技巧。此外，本处为员工举办各类电脑课程，使其获取资讯科技应用的最新知识。

我们亦定期安排高级人员参加由其他政府部门及私人界别的业务伙伴主办的讲座和简报会，以扩阔他们的知识和视野。

### 自我增值

除安排课堂培训外，本处亦鼓励员工透过网上学习进行自我增值。所有员工均获安排一天的网上学习，于办公时间在部门的学习资源中心选取感兴趣的不同自修课程。

### 员工发展

我们安排了员工发展课程以扩阔员工的视野，使他们能够迎接新挑战、加强沟通技巧，以及发展政策规划和领导才能。在2012/13年度，本处人员参加了公务员培训处举办的「公共行政领袖实践课程」及「领导才能基要课程」。

### 鼓励及嘉许员工

作为不断追求卓越客户服务的营运基金部门，我们十分注重对员工的鼓励和嘉许。

### 员工建议书计划

本处在1993年推出员工建议书计划，目的是鼓励所有员工就不同事宜如提升服务质素、部门运作及环境保护等提出建议。

我们在2012年8月就该计划举办了标语设计比赛，以倡导员工诚信，并在10月举办了电子圣诞卡设计比赛。优胜者除获颁发奖品外，其设计亦获部门采用。

### Other Training

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

A seminar on “Understanding Young Workforce from Generation Y” was arranged for Officer Grade staff to enable them to better understand the mindset and values of today’s young workforce and develop better staff communication skills in their daily work.

To equip Officer Grade staff with the knowledge and skills in effective management, we organised tailor-made courses on “Staff Management”, “Performance Management” and “Personal Effectiveness”.

To enhance staff’s proficiency in communicating in Putonghua, we continued to organise Putonghua courses at different levels for all staff. Apart from Putonghua, workplace English writing workshops were conducted to enhance staff’s written communication skills. Various computer courses were also organised to enable them to update their knowledge in IT applications.

We also regularly arranged talks and briefing sessions by other Government departments and business partners in the private sector for broadening our senior staff’s knowledge and exposure.

### Self-learning

In addition to classroom training, the Land Registry encourages self-learning through e-learning programmes. All staff are allowed to undertake one day’s e-learning during which they are free from their office work to pursue self-learning of various interested topics at our Learning Resource Centre.

### Staff Development

We arrange staff development programmes to broaden staff’s perspectives so that they can meet new challenges, strengthen their communication skills and develop policy formulation and leadership capacities. In 2012/13, our staff attended the “Leadership in Action Programme” and the “Leadership Essentials Programme” of the Civil Service Training and Development Institute.

### Staff Motivation and Recognition

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

### Staff Suggestions Scheme

The Staff Suggestion Scheme was introduced in 1993 to encourage all staff to make suggestions on various issues including improvement of service quality, operation and environmental protection.

Under the Scheme, we organised a slogan design competition for promoting staff integrity and an electronic Christmas card design competition in August and October 2012 respectively. Winners received awards and their designs were adopted for use by the department.

### 最优秀员工选举

「最优秀员工选举」周年奖励计划在1997年首次推出，旨在激励员工士气、提高工作热忱，以及表扬对部门作出卓越贡献的优秀员工。

在2012年11月，我们邀请所有员工投票选出「最优秀员工」，3名员工获颁奖项。

### 长期服务奖励计划

「长期服务奖励计划」在1999年推出，是表扬在本处长期服务而表现优良员工的另一项周年奖励计划。

在2012年，共有21位服务年资达25年或以上的同事获此奖项。

### 最佳前线员工奖励计划

为提倡优质客户服务文化，以及表扬员工在客户服务方面的杰出表现和成绩，本处于2007年4月推出「最佳前线员工奖励计划」。

是项奖励计划每半年举办一次，期间获客户嘉许次数最多的个别员工和团队便可得奖。获奖的员工和团队名单会在客户服务中心及新界查册中心张贴，以作表扬。

## 员工关系

本处深明职管双方有效沟通对提供优质客户服务极为重要。我们致力提供合适的环境，例如透过定期举行的员工关系会议、部门刊物和员工福利活动等，促进各级员工之间的沟通。

### 部门协商委员会

「部门协商委员会」共有14位来自各个员工组别和管理层的代表。委员会每季举行一次会议，以促进员工与管理层之间的了解和合作。

### 土地注册处员工通讯

《土地注册处员工通讯》是由员工定期编制的部门刊物，编辑委员会的成员来自各个部组。通讯内容涵盖不同课题，包括专题故事、最新业务资讯、社区事务、员工消息与活动剪影、环境保护、保健贴士及语文知识等。这份刊物深受同事欢迎，有助促进团队精神和加强员工对部门的归属感。

### Best Staff of the Year Award Scheme

The annual “Best Staff of the Year” award scheme, first introduced in 1997, aims to motivate staff, promote work commitment and give recognition to staff with remarkable contributions to the department.

In November 2012, all staff were invited to vote 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 2012, a total of 21 staff members with 25 or more years of service were honoured with the award.

### Best Frontline Staff Award Scheme

The Land Registry launched its Best Frontline Staff Award Scheme in April 2007 aiming to foster a culture of good customer service and to recognise laudable staff performance and achievements.

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

## 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.

### Departmental Consultative Committee

The Committee comprises 14 representatives of various staff groups and representatives of the management. It meets quarterly to promote better understanding and cooperation between staff and the management.

### Staff Magazine

The Staff Magazine is a departmental publication issued periodically under an editorial board comprising staff of various divisions. It covers a wide range of topics including featured stories, business updates, community involvement, staff news and activity snapshots, environmental protection, health tips and language knowledge, etc. It is popular among staff and helps promote team spirit and a sense of corporate identity.



# 人力资源管理

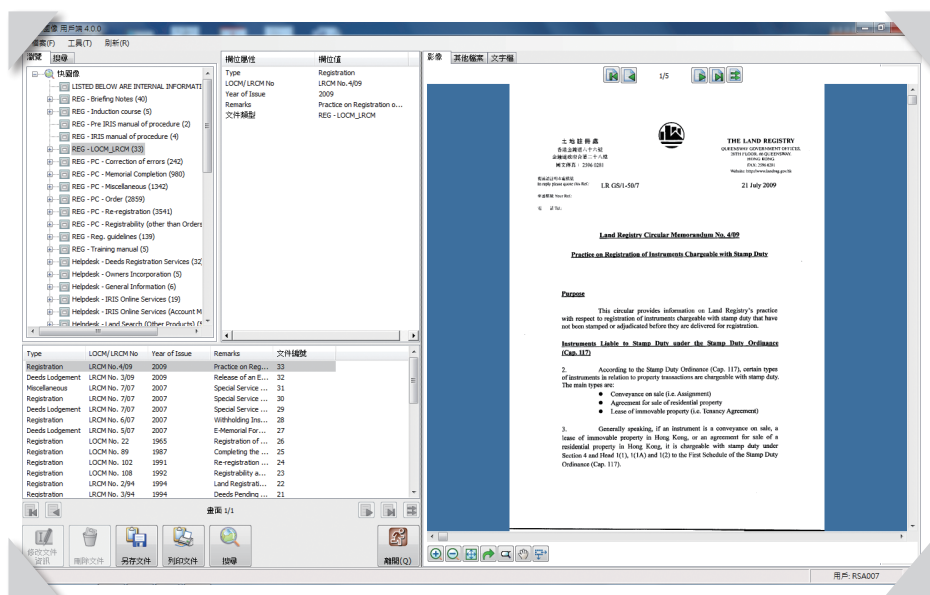
## Human Resources Management

### 土地注册处员工康乐会

「土地注册处员工康乐会」由本处同事以义务形式管理。在2012/13年度，该会为部门同事及其家属举办了多项社会及康乐活动，包括部门的周年员工联欢晚宴、圣诞联欢会、义工服务、兴趣班及郊游活动等。

### 知识管理

本处设置了「知识管理系统」，以促进部门内部的知识管理和分享。该系统包含超过5,400份参考文件和案例。在2012/13年度，本处员工每天检索超逾225项系统资料，以作日常工作参考。



### 未来计划

本处在来年会继续加强部门的学习文化，为员工提供适当的培训课程，以及安排合适的人员参加管理人员专业发展课程及公务员事务局的培训课程。透过参加这些培训及发展课程，员工的能力将有所提高，以作更好的准备面对转变，为部门的未来发展作出贡献。

### Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. In 2012/13, 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 maintains a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. The system contains over 5,400 reference documents and precedent cases. Over 225 searches were made by our staff for reference in their daily work in 2012/13.

### FUTURE PLAN

The Land Registry will continue to reinforce its organisational learning culture by providing appropriate training programmes to staff and arranging suitable officers to attend executive development programmes and training programmes of the Civil Service Bureau in the coming year. Through the training and development programmes, staff capabilities will be strengthened to better prepare for changes and contribute to the future development of the department.



# 资讯科技管理 IT Management

## 「综合注册资讯系统」及其网上服务

### 「综合注册资讯系统」网上服务

「综合注册资讯系统」网上服务在本处密切监察下，一直运作畅顺。

### 「综合注册资讯系统」服务提升

在2012/13年度，本处为「综合注册资讯系统」网上服务作出下列多项重大提升：

- 就电脑土地纪录(包括土地登记册、土地文件、尚未记入土地登记册的注册摘要资料及注册摘要日志中的记项)的查册订单实行双面列印；
- 提供更清晰易读的已注册契约及中止注册契约的「发还通知书」；
- 增加「以浏览器阅览」及「下载」方式收取电脑土地纪录(包括土地登记册、土地文件及尚未记入土地登记册的注册摘要资料)的档案容量，上限由4 MB提升至10 MB；
- 提升「查阅土地登记册」的功能：
  - 采用新的整合版面设计，并加入新的「登记册类型」选项，以方便用户查阅地段登记册或分层土地登记册或同时查阅该两类登记册；
  - 善用外部来源(例如差餉物业估价署)的地址资料，提供以「屋宇／门牌号数」及「街道名称」或「屋苑／楼宇名称」查阅地段登记册的功能；
  - 在街道名称建议清单上提供中英对照的街道名称；以及
  - 简化各查册版面上选取地段、座号及层数记录的方法。
- 新增一项网上功能，让拥有管理员权限的登记用户可重设其登入编号，以及查阅过往六个月内的重设记录；以及
- 在「综合注册资讯系统」的网页上加入连接至地政总署「地理资讯地图」服务的超连结([www.map.gov.hk](http://www.map.gov.hk))。

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

### IRIS Online Services

Kept under close monitoring, the IRIS online services have been operating smoothly.

### Enhancements to IRIS

The Land Registry implemented the following major enhancements to IRIS in 2012/13:

- adopting double-sided printing for search orders of computerised land records (including land registers, land documents, unposted memorial information and entries in the Memorial Day Book);
- improving the clarity of the “despatch letter” for registered deeds and stopped deeds;
- increasing the upper limit of file size of computerised land records (including land registers, land documents and unposted memorial information) to be delivered by “View by Browser” and “By Download” from four megabytes to ten megabytes;
- enhancing the “Search Land Register” function by:
  - adopting a new, integrated screen design and adding a new “Type of Register” option to facilitate search of lot registers, subdivision registers or both types of registers;
  - providing search of lot registers by House/Building No. and Street Name or Development Name by using address information from external sources such as the RVD;
  - displaying both the English and Chinese Street Names in the suggestion list; and
  - simplifying the selection for Lot, Block and Floor records on various search screens.
- providing a new online function for subscribers with supervisor privilege to reset their Login Identification and to view the resetting history for the past six months; and
- adding a new hyperlink to the GeoInfo Map service of the Lands Department ([www.map.gov.hk](http://www.map.gov.hk)) on the IRIS website.

### 其他资讯科技服务

政府正推行「无障碍网页运动」，目的是令各政府部门的网站(昔日资料除外)采用无障碍网页设计，以方便所有人士(包括残疾人士)浏览。为支持是项计划，我们已将本处的网站提升至符合万维网联盟的《无障碍网页内容指引》2.0版的AA级别标准。



### 资讯科技保安

本处恪守政府的资讯科技保安要求，并参考资讯科技保安业界的最佳做法，推行各种改进措施。我们会定期传阅部门的资讯科技保安政策及指引，加深员工认识资讯保安及保障个人资料的重要性。

### 未来计划

#### 部门的资讯科技发展和创议

我们会继续研究如何进一步提升部门的电子服务，以切合客户的需求，包括：

- 提升「综合注册资讯系统」的硬件和软件，以提供高效及可靠的服务；以及
- 研究提供「综合注册资讯系统」网上服务流动版的可行性。

#### 业权注册的资讯科技支援

我们会配合《土地业权条例》的修订工作，为业权注册设计资讯科技系统。

### Other IT Services

In support of the Government's Web Accessibility Campaign that aims at making government websites, except archive materials, accessible to all (including people with disabilities), we have 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).

## IT SECURITY

The Land Registry complies with the Government's IT security requirements and implements improvement measures with reference to the best practices in the IT security field. Departmental policy and guidelines on IT security are periodically circulated to reinforce staff understanding of the importance of information security and personal data protection.

## FUTURE PLAN

### Departmental IT Development and Initiatives

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

- to upgrade the hardware and software of the IRIS for efficient and reliable service delivery; and
- to consider the feasibility of providing a mobile version of the IRIS Online Services.

### 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.





# 财务管理 Financial Management

## 财政目标

土地注册处根据《营运基金条例》的条文，奉行下列明确的财政目标：

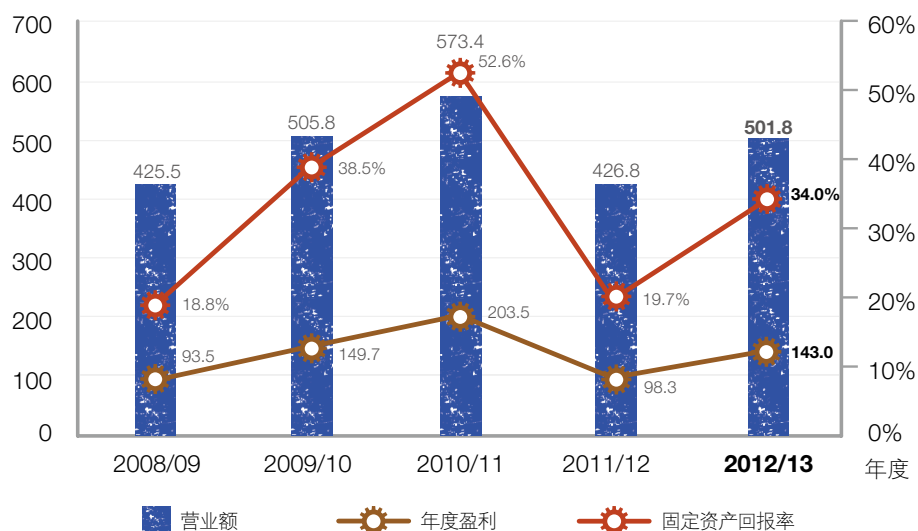
- 使以跨年方式计算的营运基金收入足以支付为市民及政府部门提供服务的开支；以及
- 取得合理的回报，回报率是由财政司司长根据固定资产而厘订。

## 实际表现

与2011/12年度比较，本年度的营业额增加了7,500万元(上升17.6%)至5.018亿元，主要原因是来自业权报告的收入有所增加。运作开支则增加了2,220万元(上升6.5%)至3.622亿元，主要原因是员工费用有所增加。

## 财政表现

港币(百万元)





## FINANCIAL OBJECTIVES

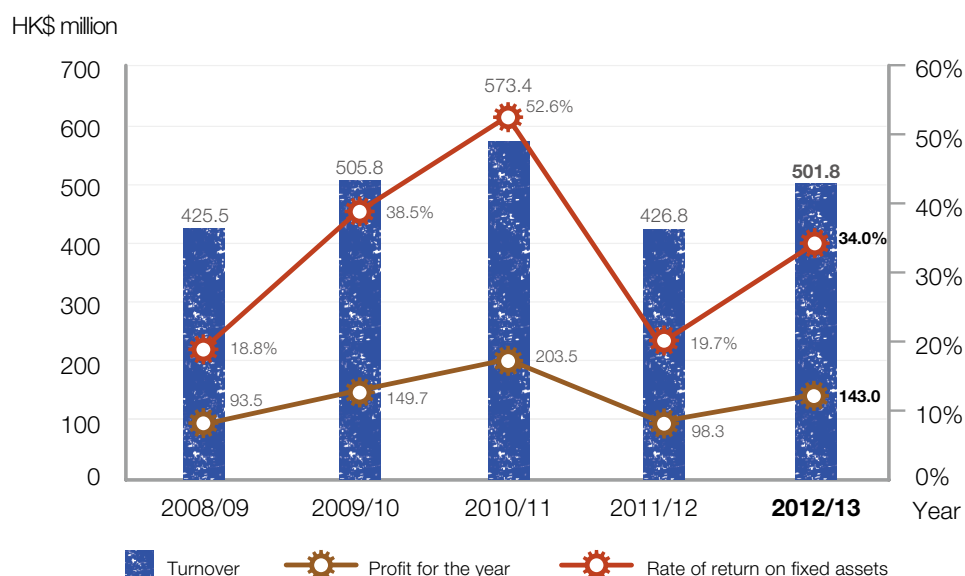
In accordance with the Trading Funds Ordinance, the Land Registry pursues clearly defined financial objectives as follows:

- 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.

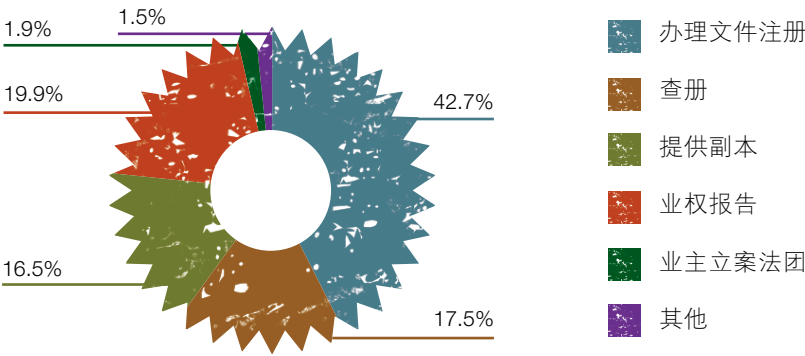
## ACTUAL PERFORMANCE

When compared with 2011/12, turnover increased by \$75 million (up 17.6%) to \$501.8 million mainly due to increase in Reports on Title revenue. Operating expenses also increased by \$22.2 million (up 6.5%) to \$362.2 million mainly due to increase in staff costs.

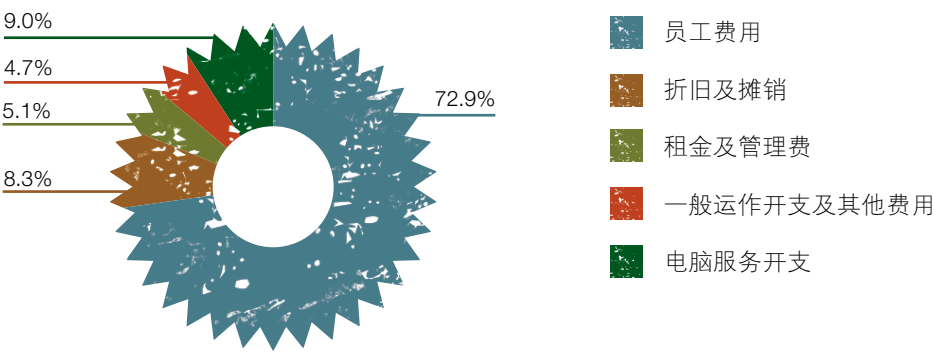
### Financial Performance



2012/13年度营业额分析



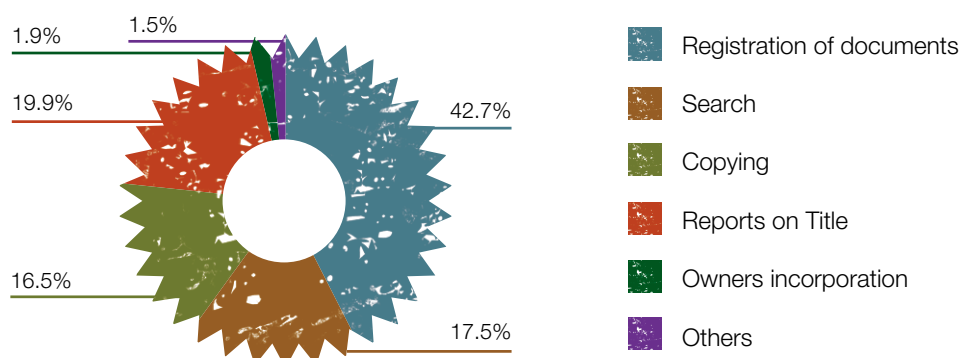
2012/13年度营运成本分析



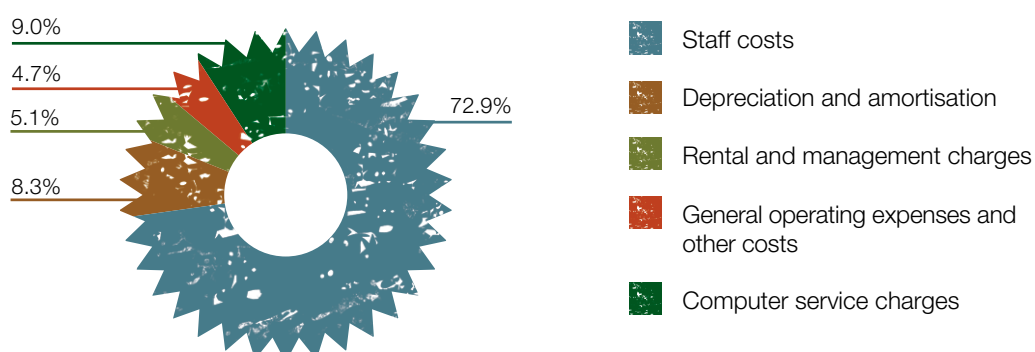
展望

本处会继续审慎理财。本处的收入和固定资产回报主要取决于物业市场的交投量，而物业市况则取决于宏观经济因素和按揭利率的走势。然而，我们会尽力在下个财政年度达致由财政司司长根据固定资产厘订的目标回报率。

## 2012/13 Analysis of Turnover



## 2012/13 Analysis of Operating Costs



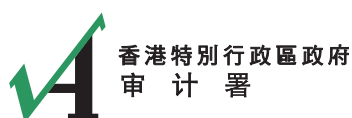
## FORECAST

The Land Registry will continue to exercise strict control on costs. Revenue and return on fixed assets will depend mainly on transaction volume in the property market, which will in turn depend on wider economic factors and the trend of mortgage interest rates. Nevertheless, we would do our best to meet the target rate of return on fixed assets employed as determined by the Financial Secretary for the coming financial year.



# 审计署署长报告

## Report of the Director of Audit



香港特別行政區政府  
審計署

### 独立审计报告

#### 致立法会

兹证明我已审核及审计列载于第70至102页土地注册处营运基金的财务报表，该等财务报表包括于2013年3月31日的财务状况表与截至该日止年度的全面收益表、权益变动表和现金流量表，以及主要会计政策概要及其他附注解释资料。

#### 土地注册处营运基金总经理就财务报表须承担的责任

土地注册处营运基金总经理须负责按照《营运基金条例》(第430章)第7(4)条及香港财务报告准则制备真实而中肯的财务报表，及落实其认为必要的内部控制，以使财务报表不存有由于欺诈或错误而导致的重大错误陈述。

#### 审计师的责任

我的责任是根据我的审计对该等财务报表作出意见。我已按照《营运基金



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 70 to 102, which comprise the statement of financial position as at 31 March 2013, 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

# 审计署署长报告

## Report of the Director of Audit

条例》第7(5)条及审计署的审计准则进行审计。这些准则要求我遵守道德规范，并规划及执行审计，以合理确定财务报表是否不存有任何重大错误陈述。

审计涉及执行程序以获取有关财务报表所载金额及披露资料的审计凭证。所选定的程序取决于审计师的判断，包括评估由于欺诈或错误而导致财务报表存有重大错误陈述的风险。在评估该等风险时，审计师考虑与该基金制备真实而中肯的财务报表有关的内部控制，以设计适当的审计程序，但并非为对基金的内部控制的效能发表意见。审计亦包括评价土地注册处营运基金总经理所采用的会计政策的合适性及所作出的会计估计的合理性，以及评价财务报表的整体列报方式。

我相信，我所获得的审计凭证是充足和适当地为我的审计意见提供基础。

### 意见

我认为，该等财务报表已按照香港财务报告准则真实而中肯地反映土地注册处营运基金于2013年3月31日的状况及截至该日止年度的运作成果及现金流量，并已按照《营运基金条例》第7(4)条所规定的方式妥为制备。

审计署署长  
(审计署助理署长刘新和代行)

审计署  
香港湾仔  
告士打道7号  
入境事务大楼26楼  
2013年9月23日

accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the General Manager, Land Registry Trading Fund, as well as evaluating the overall presentation of the financial statements.

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

### Opinion

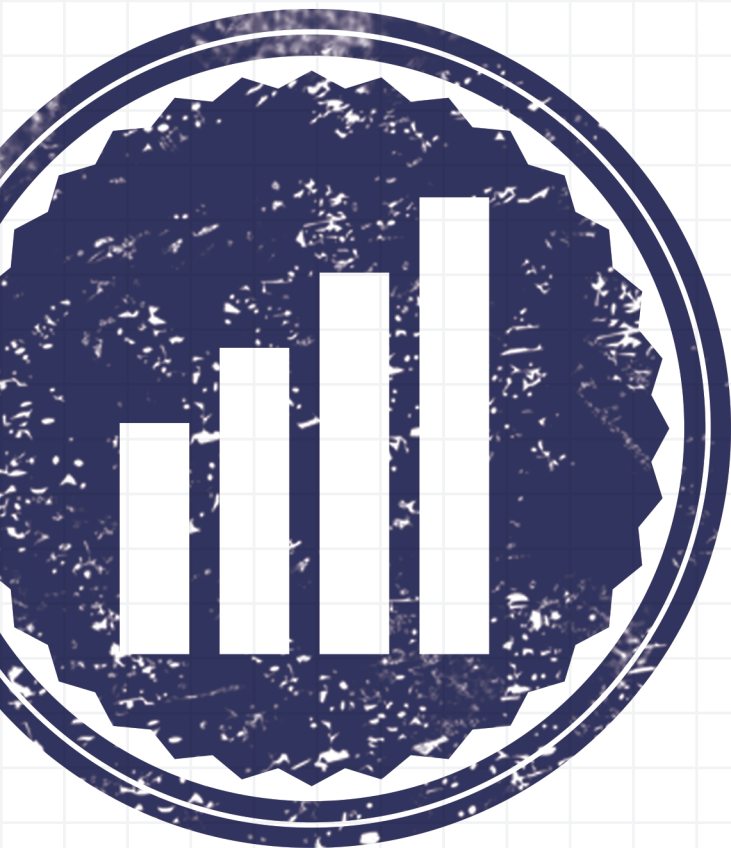
In my opinion, the financial statements give a true and fair view of the state of affairs of the Land Registry Trading Fund as at 31 March 2013, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance.

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

Audit Commission  
26th Floor, Immigration Tower  
7 Gloucester Road  
Wanchai, Hong Kong  
23 September 2013

# 财务报表

## Certified Financial Statements



## 全面收益表

### Statement of Comprehensive Income

截至二零一三年三月三十一日止年度  
(以港币千元表示)

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2013	2012
营业额	<b>Turnover</b>	3	<b>501,775</b>	426,796
运作成本	Operating costs	4	<b>(362,233)</b>	(340,014)
运作盈利	Profit from operations		<b>139,542</b>	86,782
其他收入	Other income	5	<b>30,707</b>	29,699
名义利得税前盈利	<b>Profit before notional profits tax</b>		<b>170,249</b>	116,481
名义利得税	Notional profits tax	6	<b>(27,229)</b>	(18,139)
年度盈利	<b>Profit for the year</b>		<b>143,020</b>	98,342
其他全面收益	Other comprehensive income		—	—
年度总全面收益	<b>Total comprehensive income for the year</b>		<b>143,020</b>	98,342
固定资产回报率	<b>Rate of return on fixed assets</b>	7	<b>34.0%</b>	19.7%

第77至102页的附注为本财务报表的一部分。

The notes on pages 77 to 102 form part of these financial statements.



# 财务状况表

## Statement of Financial Position

于二零一三年三月三十一日  
(以港币千元表示)

as at 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2013	2012
<b>非流动资产</b>	<b>Non-current assets</b>			
物业、设备及器材	Property, plant and equipment	8	294,508	302,796
无形资产	Intangible assets	9	35,982	51,094
持至期满的证券	Held-to-maturity securities	10	55,397	101,165
外汇基金存款	Placement with the Exchange Fund	11	438,457	415,205
			<b>824,344</b>	870,260
<b>流动资产</b>	<b>Current assets</b>			
应收帐款及预缴款项	Debtors and prepayments	12	18,190	20,309
应收关连人士帐款	Amounts due from related parties		13,577	6,796
应退名义利得税	Notional profits tax recoverable		—	4,887
持至期满的证券	Held-to-maturity securities	10	46,055	—
银行存款	Bank deposits		280,000	170,000
现金及银行结余	Cash and bank balances		49,756	48,292
			<b>407,578</b>	250,284
<b>流动负债</b>	<b>Current liabilities</b>			
递延收入	Deferred revenue	13	11,228	11,044
客户按金	Customers' deposits	14	29,124	27,481
应付帐款	Creditors		8,387	8,761
应付关连人士帐款	Amounts due to related parties		1,389	1,437
雇员福利拨备	Provision for employee benefits	15	4,882	6,683
应付名义利得税	Notional profits tax payable		14,604	—
			<b>69,614</b>	55,406
<b>流动资产净额</b>	<b>Net current assets</b>		<b>337,964</b>	194,878
<b>总资产减去流动负债</b>	<b>Total assets less current liabilities</b>		<b>1,162,308</b>	1,065,138

第77至102页的附注为本财务报表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

## 财务状况表(续)

### Statement of Financial Position (continued)

		附注 Note	2013	2012
<b>非流动负债</b>	<b>Non-current liabilities</b>			
递延税项	Deferred tax	16	8,546	11,780
雇员福利拨备	Provision for employee benefits	15	80,591	74,036
			<b>89,137</b>	85,816
<b>资产净额</b>	<b>NET ASSETS</b>		<b>1,073,171</b>	979,322
<b>资本及储备</b>	<b>CAPITAL AND RESERVES</b>			
营运基金资本	Trading fund capital	17	118,300	118,300
保留盈利	Retained earnings	18	883,361	811,851
拟发股息	Proposed dividend	19	71,510	49,171
			<b>1,073,171</b>	979,322

周淑贞  
土地注册处营运基金总经理  
二零一三年九月二十三日

**Mary CHOW**  
General Manager, Land Registry Trading Fund  
23 September 2013

第77至102页的附注为本财务报表的一部分。  
The notes on pages 77 to 102 form part of these financial statements.

# 权益变动表

## Statement of Changes in Equity

截至二零一三年三月三十一日止年度  
(以港币千元表示)

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		2013	2012
在年初的结余	Balance at beginning of year	979,322	982,711
年度总全面收益	Total comprehensive income for the year	143,020	98,342
年内已付股息	Dividend paid during the year	(49,171)	(101,731)
在年终的结余	Balance at end of year	1,073,171	979,322

第77至102页的附注为本财务报表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

# 现金流量表

## Statement of Cash Flows

截至二零一三年三月三十一日止年度  
(以港币千元表示)

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

	附注 Note	2013	2012
<b>营运项目的现金流量</b>	<b>Cash flows from operating activities</b>		
运作盈利	Profit from operations	139,542	86,782
折旧及摊销	Depreciation and amortisation	30,139	30,552
应收帐款及应收 关连人士帐款的 (增加)/减少	(Increase)/Decrease in debtors and amounts due from related parties	(5,023)	5,057
递延收入的增加/ (减少)	Increase/(Decrease) in deferred revenue	553	(2,571)
应付帐款及应付 关连人士帐款的 增加/(减少)	Increase/(Decrease) in creditors and amounts due to related parties	1,421	(2,438)
雇员福利拨备的增加	Increase in provision for employee benefits	4,754	2,898
客户按金的增加	Increase in customers' deposits	1,643	721
已付名义利得税	Notional profits tax paid	(10,971)	(39,179)
<b>营运项目的现金 流入净额</b>	<b>Net cash from operating activities</b>	<b>162,058</b>	<b>81,822</b>
<b>投资项目的现金流量</b>	<b>Cash flows from investing activities</b>		
银行存款的减少 (等同现金除外)	Decrease in bank deposits (other than cash equivalents)	—	40,000
添置固定资产	Purchase of fixed assets	(8,583)	(4,484)
外汇基金存款的增加	Increase in placement with the Exchange Fund	(23,252)	(415,205)
已收利息	Interest received	30,412	24,267
<b>投资项目的现金 流出净额</b>	<b>Net cash used in investing activities</b>	<b>(1,423)</b>	<b>(355,422)</b>

第77至102页的附注为本财务报表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

## 现金流量表(续)

### Statement of Cash Flows (continued)

		附注 Note	2013	2012
融资项目的现金流量	<b>Cash flows from financing activities</b>			
已付股息	Dividend paid		(49,171)	(101,731)
融资项目的现金 流出净额	<b>Net cash used in financing activities</b>		(49,171)	(101,731)
现金及等同现金的 增加/(减少)净额	<b>Net increase/(decrease) in cash and cash equivalents</b>		111,464	(375,331)
在年初的现金及 等同现金	Cash and cash equivalents at beginning of year		218,292	593,623
在年终的现金及 等同现金	<b>Cash and cash equivalents at end of year</b>	20	329,756	218,292

第77至102页的附注为本财务报表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

# 财务报表附注

## Notes to the Financial Statements

(除另有注明外，所有金额均以港币千元为表示单位)

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

### 1. 总论

### General

立法会在一九九三年六月三十日根据《营运基金条例》(第430章)第3、4及6条通过决议案，在一九九三年八月一日设立土地注册处营运基金。土地注册处备存载列最新资料的土地登记册以执行土地注册制度，并向客户提供查阅土地登记册和有关土地记录的服务和设施。此外，土地注册处亦负责办理业主立案法团的申请。

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. 主要会计政策

### Significant accounting policies

#### 2.1 符合准则声明

#### Statement of compliance

本财务报表是按照香港公认的会计原则及所有适用的香港财务报告准则(此词是统称，当中包括香港会计师公会颁布的所有适用的个别香港财务报告准则、香港会计准则及诠释)编制。土地注册处营运基金采纳的主要会计政策摘要如下。

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.

# 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 2. 主要会计政策(续)

### Significant accounting policies (continued)

#### 2.2 编制财务报表的基础

#### Basis of preparation of the financial statements

本财务报表的编制基础均以原值成本法计量。

The measurement basis used in the preparation of the financial statements is historical cost.

编制符合香港财务报告准则的财务报表需要土地注册处营运基金管理层作出判断、估计及假设。该等判断、估计及假设会影响会计政策的实施，以及资产与负债和收入与支出的呈报款额。该等估计及相关的假设，均按以往经验及其他在有关情况下被认为合适的因素而制订。倘若没有其他现成数据可供参考，则会采用该等估计及假设作为判断有关资产及负债的帐面值的基础。估计结果或会与实际价值有所不同。

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.

该等估计及其所依据的假设会作持续检讨。如修订会计估计只会影响当年的会计期，当年的会计期内会确认有关修订；如修订会影响当年及未来的会计期，则会在当年及未来的会计期内确认有关修订。

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.

土地注册处营运基金在实施会计政策方面并不涉及任何关键的会计判断。无论对未来作出的假设，或在报告期结束日估计过程中所存在的不明朗因素，皆不足以构成重大风险，导致资产和负债的帐面金额在来年大幅修订。

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.



## 财务报表附注(续)

### Notes to the Financial Statements (continued)

## 2. 主要会计政策(续)

## Significant accounting policies (continued)

### 2.3 金融资产及金融负债

### Financial assets and financial liabilities

#### 2.3.1 初始确认

#### Initial recognition

土地注册处营运基金会按起初取得资产或引致负债的目的将金融资产及金融负债作下列分类：贷出款项及应收帐款、持至期满的证券及其他金融负债。

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.

金融资产及金融负债最初按公平值(通常相等于成交价)加上因收购金融资产或产生金融负债而直接引致的交易成本计量。

Financial assets and financial liabilities are measured initially at fair value, which normally equals to the transaction prices, plus transaction costs that are directly attributable to the acquisition of the financial asset or issue of the financial liability.

土地注册处营运基金在成为有关金融工具的合约其中一方之日会确认有关金融资产及金融负债。至于购买及出售市场上有既定交收期的金融资产，则于交收日入帐。

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 分类

#### Categorisation

##### 2.3.2.1 贷出款项及应收帐款

##### Loans and receivables

贷出款项及应收帐款为具有固定或可以确定收支金额，但在活跃市场并没有报价的非衍生金融资产，而土地注册处营运基金亦无意将之持有作交易用途。此类别包括外汇基金存款、应收帐款、应收关连人士帐款、银行存款及现金及银行结余。

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.

贷出款项及应收帐款采用实际利率法按摊销成本值扣除任何减值亏损(如有)列帐(附注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).

# 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 2. 主要会计政策(续)

### Significant accounting policies (continued)

#### 2.3 金融资产及金融负债(续)

#### Financial assets and financial liabilities (continued)

##### 2.3.2 分类(续)

##### Categorisation (continued)

##### 2.3.2.1 贷出款项及应收帐款(续)

##### Loans and receivables (continued)

实际利率法是计算金融资产或金融负债的摊销成本值，以及摊分在有关期间的利息收入或支出的方法。实际利率是指可将金融工具在预计有效期间(或适用的较短期间)内的预计现金收支，折现成该金融资产或金融负债的帐面净值所适用的贴现率。土地注册处营运基金在计算实际利率时，会考虑金融工具的所有合约条款以估计现金流量，但不会计及日后的信贷亏损。有关计算包括与实际利率相关的所有收取自或支付予合约各方的费用、交易成本及所有其他溢价或折让。

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 持至期满的证券

##### Held-to-maturity securities

持至期满的证券为具有固定或可以确定收支金额及有固定到期日，而且土地注册处营运基金有明确意向及能力，可以持有直至到期的非衍生金融资产，惟符合贷出款项及应收帐款定义的金融资产则除外。

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.

持至期满的证券采用实际利率法按摊销成本值扣除任何减值亏损(如有)列帐(附注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 其他金融负债

##### Other financial liabilities

其他金融负债采用实际利率法按摊销成本值列帐。

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

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

## 2. 主要会计政策(续)

## Significant accounting policies (continued)

### 2.3 金融资产及金融负债(续)

### Financial assets and financial liabilities (continued)

#### 2.3.3 注销确认

#### Derecognition

当从金融资产收取现金流量的合约权届满时，或已转让该金融资产及其绝大部分风险和回报的拥有权，该金融资产会被注销确认。

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.

当合约指明的债务被解除、取消或到期时，该金融负债会被注销确认。

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled, or when it expires.

#### 2.3.4 金融资产减值

#### Impairment of financial assets

贷出款项及应收帐款、持至期满的证券的帐面值会在每个报告期结束日作出评估，以确定是否有客观的减值证据。贷出款项及应收帐款以及持至期满的证券若存在减值证据，亏损会以该资产的帐面值与按其原本的实际利率用折现方式计算其预期未来现金流量的现值之间的差额，在全面收益表内确认。如其后减值亏损降低，并证实与在确认减值亏损后出现的事件相关，则该减值亏损会在全面收益表内回拨。

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.

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

## 2. 主要会计政策(续)

## Significant accounting policies (continued)

### 2.4 物业、设备及器材

### Property, plant and equipment

于一九九三年八月一日拨归土地注册处营运基金的物业、设备及器材，最初的成本是按立法会所通过成立土地注册处营运基金的决议案中所列的估值入帐。由一九九三年八月一日起新购的物业、设备及器材均按购入价入帐。

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.

以下物业、设备及器材以成本值扣除累计折旧及任何减值亏损列帐(附注2.6)：

- 于一九九三年八月一日拨归土地注册处营运基金的自用物业；及
- 设备及器材包括电脑器材、汽车、家具与装置，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, motor vehicles, furniture and fittings and other equipment.

折旧是按照物业、设备及器材的估计可使用年期以直线法摊销扣除估计剩余值的成本值，计算方法如下：

- |            |     |
|------------|-----|
| — 建筑物      | 30年 |
| — 电脑器材     | 5年  |
| — 器材、家具及装置 | 5年  |
| — 汽车       | 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  |
| — Motor vehicles                    | 5 years  |

于一九九三年八月一日拨归土地注册处营运基金的土地(为土地注册处营运基金之物业所在地)视为非折旧资产。

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.

出售物业、设备及器材的损益以出售所得净额与资产的帐面值之间的差额来决定，并在出售日于全面收益表内确认。

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.

## 财务报表附注(续) Notes to the Financial Statements (continued)

### 2. 主要会计政策(续)

### Significant accounting policies (continued)

#### 2.5 无形资产

#### Intangible assets

无形资产包括购入的电脑软件牌照及已资本化的电脑软件程式开发成本值。若电脑软件程式在技术上可行，而土地注册处营运基金有足够资源及有意完成开发工作，有关的开发费用会被资本化。资本化费用包括直接工资及材料费用。无形资产按成本值扣除累计摊销及任何减值亏损列帐(附注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).

无形资产的摊销按估计可使用年期(5年)以直线法列入全面收益表。

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 固定资产的减值

#### Impairment of fixed assets

固定资产，包括物业、设备及器材，以及无形资产的帐面值在每个报告期末日评估，以确定有否出现减值迹象。若有减值迹象而资产的帐面值高于其可收回数额，则有关减值亏损在全面收益表内确认。资产的可收回数额为其公平值减出售成本与使用值两者中的较高者。

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 等同现金

#### Cash equivalents

等同现金指短期及流通性高的投资，该等项目在购入时距期满日不超过3个月，并随时可转换为已知数额的现金，而其价值变动的风险不大。

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.

# 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 2. 主要会计政策(续)

### Significant accounting policies (continued)

#### 2.8 雇员福利

#### Employee benefits

土地注册处营运基金的雇员包括公务员及合约员工。薪金、约满酬金及年假开支均在雇员提供有关服务所在年度以应计基准确认入帐。就公务员而言，雇员附带福利开支包括香港特别行政区政府(「政府」)给予雇员的退休金及房屋福利，均在雇员提供有关服务所在年度支销。

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.

就按可享退休金条款受聘的公务员的长俸负债已包括于支付予政府有关附带福利开支中。就其他员工向强制性中央公积金计划的供款于全面收益表中支销。

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 名义利得税

#### Notional profits tax

- (i) 根据《税务条例》(第112章)土地注册处营运基金并无税务责任，但政府要求土地注册处营运基金须向政府一般收入支付一笔款项以代替利得税(即名义利得税)，该款项是根据《税务条例》的规定所计算。本年度名义利得税支出包括本期税项及递延税项资产和负债的变动。

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) 本期税项为本年度对应课税收入按报告期结束日已生效或实际有效的税率计算的预计应付税项，并包括以往年度应付税项的任何调整。

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.

## 财务报表附注(续) Notes to the Financial Statements (continued)

### 2. 主要会计政策(续)

### Significant accounting policies (continued)

#### 2.9 名义利得税(续)

#### Notional profits tax (continued)

- (iii) 递延税项资产及负债是因纳税基础计算的资产及负债与其帐面值之间的差异，而分别产生的可扣税及应课税的暂记差额。递延税项资产也可由未使用税务亏损及税项抵免而产生。

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.

所有递延税项负债及未来可能有应课税盈利予以抵销的递延税项资产，均予确认。

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.

递延税项的确认额是根据该资产及负债的帐面值之预期收回及结算的方式，按在报告期结束日已生效或实际有效的税率计算。递延税项资产及负债不作折现。

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.

递延税项资产的帐面金额在每个报告期结束日重新审阅，对预期不再有足够的应课税盈利以实现相关税务利益的递延税项资产予以扣减。被扣减的递延税项资产会于预期将来出现足够的应课税盈利时拨回。

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 收入的确认

#### Revenue recognition

营运收入在提供服务时确认。利息收入采用实际利率法以应计方式确认。

Revenue is recognised as services are provided. Interest income is recognised as it accrues using the effective interest method.



## 财务报表附注(续)

### Notes to the Financial Statements (continued)

## 2. 主要会计政策(续)

## Significant accounting policies (continued)

### 2.11 外币换算

### Foreign currency translation

本年度外币交易，按交易当日的汇率换算为港元。以非港币计算的货币资产及负债，均按报告期末日的汇率换算为港元。外汇换算产生的汇兑收益及亏损，会在全面收益表中确认。

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 关连人士

### Related parties

土地注册处营运基金是根据《营运基金条例》成立，并属政府辖下的独立会计单位。年内，土地注册处营运基金在日常业务中与各关连人士进行交易。这些人士包括政府各局及部门、营运基金，以及受政府所管制或主要影响的财政自主机构。

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 新订及经修订香港财务报告准则的影响

### Impact of new and revised HKFRSs

香港会计师公会已颁布自本会计期开始生效的多项新订及经修订的香港财务报告准则。适用于本财务报表所呈报的年度的会计政策，并未因这些发展而有任何改变。

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.

土地注册处营运基金并没有采纳在本会计期尚未生效的任何新香港财务报告准则(附注25)。

The LRTF has not applied any new HKFRSs that are not yet effective for the current accounting period (note 25).



## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 3. 营业额

#### Turnover

		2013	2012
办理文件注册	Registration of documents	214,209	212,097
查册	Search	87,771	82,166
提供副本	Copying	82,736	78,361
业权报告	Reports on title	100,101	35,833
业主立案法团	Owners incorporation	9,316	10,804
其他	Others	7,642	7,535
<b>总额</b>	<b>Total</b>	<b>501,775</b>	426,796

#### 4. 运作成本

#### Operating costs

		2013	2012
员工费用	Staff costs	264,199	247,968
一般运作开支	General operating expenses	14,777	12,617
电脑服务开支	Computer service charges	32,529	29,170
租金及管理费	Rental and management charges	18,409	16,121
中央行政费用	Central administrative overheads	1,615	3,097
折旧及摊销	Depreciation and amortisation	30,139	30,552
审计费用	Audit fees	565	489
<b>总额</b>	<b>Total</b>	<b>362,233</b>	340,014

#### 5. 其他收入

#### Other income

		2013	2012
银行存款利息	Bank deposits interest	2,185	3,638
持至期满证券利息	Held-to-maturity securities interest	5,316	5,312
外汇基金存款利息	Placement with the Exchange Fund interest	22,876	20,987
汇兑净亏损	Net exchange loss	(39)	(238)
其他	Others	369	—
<b>总额</b>	<b>Total</b>	<b>30,707</b>	29,699

# 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 6. 名义利得税

### Notional profits tax

- (i) 于全面收益表内扣除的名义利得税如下：

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

		2013	2012
本期税项	Current tax		
本年名义利得税的拨备	Provision for notional profits tax for the year	30,475	21,161
上年度多提之拨备	Over-provision in respect of last year	(12)	—
		30,463	21,161
递延税项	Deferred tax		
暂记差额的产生及拨回	Origination and reversal of temporary differences	(3,234)	(3,022)
名义利得税	Notional profits tax	27,229	18,139

- (ii) 税项支出与全面收益表盈利按适用税率计算的税项两者之对帐如下：

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

		2013	2012
名义利得税前盈利	Profit before notional profits tax	170,249	116,481
按香港利得税率16.5% (二零一二年：16.5%) 计算的税项	Tax at Hong Kong profits tax rate of 16.5% (2012: 16.5%)	28,091	19,219
二零一二至一三年度 一次性的税项宽减	One-off tax reduction in 2012-13	(10)	—
非应课税收入的税项影响	Tax effect of non-taxable revenue	(840)	(1,080)
上年度多提之拨备	Over-provision in respect of last year	(12)	—
名义税项支出	Notional tax expense	27,229	18,139

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 7. 固定资产回报率

#### Rate of return on fixed assets

固定资产回报率是以总全面收益(不包括利息收入和利息支出)除以固定资产平均净值所得的百分率。固定资产包括物业、设备、器材及无形资产。预期土地注册处营运基金可以达致财政司司长定下每年固定资产回报率6.9%(二零一二年: 8.3%)的目标。

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 6.9% (2012: 8.3%) per year as determined by the Financial Secretary.

#### 8. 物业、设备及器材

#### Property, plant and equipment

		土地及 建筑物	电脑器材	器材、家具 及装置	汽车	总计
		Land and Buildings	Computer Equipment	Equipment, Furniture and Fittings	Motor Vehicles	Total
<b>成本</b>	<b>Cost</b>					
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
在二零一二年四月一日	At 1 April 2012	350,000	150,040	18,615	—	518,655
添置	Additions	—	3,632	1,727	244	5,603
出售/注销	Disposals	—	—	(1,087)	—	(1,087)
在二零一三年三月三十一日	At 31 March 2013	350,000	153,672	19,255	244	523,171
<b>累计折旧</b>	<b>Accumulated depreciation</b>					
在二零一一年四月一日	At 1 April 2011	68,036	118,624	15,984	—	202,644
年度费用	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
在二零一二年四月一日	At 1 April 2012	71,888	126,814	17,157	—	215,859
年度费用	Charge for the year	3,852	8,833	1,157	49	13,891
出售/注销回拨	Written back on disposals	—	—	(1,087)	—	(1,087)
在二零一三年三月三十一日	At 31 March 2013	75,740	135,647	17,227	49	228,663
<b>帐面净值</b>	<b>Net book value</b>					
在二零一三年三月三十一日	At 31 March 2013	274,260	18,025	2,028	195	294,508
在二零一二年三月三十一日	At 31 March 2012	278,112	23,226	1,458	—	302,796

# 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 9. 无形资产

### Intangible assets

电脑软件牌照及系统开发成本  
Computer software licences  
and system development costs  
2013 2012

成本	Cost		
在年初	At beginning of year	181,219	178,002
添置	Additions	1,136	3,217
在年终	At end of year	182,355	181,219
累计摊销	Accumulated amortisation		
在年初	At beginning of year	130,125	112,788
年度费用	Charge for the year	16,248	17,337
在年终	At end of year	146,373	130,125
帐面净值	Net book value		
在年终	At end of year	35,982	51,094

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 10. 持至期满的证券

#### Held-to-maturity securities

		2013	2012
按摊销成本列帐	At amortised cost		
上市：	Listed:		
— 本港	— in Hong Kong	55,397	55,350
— 本港以外	— outside Hong Kong	15,123	15,100
		70,520	70,450
非上市	Unlisted	30,932	30,715
<b>总额</b>	<b>Total</b>	<b>101,452</b>	101,165
列为：	Classified as:		
流动资产	Current assets	46,055	—
非流动资产	Non-current assets	55,397	101,165
<b>总额</b>	<b>Total</b>	<b>101,452</b>	101,165

#### 11. 外汇基金存款

#### Placement with the Exchange Fund

外汇基金存款结余为4.385亿港元(二零一二年：4.152亿港元)，其中4亿港元为原有存款，3,850万港元(二零一二年：1,520万港元)为报告期结束日已入帐但尚未提取的利息。该存款为期六年(由存款日起计)，期内不能提取原有存款。

The balance of the placement with the Exchange Fund amounted to HK\$438.5 million (2012: HK\$415.2 million), being the original placement of HK\$400 million plus HK\$38.5 million (2012: 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.

外汇基金存款利息按每年1月厘定的固定息率计算。该息率是基金投资组合过去6年的平均年度投资回报，或3年期外汇基金债券在上一个年度的平均年度收益，两者取其较高者，下限为0%。二零一三年固定息率为每年5.0%，二零一二年为每年5.6%。

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 5.0% per annum for the year 2013 and at 5.6% per annum for the year 2012.

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 12. 应收帐款及预缴款项

#### Debtors and prepayments

		2013	2012
应收帐款	Trade debtors	7,827	9,545
应计利息：	Accrued interest from:		
— 银行存款	— bank deposits	48	33
— 持至期满的证券	— held-to-maturity securities	674	674
— 外汇基金存款	— placement with the Exchange Fund	5,406	5,781
预缴款项及其他按金	Prepayment and other deposits	4,235	4,276
总额	Total	18,190	20,309

#### 13. 递延收入

#### Deferred revenue

指已售出但仍未使用的查册票，及预先支付的订购费用或其他服务收费。

This represents outstanding search tickets and subscription fees/other service charges received in advance of which services have not yet been rendered.

		2013	2012
查册票	Search tickets	—	369
订购费用或其他服务收费	Subscription fees/other service charges	11,228	10,675
总额	Total	11,228	11,044

#### 14. 客户按金

#### Customers' deposits

		2013	2012
网上服务登记用户	Online services subscribers	27,409	26,497
各政府部门	Government departments	1,715	984
总额	Total	29,124	27,481

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 15. 雇员福利拨备

#### Provision for employee benefits

此为在计至报告期结束日就所提供的服务给予雇员年假及合约雇员约满酬金的估计负债(见附注2.8)。

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 (also see Note 2.8).

#### 16. 递延税项

#### Deferred tax

在财务状况表内确认的递延税项主要部分及年内的变动如下：

Major components of deferred tax recognised in the statement of financial position and the movements during the year are as follows:

		多于有关折旧及摊销 的折旧免税额 Depreciation allowances in excess of the related depreciation and amortisation	其他暂记差额 Other temporary differences	总额 Total
在二零一一年四月一日的结余	Balance at 1 April 2011	14,880	(78)	14,802
于全面收益表内计入	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结余	Balance at 31 March 2012	11,870	(90)	11,780
在二零一二年四月一日的结余	Balance at 1 April 2012	11,870	(90)	11,780
于全面收益表内(计入)/扣除	(Credited)/Charged to the statement of comprehensive income	(3,247)	13	(3,234)
在二零一三年三月三十一日的结余	Balance at 31 March 2013	8,623	(77)	8,546

# 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 17. 营运基金资本

### Trading fund capital

此为政府对土地注册处营运基金的投资。

This represents the Government's investment in the LRTF.

### 18. 保留盈利

### Retained earnings

		2013	2012
在年初的结余	Balance at beginning of year	811,851	762,680
年度总全面收益	Total comprehensive income for the year	143,020	98,342
拟发股息	Proposed dividend	(71,510)	(49,171)
在年终的结余	Balance at end of year	883,361	811,851

### 19. 拟发股息

### Proposed Dividend

向政府拟发股息是根据年度总全面收益及经财经事务及库务局局长核准的年度营运计划里列出的50%目标派息比率(二零一二年：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% (2012: 50%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

### 20. 现金及等同现金

### Cash and cash equivalents

		2013	2012
现金及银行结余	Cash and bank balances	49,756	48,292
银行存款	Bank deposits	280,000	170,000
现金及等同现金	Cash and cash equivalents	329,756	218,292



## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 21. 关连人士交易

#### Related party transactions

除了在本财务报表的其他部分披露的与关连人士交易外，年内与关连人士进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) 土地注册处营运基金向关连人士提供的服务包括土地文件注册、查阅土地登记册及土地记录，以及提供土地记录副本和业权报告。这些服务为土地注册处营运基金带来的总收入达13,800万港元(二零一二年：7,300万港元)，这金额已计算在附注3的营业额项下。

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\$138 million (2012: HK\$73 million). This amount is included in turnover under note 3.

- (ii) 关连人士向土地注册处营运基金提供的服务包括有关电脑、办公地方、中央行政和审计的服务。土地注册处营运基金在这些服务方面的总开支达2,600万港元(二零一二年：2,500万港元)，这金额已计算在附注4的运作成本项下。

Services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to HK\$26 million (2012: HK\$25 million). This amount is included in operating costs under note 4.

- (iii) 向关连人士购入的固定资产包括装置工程。这些资产的总成本为200万港元(二零一二年：20万港元)。

Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to HK\$2.0 million (2012: HK\$0.2 million).

土地注册处营运基金向关连人士提供服务的收费和接受这些人士服务的收费都是按照划一标准计算，即同时提供给公众的服务，收费和公众一样；至于只提供给关连人士的服务，则按服务的十足成本计算。

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.

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 22. 金融风险 管理

#### Financial risk management

##### (i) 投资政策

##### Investment policy

土地注册处营运基金以审慎保守的方式来投资包括外汇基金存款、债务证券及银行存款的金融资产。投资的决定是按照由财经事务及库务局局长、香港金融管理局所发出的指引，并符合其他有关规例。投资的债务证券是由政府或由信贷评级可靠的香港半官方机构发出。一般来说，投资的债务证券会持至期满。

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) 信贷风险

##### Credit risk

信贷风险指金融工具的一方将不能履行责任而且会引致另一方蒙受财务损失的风险。

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

土地注册处营运基金的信贷风险，主要取决于应收帐款、银行存款、外汇基金存款及债务证券的投资。土地注册处营运基金订有风险政策，并持续监察须承担的信贷风险。

The LRTF's credit risk is primarily attributable to debtors, bank deposits, 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.

关于应收帐款，网上服务登记用户须缴付按金。

In respect of debtors, deposits are required from the LRTF's online services subscribers.

为尽量减低信贷风险，所有定期存款均存于香港的持牌银行。

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

至于外汇基金存款，其相关信贷风险偏低。

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

## 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 22. 金融风险 管理(续)

### Financial risk management (continued)

#### (ii) 信贷风险 (续)

#### Credit risk (continued)

债务证券投资方面，只考虑获穆迪或标准普尔评为投资级别的债务证券。在报告期结束日，债务证券投资的信贷质素(以穆迪或标准普尔的评级中的较低者分析)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:

		2013	2012
持至期满的证券 (按信贷级别排列)	Held-to-maturity securities by credit rating		
Aa1 至 Aa3/AA+ 至 AA-	Aa1 to Aa3/AA+ to AA-	101,452	101,165

在报告期结束日土地注册处营运基金的金融资产所须承担的最高信贷风险数额相当于其帐面值。

The maximum exposure to credit risk of the financial assets of the LRTF at the end of the reporting period is equal to their carrying values.

#### (iii) 流动资金风险

#### Liquidity risk

流动资金风险指某一实体将难以履行与金融负债相关的责任的风险。

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

根据《营运基金条例》，土地注册处营运基金须负责其现金管理，包括盈余现金的长短期投资，惟须获财政司司长批准。土地注册处营运基金的政策是定期监察即时及预期的流动资金需要，确保能维持足够的现金储备，以符合长短期的流动资金需要。土地注册处营运基金的流动资金状况稳健，故其面对的流动资金风险甚低。

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.

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 22. 金融风险管理(续)

#### Financial risk management (continued)

##### (iv) 利率风险

##### Interest rate risk

利率风险指因市场利率变动而引致亏损的风险。利率风险可进一步分为公平值利率风险及现金流量利率风险。

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.

公平值利率风险指金融工具的公平值会因市场利率变动而波动的风险。由于土地注册处营运基金的持至期满的证券及银行存款为定息金融工具，当市场利率上升，这些金融工具的公平值便会下跌。然而，由于上述金融资产均按摊销成本值列示，市场利率的变动不会影响相关帐面值及土地注册处营运基金的盈利和储备。

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.

现金流量利率风险指金融工具的未来现金流量会因市场利率变动而波动的风险。土地注册处营运基金无须面对重大的现金流量利率风险，因为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.

##### (v) 货币风险

##### Currency risk

货币风险指金融工具的公平值或未来现金流量会因汇率变动而波动的风险。

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.

土地注册处营运基金的一般业务交易是以港元为单位，因而不会引致货币风险。

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

至于以美元为单位的投资，基于港元与美元挂钩，土地注册处营运基金的货币风险甚低。

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.

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 22. 金融风险管理(续)

#### Financial risk management (continued)

##### (v) 货币风险(续)

##### Currency risk (continued)

在报告期结束日，以美元为本位的金融资产总计有1.02亿港元(二零一二年：1.02亿港元)。剩余的金融资产及所有金融负债均以港元为本位。

At the end of the reporting period, financial assets totalling HK\$102 million (2012: HK\$102 million) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

##### (vi) 其他财务风险

##### Other financial risk

土地注册处营运基金因于每年一月厘定的外汇基金存款息率(附注11)的变动而须面对金融风险。于二零一三年三月三十一日，假设二零一二年及二零一三年的息率增加／减少50个基点而其他因素不变，估计年度盈利及储备将增加／减少180万港元。

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 2013, a 50 basis point increase/decrease in the interest rates for 2012 and 2013, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$1.8 million.

##### (vii) 公平值

##### Fair values

在活跃市场买卖的金融工具的公平值是根据报告期结束日的市场报价厘定。如没有该等市场报价，则以现值或其他估值方法以报告期结束日的市况数据评估其公平值。

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.

# 财务报表附注(续)

## Notes to the Financial Statements (continued)

### 22. 金融风险管理(续)

### Financial risk management (continued)

#### (vii) 公平值(续)

#### Fair values (continued)

持至期满的证券在报告期结束日的公平值如下：

The fair values of held-to-maturity securities at the end of the reporting period were as follows:

		帐面值 Carrying value		公平值 Fair value	
		2013	2012	2013	2012
持至期满的证券	Held-to-maturity securities	101,452	101,165	105,378	107,954

所有其他金融工具均以与其公平值相同或相差不大的金额在财务状况表内列帐。

All other financial instruments are stated in the statement of financial position at amounts equal to or not materially different from their fair values.

### 23. 资本承担

### Capital commitments

在二零一三年三月三十一日，土地注册处营运基金有下列尚未列入财务报表的资本承担：

As at 31 March 2013, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows:

		2013	2012
已批准及签约	Authorised and contracted for	1,019	1,920
已批准惟未签约	Authorised but not yet contracted for	96,162	85,515
总额	Total	97,181	87,435

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 24. 经营租约承担

#### Operating lease commitments

在二零一三年三月三十一日，根据不可撤销的土地及建筑物经营租约在未来的最低应付租赁款项总额如下：

As at 31 March 2013, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows:

		2013	2012
不超过一年	Not later than one year	2,434	3,646
超过一年但不超过五年	Later than one year but not later than five years	—	2,434
<b>总额</b>	<b>Total</b>	<b>2,434</b>	<b>6,080</b>

#### 25. 已颁布但于截至二零一三年三月三十一日止年度尚未生效的修订、新准则及诠释可能造成的影响

#### Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2013

直至本财务报表发出之日，香港会计师公会已颁布多项修订、新准则及诠释。其中包括于截至二零一三年三月三十一日止年度尚未生效，亦没有提前在本财务报表中被采纳的修订、新准则及诠释。

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 2013 and which have not been early adopted in these financial statements.

土地注册处营运基金正就该等修订、新准则及诠释在首次采纳期间预计会产生的影响进行评估。迄今的结论是采纳该等修订、新准则及诠释不大可能会对土地注册处营运基金的运作成果及财务状况有重大影响。

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.

## 财务报表附注(续)

### Notes to the Financial Statements (continued)

#### 25. 已颁布但于截至二零一三年三月三十一日止年度尚未生效的修订、新准则及诠释可能造成的影响(续)

#### Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2013 (continued)

下列财务报告准则修订及新准则可能会导致日后的财务报表须作出新的或经修订的资料披露：

The following developments may result in new or amended disclosures in future financial statements:

	在以下日期或之后 开始的会计期生效 Effective for accounting periods beginning on or after
香港会计准则第1号(经修订)「财务报表的呈报」的修订 — 其他全面收益项目的呈报	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
香港会计准则第19号(2011)「雇员福利」	二零一三年一月一日
HKAS 19 (2011), Employee Benefits	1 January 2013
香港会计准则第32号「金融工具：呈报」的修订： — 金融资产与金融负债的对销	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
香港会计准则第36号「资产减值」的修订： — 非金融资产可收回金额的披露	二零一四年一月一日
Amendments to HKAS 36, Impairment of Assets — Recoverable Amount Disclosures for Non-Financial Assets	1 January 2014
香港财务报告准则第7号「金融工具：披露」的修订： — 披露 — 金融资产与金融负债的对销	二零一三年一月一日
Amendments to HKFRS 7, Financial Instruments: Disclosures — Disclosures — Offsetting Financial Assets and Financial Liabilities	1 January 2013
香港财务报告准则第9号「金融工具」	二零一五年一月一日
HKFRS 9, Financial Instruments	1 January 2015
香港财务报告准则第13号「公平值计量」	二零一三年一月一日
HKFRS 13, Fair Value Measurement	1 January 2013



(a) 2012/13年度服务承诺  
2012/13 Performance Pledges

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
1. 办理土地文件注册 <b>Registration of land documents</b>	15 (a+b)		92	99.1
(a) 由收到契约至根据已注册的契约更新土地 登记册 <sup>(注1)</sup> ；以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a)11			
(b) 完成影像处理程序并把已注册的契约送回 交契人士 <sup>(注1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b)4			
2. 在柜位查阅电脑土地登记册 <b>Counter search of computerised land registers</b>		15	97	100
3. 提供土地纪录影像副本 <b>Supply of imaged copies of land records</b>				
(a) 在柜位索取 <b>Over the counter</b>				
(i) 不连过大图则 Without oversize plans		15	97	100
(ii) 附连过大图则 With oversize plans	5		97	100
(b) 透过网上服务订购 <b>Order via online services</b>				
(i) 亲身领取 Collection in person				
• 不连彩色图则 Without colour plans	1		97	100
• 附连彩色图则 With colour plans	3		97	100
• 附连过大图则 With oversize plans	5		97	100

## 附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
(ii) 邮寄或由传递公司送递 Delivery by post or courier				
• 不连彩色图则 Without colour plans				
— 下午6时前订购 Orders placed before 6 pm	1		97	100
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 附连彩色图则 With colour plans	3		97	100
• 附连过大图则 With oversize plans	5		97	100
<b>4. 提供土地纪录认证本 Supply of certified copies of land records</b>				
<b>(a) 在柜位办理 Over the counter</b>				
(i) 电脑土地登记册 Computerised land registers		50	97	100
(ii) 不连过大图则的影像副本 Imaged copies without oversize plans		50	97	100
(iii) 附连过大图则的影像副本 Imaged copies with oversize plans	5		97	100
<b>(b) 透过网上服务订购 Order via online services</b>				
(i) 亲身领取 Collection in person				
• 电脑土地登记册 Computerised land registers	1		97	100
• 影像副本 Imaged copies				
— 不连过大图则 Without oversize plans	3		97	100
— 附连过大图则 With oversize plans	5		97	100

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
(ii) 邮寄或由传递公司送递 Delivery by post or courier				
• 电脑土地登记册 Computerised land registers				
— 下午6时前订购 Orders placed before 6 pm	1		97	100
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 不连过大图则的影像副本 Imaged copies without oversize plans	3		97	100
• 附连过大图则的影像副本 Imaged copies with oversize plans	5		97	100
<b>5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)</b>				
(a) 批阅注册摘要日志的申请 Approval of MDB applications	2		98	100
(b) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98	100
<b>6. 销售按揭注册摘要月志 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>				
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98	100
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98	100
<b>7. 电话查询服务 Telephone enquiry services</b>				
(a) 办公时间收到留言 Voice mail left during office hours	收到留言后60分钟内回覆 Return calls within 60 minutes after receiving the voice mail		93	100
(b) 非办公时间收到留言 Voice mail left after office hours	下一个工作天 早上10时前回覆 Return calls before 10 am on the next working day		93	100

## 附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
<b>8. 修订土地登记册资料</b> <b>Amendment of Registered Data</b>				
(a) 一般个案(即根据注册摘要资料更正土地登记册) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		92	99.2
(b) 复杂个案 Complicated cases	10		92 <sup>(注2)</sup> (See Note 2)	98.8
<b>9. 为再交付注册的中止注册契约办理注册</b> <b>Registration of withheld deeds redelivered for registration</b>	16(a+b)		92	98.4
(a) 由收到再交付注册的中止注册契约至根据已注册的契约更新相关土地登记册；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a)12			
(b) 完成影像处理程序并把已注册的契约送回交契人士 Completion of imaging and return of the registered deed to the lodging party	(b)4			
<b>10. 处理建议/投诉</b> <b>Handling of suggestions/complaints</b>	本处会在收到建议或投诉后的十天内答覆。如果不可能在这限期内详尽作覆，也会给予初步回覆。 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.		—	—

注1： 不包括被中止注册的契约

Note 1: Excluding deeds withheld from registration

注2： 已提高的服务指标

Note 2: Enhanced performance target

**(b) 2013/14年度服务承诺(生效日期为2013年4月1日起)**  
**2013/14 Performance Pledges (with effect from 1 April 2013)**

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
<b>1. 办理土地文件注册</b> <b>Registration of land documents</b>	15(a+b)		92
(a) 由收到契约至根据已注册的契约更新土地登记册 <sup>(注1)</sup> ；以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a)11		
(b) 完成影像处理程序并把已注册的契约送回交契人士 <sup>(注1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b)4		
<b>2. 在柜位查阅电脑土地登记册</b> <b>Counter search of computerised land registers</b>		15	97
<b>3. 提供土地纪录影像副本</b> <b>Supply of imaged copies of land records</b>			
(a) 在柜位索取 <b>Over the counter</b>			
(i) 不连过大图则 Without oversize plans		15	97
(ii) 附连过大图则 With oversize plans	5		97
(b) 透过网上服务订购 <b>Order via online services</b>			
(i) 亲身领取 Collection in person			
• 不连彩色图则 Without colour plans	1		97
• 附连彩色图则 With colour plans	3		97
• 附连过大图则 With oversize plans	5		97

## 附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
(ii) 邮寄或由传递公司送递 Delivery by post or courier			
• 不连彩色图则 Without colour plans			
— 下午6时前订购 Orders placed before 6 pm	1		97
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 附连彩色图则 With colour plans	3		97
• 附连过大图则 With oversize plans	5		97
<b>4. 提供土地纪录认证本</b> <b>Supply of certified copies of land records</b>			
<b>(a) 在柜位办理</b> <b>Over the counter</b>			
(i) 电脑土地登记册 Computerised land registers		40 <sup>(注2)</sup> (See Note 2)	97
(ii) 不连过大图则的影像副本 Imaged copies without oversize plans		40 <sup>(注2)</sup> (See Note 2)	97
(iii) 附连过大图则的影像副本 Imaged copies with oversize plans	5		97
<b>(b) 透过网上服务订购</b> <b>Order via online services</b>			
(i) 亲身领取 Collection in person			
• 电脑土地登记册 Computerised land registers	1		97
• 影像副本 Imaged copies			
— 不连过大图则 Without oversize plans	3		97
— 附连过大图则 With oversize plans	5		97

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
(ii) 邮寄或由传递公司送递 Delivery by post or courier			
• 电脑土地登记册 Computerised land registers			
— 下午6时前订购 Orders placed before 6 pm	1		97
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 不连过大图则的影像副本 Imaged copies without oversize plans	3		97
• 附连过大图则的影像副本 Imaged copies with oversize plans	5		97
<b>5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)</b>			
(a) 批阅注册摘要日志的申请 Approval of MDB applications	2		98
(b) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98
<b>6. 销售按揭注册摘要月志 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>			
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98
<b>7. 电话查询服务 Telephone enquiry services</b>			
(a) 办公时间收到留言 Voice mail left during office hours		收到留言后60分钟内回覆 Return calls within 60 minutes after receiving the voice mail	93
(b) 非办公时间收到留言 Voice mail left after office hours		下一个工作天 早上10时前回覆 Return calls before 10 am on the next working day	93

## 附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
<b>8. 修订土地登记册资料</b> <b>Amendment of Registered Data</b>			
(a) 一般个案(即根据注册摘要资料更正土地登记册) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		93 <sup>(注3)</sup> (See Note 3)
(b) 复杂个案 Complicated cases	10		92
<b>9. 为再交付注册的中止注册契约办理注册</b> <b>Registration of withheld deeds redelivered for registration</b>	16(a+b)		92
(a) 由收到再交付注册的中止注册契约至根据已注册的契约更新相关土地登记册；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a)12		
(b) 完成影像处理程序并把已注册的契约送回交契人士 Completion of imaging and return of the registered deed to the lodging party	(b)4		
<b>10. 处理建议／投诉</b> <b>Handling of suggestions/complaints</b>	本处会在收到建议或投诉后的十天内答覆。如果不可能在这限期内详尽作覆，也会给予初步回覆。 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.		—

注1： 不包括被中止注册的契约

Note 1: Excluding deeds withheld from registration

注2： 已提高的服务标准

Note 2: Enhanced service standard

注3： 已提高的服务指标

Note 3: Enhanced performance target



**(a) 2012/13年度土地注册处联合常务委员会外界委员**

**Membership (External) of the Land Registry Joint Standing Committee 2012/13**

香港律师会	The Law Society of Hong Kong	梁云生先生	Mr. Vincent LIANG
		林新强先生	Mr. Ambrose LAM
		林月明女士	Ms. Emily LAM
		颜安德先生	Mr. Andy NGAN

**(b) 2012/13年度土地注册处客户联络小组(私营机构)外界委员**

**Membership (External) of the Land Registry Customer Liaison Group (Private Sector) 2012/13**

香港律师会	The Law Society of Hong Kong	区健雯女士	Ms. AU Kin-man
		区曼珍女士	Ms. Stella AU Man-chun
		齐雅安先生	Mr. Alson CHAI
		香淑端女士	Ms. Martha HEUNG Suk-duen
		林敏仪女士	Ms. LAM Man-yee
		马华润先生	Mr. Billy MA Wah-yan
		黄绮薇女士	Ms. Annkie WONG Yee-mei
香港银行公会	The Hong Kong Association of Banks	陈志豪先生	Mr. Andrew CHAN
		高志文女士	Miss KO Chi-man
		刘淑敏女士	Ms. Josephine LAU Shuk-man
		吴克钟先生	Mr. NG Hak-chung
		钱伟伦先生	Mr. Kenneth TSIN Wai-lun
香港会计师公会	Hong Kong Institute of Certified Public Accountants	靳润芳女士	Ms. Helen KUN Yun-fong
		廖美玲女士	Ms. Rhoda LIU Mei-ling
		黄超贤先生	Mr. Frederick WONG Chiu-yin
		王振邦先生	Mr. Alex WONG Chun-bong
香港测量师学会	The Hong Kong Institute of Surveyors	赵锦权先生	Mr. CHIU Kam-kuen
		杨文佳先生	Mr. Gary YEUNG Man-kai
香港地产代理商总会	Hong Kong Real Estate Agencies General Association	谢顺礼先生	Mr. Calvin TSE Shun-lai
香港地产代理专业协会有限公司	Society of Hong Kong Real Estate Agents Limited	植柏辉先生	Mr. Michael CHIK
		欧其华先生	Mr. Auser AU Kee-wah
		黄志民先生	Mr. WONG Chi-man

## 附录II Annex II

### (c) 2012/13年度土地注册处客户联络小组(公营机构)外界委员

#### Membership (External) of the Land Registry Customer Liaison Group (Public Sector) 2012/13

渔农自然护理署	Agriculture, Fisheries and Conservation Department	梁智航先生	Mr. C. H. LEUNG
屋宇署	Buildings Department	吴淦彤先生 潘楚权先生	Mr. K. T. NG Mr. C. K. POON
香港海关	Customs & Excise Department	林妙珠女士	Ms. Philme LAM
律政司	Department of Justice	梁颖欣女士 胡淳禧女士 杨治平先生	Miss Mariana LEUNG Ms. Veronica WOO Mr. Oliver YEUNG
环境保护署	Environmental Protection Department	石永基先生	Mr. W. K. SHEK
食物环境卫生署	Food & Environmental Hygiene Department	邓金晶女士	Ms. K. C. TANG
政府产业署	Government Property Agency	卫永兴先生	Mr. W. H. WAI
民政事务总署	Home Affairs Department	黄汝恒女士	Ms. Anita WONG
香港房屋协会	Hong Kong Housing Society	彭洁怡女士	Ms. Patricia PANG
香港警务处	Hong Kong Police Force	潘以靖女士	Ms. Jane POON
房屋署	Housing Department	何美华女士 何丽云女士 李伦先生	Ms. M. W. HO Ms. L. W. HO Mr. L. LI
廉政公署	Independent Commission Against Corruption	周国雄先生 王纯聪先生	Mr. Terry CHOW Mr. Paul WONG
税务局	Inland Revenue Department	任定伟先生	Mr. T. W. YAM
地政总署	Lands Department	陈淑华女士	Miss Junie CHAN
破产管理署	Official Receiver's Office	张天锡先生 何伟民先生	Mr. Michael CHEUNG Mr. Raymond HO
规划署	Planning Department	陈少云先生 邝润辉先生	Mr. S. W. CHAN Mr. Marino KHONG
差餉物业估价署	Rating and Valuation Department	吕辉仁先生 胡益红女士	Mr. Frank LUI Ms. Helen WU



香港土地注册处营运基金  
The Land Registry Trading Fund Hong Kong

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