



企業管治

Corporate Governance

管治架構

本處以問責、誠信及透明度為基石，透過制定的服務標準，力求達致最佳的企業管治水平。

問責

本處須分別向發展局和財經事務及庫務局負責及匯報部門的業績和財務表現。我們每年會向兩個決策局呈交中期企業計劃暨年度業務計劃，以供批核。企業計劃訂定本處未來五年的發展綱領，而業務計劃則作為評核本處每年業績的基準。我們定期與發展局開會，以檢討業務表現。發展局亦會為我們的工作給予政策指引。此外，我們亦與負責監督本處財務表現的財經事務及庫務局定期聯繫。

誠信

根據《營運基金條例》(第430章)，本處可自主進行資本投資及運用資源，以靈活回應服務需求及提高營運效率。在靈活自主的基礎下，我們執行職務時須履行恪守誠信的責任。本處全體人員均須遵守部門指引及相關的政府規則和規章，以妥善履行日常職責。土地註冊處經理是本處的誠信事務主任，負責監督部門的誠信管理事宜。本處除為員工舉辦有關的培訓課程及工作坊外，亦會定期公布及傳閱有關誠信管理的指引和通告，以提升員工對誠信管理的認知。

GOVERNANCE FRAMEWORK

The Land Registry strives to achieve the best in corporate governance. To this end, we have established performance standards based on the cornerstones of accountability, integrity and transparency.

Accountability

The Land Registry is accountable to the Development Bureau and the Financial Services and the Treasury Bureau 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

本處奉行以高透明度運作的原則。根據《營運基金條例》，我們每年須呈交營運基金的年報連同經審計署署長審核的財務報表予立法會省覽。為讓公眾知悉部門業務和物業市場的情況，我們每月會發表土地註冊和查冊的統計數據。

此外，我們透過定期舉行的客戶聯絡小組會議，與私營及公營機構的客戶保持緊密聯繫。由土地註冊處處長擔任主席的《土地業權條例》督導委員會是一個重要渠道，讓主要持份者共同商議關於《土地業權條例》修訂的主要事宜。

服務承諾

本處自1993年每年均會檢討「服務承諾」，以貫徹我們持續提升服務質素和效率的方針。在2012/13年度，我們超越了所有在服務承諾中訂定的指標，並提升了一些指標。值得一提的是，我們把達到就複雜個案修訂土地登記冊資料的服務標準的百分比由90%提高至92%。附件I(a)列出本處於年內的服務承諾和表現。

為進一步提升本處來年的服務，我們會在2013年4月提升在櫃位辦理提供土地紀錄認證本，以及就一般個案修訂土地登記冊資料的服務指標。2013/14年度的新服務承諾見附件I(b)。



Transparency

The Land Registry's operation is also guided by the principle of transparency. As provided under the Trading Funds Ordinance, the Trading Fund's annual report together with the financial statements audited by the Director of Audit are required to be tabled in the Legislative Council each year. To help keep the public 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

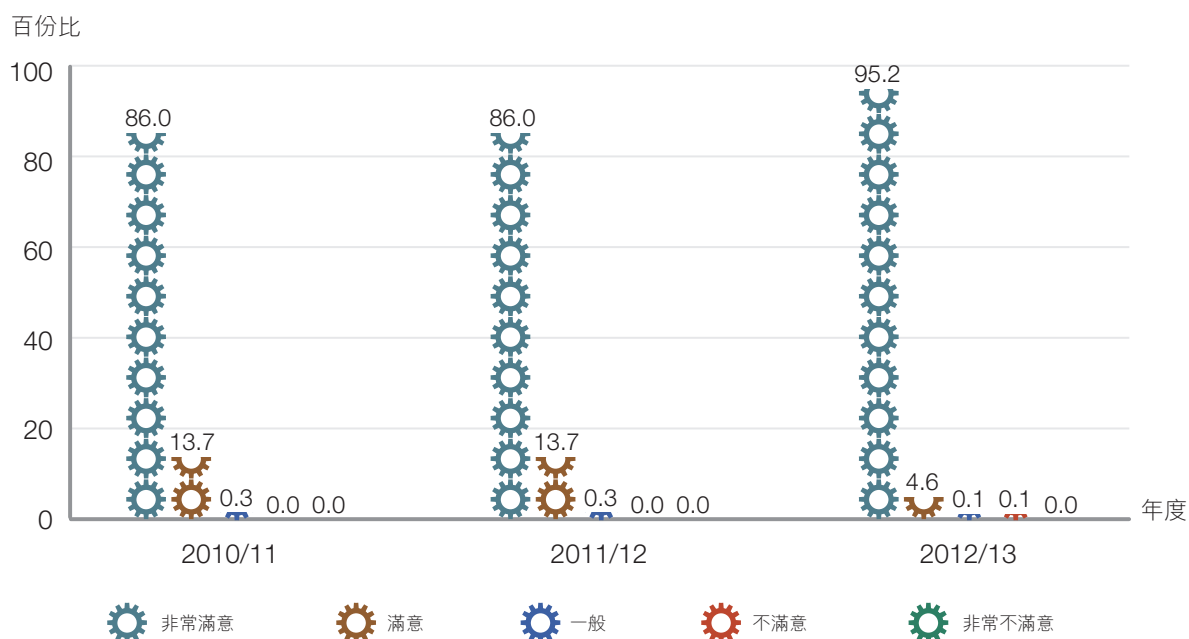
As part of our continuing commitment to improving the quality and efficiency of services, we have been conducting review of our performance pledges annually since 1993. In 2012/13, we exceeded all the targets set in our performance pledges and enhanced some of the targets. In particular, we enhanced 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).

客戶意見

在2012/13年度，本處透過客戶服務熱線、部門網頁、客戶意見卡、來信和電郵等不同渠道接獲264個客戶表揚及11項建議。

客戶滿意程度

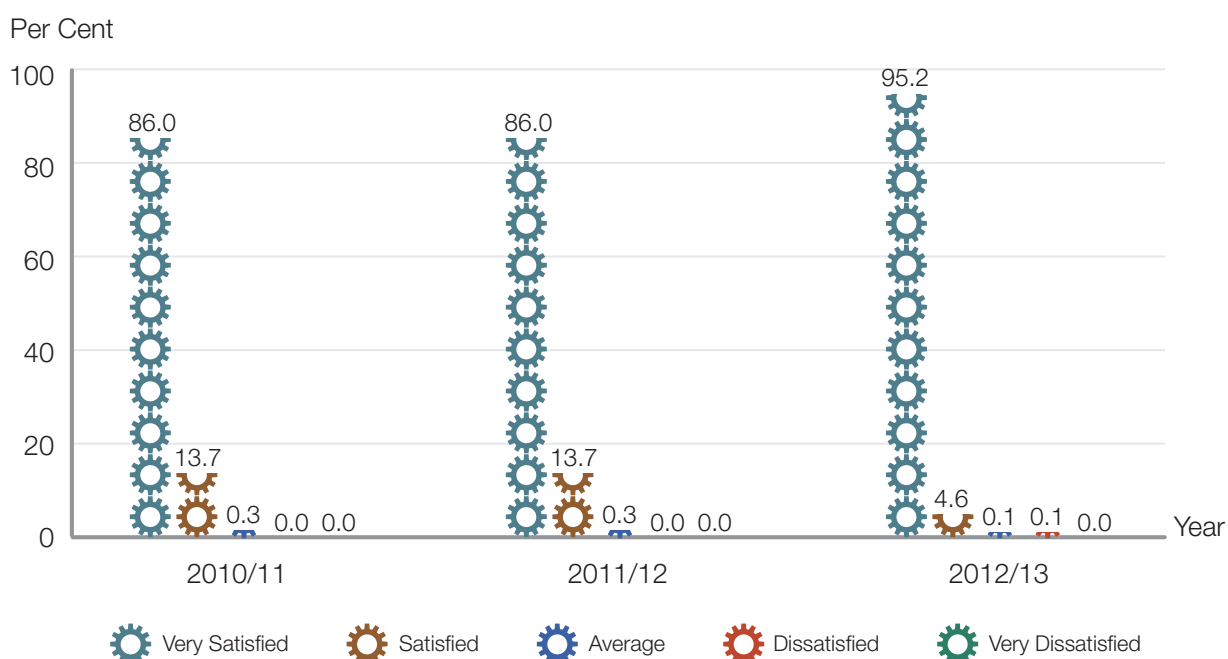


此外，我們亦收到由本處接獲或是經由其他政府部門或立法會秘書處轉介的20項投訴。所有建議和投訴均已獲迅速回應及圓滿處理。

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.

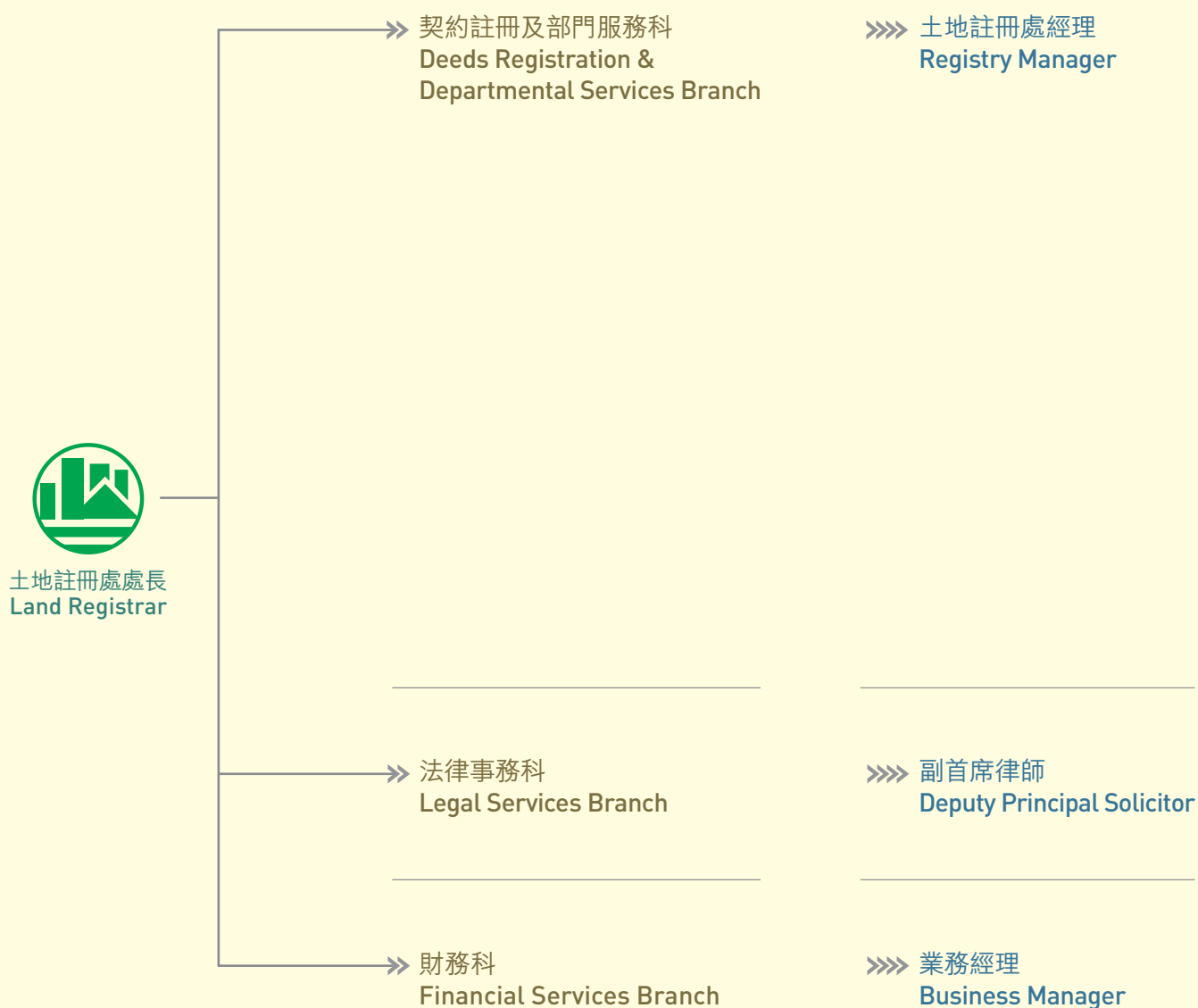
Customer Satisfaction Rate



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.

架構及管理
STRUCTURE AND MANAGEMENT

土地註冊處組織架構圖(截至2013年3月31日)
Organisation Chart of the Land Registry (as at 31 March 2013)



- »»» 常務部
General Support
Services Division
- »»» 管理及客戶服務部
Management & Customer
Services Division
- »»» 查冊及部門服務部
Search & Departmental
Services Division
- »»» 註冊服務部
Registration Services Division
- »»» 資訊科技管理部
Information Technology
Management Division
- »»» 業權註冊執行部
Title Registration
Operation Division

-
- »»» 法律事務部
Legal Services Division

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- »»» 財務部
Financial Services Division
 - »»» 項目發展部
Project Development Division

- »»» 部門主任秘書
Departmental Secretary
- »»» 副土地註冊處經理（管理及客戶服務）
Deputy Registry Manager/
Management & Customer Services
- »»» 副土地註冊處經理（查冊及部門服務）
Deputy Registry Manager/Search &
Departmental Services
- »»» 副土地註冊處經理（註冊服務）
Deputy Registry Manager/
Registration Services
- »»» 高級系統經理
Senior Systems Managers
- »»» 副土地註冊處經理／總行政主任（業權註冊）
Deputy Registry Managers/
Chief Executive Officer (Title Registration)

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- »»» 高級律師
Senior Solicitors

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- »»» 副業務經理
Deputy Business Manager

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

管理架構

- 土地註冊處由土地註冊處處長領導，下設三個科，分別由首長級人員主管。
- 土地註冊主任職系人員是土地註冊處的骨幹人員，負責監督各項營運職能及提供公共服務。
- 法律、財務和資訊科技的專業人員及一般職系人員則為土地註冊處提供支援。

分科和分部

契約註冊及部門服務科

註冊服務部

- 按照《土地註冊條例》(第128章)為影響土地的文件提供註冊服務。

查冊及部門服務部

- 提供查冊服務、處理業主立案法團的註冊申請，以及向政府部門提供業權報告。



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.

管理及客戶服務部

- 管理和發展土地註冊主任職系；策劃及提供客戶服務並回應客戶需要；以及透過培訓及發展課程發展人力資源，以配合土地註冊處的業務需要。

業權註冊執行部

- 為業權註冊制定運作流程、程序及表格，以及籌劃和推行有關宣傳及教育計劃。
- 為實施業權註冊制度的準備工作提供行政支援，並為與《土地業權條例》相關的主要委員會提供秘書支援服務。

資訊科技管理部

- 策劃及管理資訊科技系統及服務(包括「綜合註冊資訊系統」)；開發電腦系統，以支援業權註冊制度及其他新計劃；並為部門提供資訊科技支援。

常務部

- 籌劃、管理和檢討人力資源、辦公室設施和行政制度，並為部門提供一般支援服務。

法律事務科

法律事務部

- 就《土地註冊條例》及部門的工作提供法律意見及支援服務。
- 就實施《土地業權條例》的準備工作提供法律意見及支援服務；檢討《土地業權條例》以及擬備《土地業權(修訂)條例草案》。

財務科

財務部

- 擬備和管控財政預算、管理財務會計、評估成本及各項收費、檢討會計程序及財務制度；以及負責部門的物料供應事宜。

項目發展部

- 策劃及推行新措施，以提升部門服務。

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.