



# 2012/13年度 重要事項與未來展望 Highlights of 2012/13 and Future Outlook

2012/13年度重要事項	詳情	未來展望
<b>企業管治</b> <ul style="list-style-type: none"><li>— 超越部門在所有服務承諾中訂定的指標，並把就複雜個案在10個工作天內修訂土地登記冊資料的服務指標由90%提升至92%。</li><li>— 接獲264個客戶表揚、11項建議及20項投訴。</li></ul>	<p>第16頁</p> <p>第18頁</p>	<ul style="list-style-type: none"><li>— 在2013年4月推行就在櫃位辦理提供土地紀錄認證本，以及一般個案修訂土地登記冊資料的已提升服務指標。</li><li>— 持續聽取客戶意見，致力提升本處服務的質素和效率。</li></ul>
<b>企業社會責任</b> <ul style="list-style-type: none"><li>— 參與各種不同的社區計劃及活動、為員工提供安全及健康的工作環境，以及支持環保創議。</li><li>— 為新高中課程的通識教育科製作一套介紹香港土地註冊制度的雙語教材。</li></ul>	<p>第26、28、30頁</p> <p>第30頁</p>	<ul style="list-style-type: none"><li>— 繼續參與社區服務，以履行服務社會的承諾。</li><li>— 在2013年下半年設立網上資源中心，提供互動式的自學活動。</li></ul>

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### 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>

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<b>服務及運作</b>		
— 土地文件的註冊量較2011/12年度增加4.5%。	第32頁	— 繼續提供方便及高效率的註冊服務。
— 「綜合註冊資訊系統」網上服務新增了57個登記用戶，戶口總數增至1,026個。	第40頁	— 致力令「綜合註冊資訊系統」網上服務更方便易用，以切合客戶的需要。
— 在本處網站推出新版的街道索引及新界地段／地址對照表，供公眾免費網上瀏覽。	第40頁	— 每年均製作更新的版本。
— 在互動話音系統新增接駁至個別支援服務小組輪候次序服務。	第46頁	— 繼續尋求如何進一步提升服務。
— 榮獲2012年「申訴專員嘉許獎」— 公職人員獎、2012年「國際Galaxy大獎」— 金獎(年報 — 政府機構組別)，以及香港管理專業協會2012年「最佳年報獎」— 優異獎。	第46頁	— 繼續提供優質的服務。
— 推出電子註冊摘要表格的加強版。	第48頁	— 留意客戶的回應，以期進一步提升服務。
<b>業權註冊</b>		
— 就「兩階段轉換機制」建議方案與主要持份者進行討論，及因應主要持份者所關注的事項對該方案作出修訂。	第50頁	— 擬制修訂方案，並就《土地業權條例》的修訂進行公眾諮詢。

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

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<b>人力資源管理</b> <ul style="list-style-type: none"> <li>落實2012/13年度部門培訓計劃，並已按照計劃舉辦培訓課程。</li> </ul>	第52、54頁	<ul style="list-style-type: none"> <li>推行2013/14年度部門培訓計劃，並按照計劃舉辦培訓課程。</li> </ul>
<b>資訊科技管理</b> <ul style="list-style-type: none"> <li>為「綜合註冊資訊系統」網上服務推出數項重大提升。</li> </ul>	第60頁	<ul style="list-style-type: none"> <li>繼續提升「綜合註冊資訊系統」網上服務，以迎合客戶的需要；及研究提供該項服務流動版的可行性。</li> </ul>
<ul style="list-style-type: none"> <li>提升土地註冊處的網頁，以符合萬維網聯盟的《無障礙網頁內容指引》2.0版的AA級別標準。</li> </ul>	第62頁	<ul style="list-style-type: none"> <li>跟從政府的無障礙網頁標準。</li> </ul>
<ul style="list-style-type: none"> <li>推行妥善措施，確保資訊科技系統的安全性，並繼續提高員工的資訊科技保安意識。</li> </ul>	第62頁	<ul style="list-style-type: none"> <li>確保遵行政府的資訊科技保安要求，以及採用資訊科技保安的最佳守則。</li> </ul>
<b>財政管理</b> <ul style="list-style-type: none"> <li>2012/13年度錄得34%的固定資產回報率。</li> </ul>	第64頁	<ul style="list-style-type: none"> <li>致力達致由財政司司長釐定的固定資產回報。</li> </ul>

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<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>