

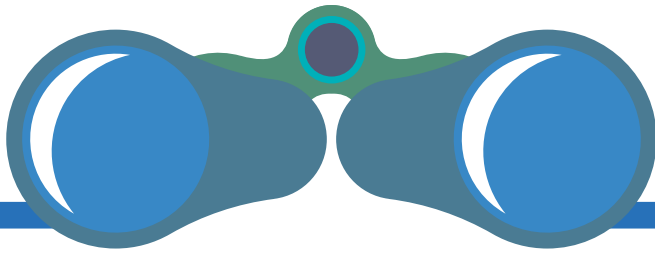
2013/14 年度 重要事项与未来展望

Highlights of 2013/14 and Future Outlook

2013/14 年度重要事项	详情	未来展望
<p>企业管治</p> <ul style="list-style-type: none"> 超越部门在服务承诺中订定的所有指标，并把在柜位办理提供土地纪录认证本的服务指标由50分钟缩减至40分钟，以及把在3个工作日内就一般个案修订土地登记册资料的服务指标由92%提升至93%。 接获367个客户表扬、3项建议及14项投诉。 	<p>第16页</p> <p>第16页</p>	<ul style="list-style-type: none"> 按订定的服务指标以实行和监察表现。 持续听取客户意见，致力提升本处服务的质素和效率。
<p>企业社会责任</p> <ul style="list-style-type: none"> 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。 为新高中课程下的通识教育科制作一个介绍香港土地注册制度的网上版教材套。 	<p>第24、26、28页</p> <p>第28页</p>	<ul style="list-style-type: none"> 继续参与社区服务，以履行服务社会的承诺。 继续举办公众教育活动，令公众进一步了解本处的服务及香港土地注册制度的发展情况。



Highlights of 2013/14	More information	Future outlook
<p>Corporate Governance</p> <ul style="list-style-type: none"> Exceeded all targets set in our performance pledges and enhanced the targets for supply of certified copies of land records over the counter from 50 minutes to 40 minutes and amendment of registered data for simple cases within 3 working days from 92% to 93%. Received 367 commendations, 3 suggestions and 14 complaints. 	<p>P.17</p> <p>P.17</p>	<ul style="list-style-type: none"> To implement and monitor performance against the set targets. To continue to gauge customer feedback and sustain our efforts to further improve the quality and efficiency of our services.
<p>Corporate Social Responsibility</p> <ul style="list-style-type: none"> Participated in various community programmes and activities; provided a safe and healthy work environment for staff and supported environmentally friendly initiatives. Produced an online version of the teaching kit on land registration in Hong Kong for the Liberal Studies subject under the New Senior Secondary curriculum. 	<p>P.25, 27, 29</p> <p>P.29</p>	<ul style="list-style-type: none"> To continue to participate in community services and serve the community with commitment. To continue with our public education activities to enhance public understanding of our services and the development of the land registration system in Hong Kong.



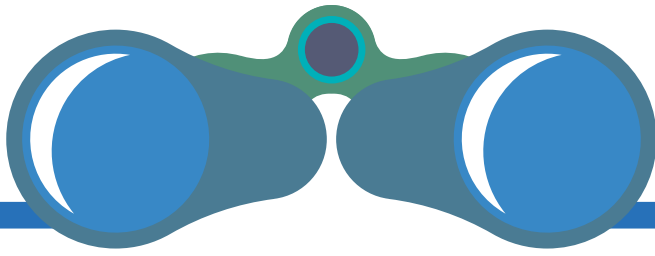
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2013/14 年度重要事项	详情	未来展望
<p>服务及运作</p> <ul style="list-style-type: none"> 土地文件的注册量较2012/13年度减少29.1%。 「综合注册资讯系统」网上服务新增了58个登记用户，户口总数达1,084个。 在本处网站推出新版的街道索引及新界地段／地址对照表，供公众免费网上浏览。 荣获2013年「申诉专员嘉许奖」— 公职人员奖、ERB人才企业嘉许、2013年「国际年报比赛大奖」荣誉奖，以及香港管理专业协会2013年「最佳年报奖」— 优异奖。 	<p>第30页</p> <p>第38页</p> <p>第38页</p> <p>第46、48页</p>	<ul style="list-style-type: none"> 继续提供方便及高效率的注册服务。 继续令「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。 每年均制作更新的版本。 继续提供优质的服务。
<p>业权注册</p> <ul style="list-style-type: none"> 进一步修订「两阶段转换机制」，并与主要持份者进行讨论，以回应他们所关注的事宜。 	<p>第52页</p>	<ul style="list-style-type: none"> 修订更正、弥偿及转换事宜的安排／方案，并于适当时候就《土地业权条例》（第585章）的修订建议进行公众咨询。



Highlights of 2013/14	More information	Future outlook
<p>Services and Operations</p> <ul style="list-style-type: none"> Registration of land documents decreased by 29.1% as compared with 2012/13. The number of subscribers for Integrated Registration Information System (IRIS) Online Services reached 1,084 with 58 new customers. 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. Received The Ombudsman's Awards 2013 for Officers of Public Organisations, ERB Manpower Developer Award, Honours award in the International ARC Awards 2013 and Honourable Mention in the Hong Kong Management Association Best Annual Reports Awards 2013 	<p>P.31</p> <p>P.39</p> <p>P.39</p> <p>P.47, 49</p>	<ul style="list-style-type: none"> To continue to provide customer friendly and efficient registration services. To keep on enhancing the user-friendliness of IRIS Online Services to meet customers' needs. To produce updated versions annually. To continue to deliver quality services.
<p>Title Registration</p> <ul style="list-style-type: none"> Further developed the Two-Stage Conversion Mechanism and held discussions with major stakeholders to address their concerns. 	<p>P.53</p>	<ul style="list-style-type: none"> To develop revised arrangements/options for rectification, indemnity and conversion and to launch a public consultation exercise on the proposed amendments to the Land Titles Ordinance (Cap. 585) (LTO) in due course.



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人力资源管理 <ul style="list-style-type: none">落实2013/14年度部门培训计划，并已按照计划举办培训课程。	第54、56、58页	<ul style="list-style-type: none">推行2014/15年度部门培训计划，并按照计划举办培训课程。
资讯科技管理 <ul style="list-style-type: none">为「综合注册资讯系统」网上服务推出数项重大提升。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。	第64页 第66页	<ul style="list-style-type: none">推出「综合注册资讯系统」网上服务的流动版，并进一步提升服务，以迎合客户的需要。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。
财政管理 <ul style="list-style-type: none">2013/14年度录得15.8%的固定资产回报率。	第68页	<ul style="list-style-type: none">严谨控制成本，并因应业务的波动灵活调配人手。



Highlights of 2013/14	More information	Future outlook
<p>Human Resources Management</p> <ul style="list-style-type: none"> Implemented departmental Training Plan 2013/14 and organised training programmes according to the Plan. 	P.55, 57, 59	<ul style="list-style-type: none"> To implement Training Plan 2014/15 and organise training programmes according to the Plan.
<p>IT Management</p> <ul style="list-style-type: none"> Implemented several major enhancements to the IRIS Online Services. Put in place measures to ensure the security of IT systems and continued to raise staff awareness of IT security. 	<p>P.65</p> <p>P.67</p>	<ul style="list-style-type: none"> To launch a mobile version of the IRIS Online Services and to further enhance services to meet customers' needs. To ensure compliance with the Government's IT security requirements and adopt the best practices in IT security.
<p>Financial Management</p> <ul style="list-style-type: none"> The rate of return on fixed assets was 15.8% in 2013/14. 	P.69	<ul style="list-style-type: none"> To exercise strict control on costs and to deploy staff flexibly taking into account fluctuations in business volume.