

# 2013/14 年度 重要事項與未來展望 Highlights of 2013/14 and Future Outlook

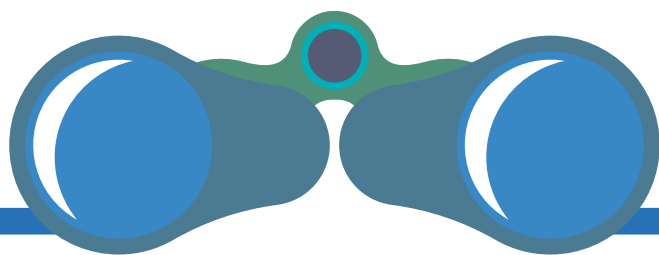
| 2013/14 年度重要事項                                                                                                                                                                             | 詳情                            | 未來展望                                                                                                                    |
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| <b>企業管治</b> <ul style="list-style-type: none"> <li>超越部門在服務承諾中訂定的所有指標，並把在櫃位辦理提供土地紀錄認證本的服務指標由50分鐘縮減至40分鐘，以及把在3個工作天內就一般個案修訂土地登記冊資料的服務指標由92%提升至93%。</li> <li>接獲367個客戶表揚、3項建議及14項投訴。</li> </ul> | <p>第16頁</p> <p>第16頁</p>       | <ul style="list-style-type: none"> <li>按訂定的服務指標以實行和監察表現。</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，以及支持環保倡議。</li> <li>為新高中課程下的通識教育科製作一個介紹香港土地註冊制度的網上版教材套。</li> </ul>                                      | <p>第24、26、28頁</p> <p>第28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>繼續舉辦公眾教育活動，令公眾進一步了解本處的服務及香港土地註冊制度的發展情況。</li> </ul> |

## 2013/14 年度重要事項與未來展望

### Highlights of 2013/14 and Future Outlook



| Highlights of 2013/14                                                                                                                                                                                                                                                                                                                                                                                                                 | More information                | Future outlook                                                                                                                                                                                                                                                                                                          |
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| <b>Corporate Governance</b> <ul style="list-style-type: none"> <li>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%.</li> <li>Received 367 commendations, 3 suggestions and 14 complaints.</li> </ul>               | <p>P.17</p> <p>P.17</p>         | <ul style="list-style-type: none"> <li>To implement and monitor performance against the set targets.</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 an online version of the teaching kit on land registration in Hong Kong for the Liberal Studies subject under the New Senior Secondary curriculum.</li> </ul> | <p>P.25, 27, 29</p> <p>P.29</p> | <ul style="list-style-type: none"> <li>To continue to participate in community services and serve the community with commitment.</li> <li>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.</li> </ul> |

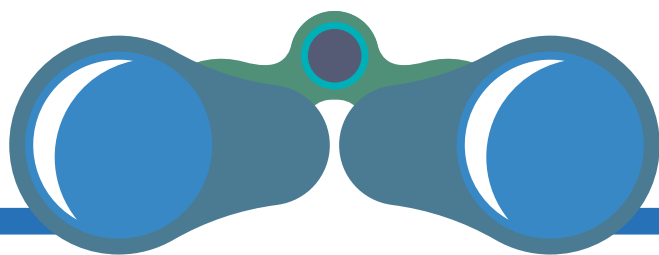


## 2013/14 年度重要事項與 未來展望 Highlights of 2013/14 and Future Outlook

| 2013/14 年度重要事項                                                                                                                                                                                                                                                                    | 詳情                                                 | 未來展望                                                                                                                                                  |
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| <b>服務及運作</b> <ul style="list-style-type: none"> <li>土地文件的註冊量較2012/13年度減少29.1%。</li> <li>「綜合註冊資訊系統」網上服務新增了58個登記用戶，戶口總數達1,084個。</li> <li>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。</li> <li>榮獲2013年「申訴專員嘉許獎」— 公職人員獎、ERB人才企業嘉許、2013年「國際年報比賽大獎」榮譽獎，以及香港管理專業協會2013年「最佳年報獎」— 優異獎。</li> </ul> | <p>第30頁</p> <p>第38頁</p> <p>第38頁</p> <p>第46、48頁</p> | <ul style="list-style-type: none"> <li>繼續提供方便及高效率的註冊服務。</li> <li>繼續令「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。</li> <li>每年均製作更新的版本。</li> <li>繼續提供優質的服務。</li> </ul> |
| <b>業權註冊</b> <ul style="list-style-type: none"> <li>進一步修訂「兩階段轉換機制」，並與主要持份者進行討論，以回應他們所關注的事宜。</li> </ul>                                                                                                                                                                             | <p>第52頁</p>                                        | <ul style="list-style-type: none"> <li>修訂更正、彌償及轉換事宜的安排／方案，並於適當時候就《土地業權條例》（第585章）的修訂建議進行公眾諮詢。</li> </ul>                                               |



| Highlights of 2013/14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | More information                                    | Future outlook                                                                                                                                                                                                                                                                                                                         |
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| <b>Services and Operations</b> <ul style="list-style-type: none"> <li>Registration of land documents decreased by 29.1% as compared with 2012/13.</li> <li>The number of subscribers for Integrated Registration Information System (IRIS) Online Services reached 1,084 with 58 new customers.</li> <li>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.</li> <li>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</li> </ul> | <p>P.31</p> <p>P.39</p> <p>P.39</p> <p>P.47, 49</p> | <ul style="list-style-type: none"> <li>To continue to provide customer friendly and efficient registration services.</li> <li>To keep on enhancing the user-friendliness of IRIS Online Services to meet customers' needs.</li> <li>To produce updated versions annually.</li> <li>To continue to deliver quality services.</li> </ul> |
| <b>Title Registration</b> <ul style="list-style-type: none"> <li>Further developed the Two-Stage Conversion Mechanism and held discussions with major stakeholders to address their concerns.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>P.53</p>                                         | <ul style="list-style-type: none"> <li>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.</li> </ul>                                                             |



## 2013/14 年度重要事項與 未來展望 Highlights of 2013/14 and Future Outlook

| 2013/14 年度重要事項                                                                                                                          | 詳情                   | 未來展望                                                                                                                                |
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| <b>人力資源管理</b> <ul style="list-style-type: none"> <li>落實 2013/14 年度部門培訓計劃，並已按照計劃舉辦培訓課程。</li> </ul>                                       | 第 54、56、58 頁         | <ul style="list-style-type: none"> <li>推行 2014/15 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> <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 64 頁<br><br>第 66 頁 | <ul style="list-style-type: none"> <li>推出「綜合註冊資訊系統」網上服務的流動版，並進一步提升服務，以迎合客戶的需要。</li> <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>2013/14 年度錄得 15.8% 的固定資產回報率。</li> </ul>                                              | 第 68 頁               | <ul style="list-style-type: none"> <li>嚴謹控制成本，並因應業務的波動靈活調配人手。</li> </ul>                                                            |



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