

Corporate

# GOVERNANCE

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责任。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 (DEVB) and the Financial Services and the Treasury Bureau (FSTB) 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 DEVB to review our business performance. The DEVB also provides policy steer for our work. In addition, we maintain regular liaison with the FSTB, which monitors our financial performance.

## Integrity

Under the Trading Funds Ordinance (Cap. 430) (TFO), 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 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。

### 服務承諾

本處自從於1993年成立營運基金後，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2016/17年度，我們超越了在服務承諾中訂定的所有指標，更把電話查詢的服務指標由93%提升至94%。附錄I(a)列出本處於年內的服務承諾和表現。

來年，我們會就提供土地紀錄的認證副本和電話查詢提升服務標準。本處於2017/18年度的新服務承諾見附錄I(b)。

### Transparency

The Land Registry's operation is also guided by the principle of transparency. As provided under the TFO, the Trading Fund's annual report together with the financial statements audited by the Director of Audit is 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.

### 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 the establishment of the Trading Fund in 1993. In 2016/17, we exceeded all the targets set in our performance pledges. In particular, we enhanced the performance target for telephone enquiry services from 93% to 94%. Annex I (a) sets out the pledges and our performance for the year.

In the coming year, we will implement enhanced service standards for supply of certified copies of land records and telephone enquiry service. The new set of performance pledges for 2017/18 is at Annex I (b).



## 客戶意見

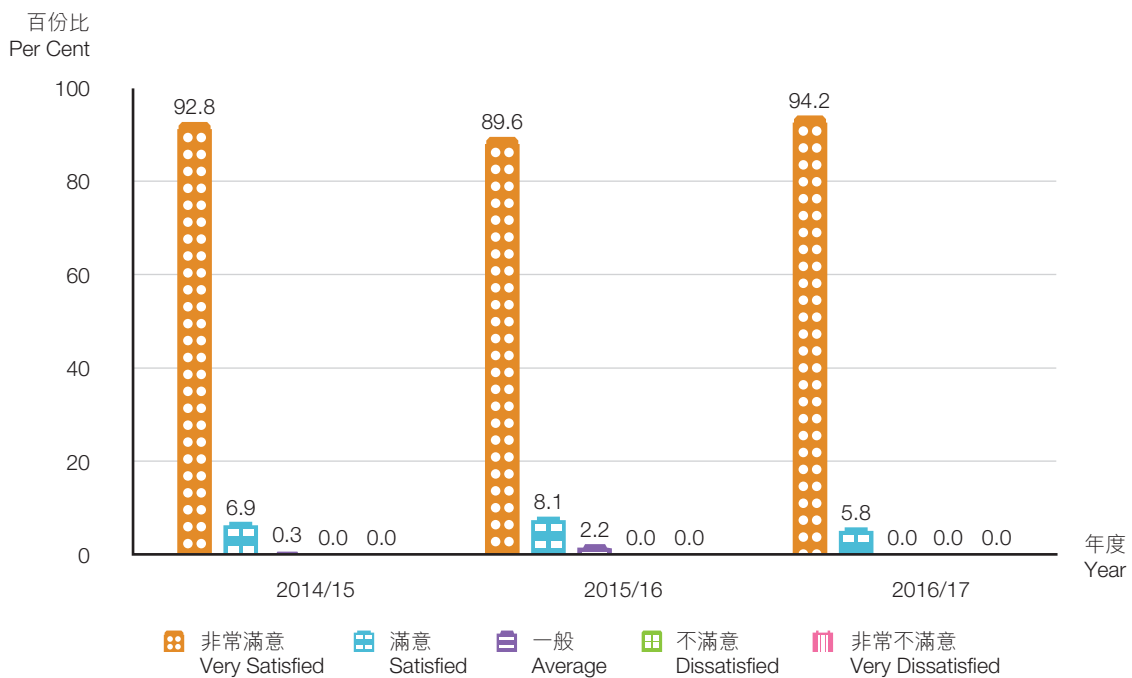
在2016/17年度，本處透過客戶服務熱線、部門網頁、客戶意見卡、來信和電郵等不同渠道接獲30個客戶表揚及11項建議。

## Customer Feedback

In 2016/17, the Land Registry received 30 commendations and 11 suggestions through various channels, including our customer service hotline, the Land Registry's homepage, comment cards, letters and emails.

## 客戶滿意程度

### Customer Satisfaction Rate



註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

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

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25項投訴。所有建議和投訴均已獲迅速回應及圓滿處理。

There were also 25 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.