

# Corporate **GOVERNANCE** 企业管治



## 管治架构

本处以问责、诚信及透明度为基石，透过制定的服务标准，力求达致最佳的企业管治水平。

### 问责

本处须分别向发展局和财经事务及库务局负责及汇报部门的业绩和财务表现。我们每年会向两个决策局呈交中期企业计划暨年度业务计划，以供批核。企业计划订定本处未来五年的发展纲领，而业务计划则作为评核本处每年业绩的基准。我们定期与发展局开会，以检讨业务表现。发展局亦会我们的工作给予政策指引。此外，我们与负责监督本处财务表现的财经事务及库务局定期联系。

### 诚信

根据《营运基金条例》(第430章)，本处可自主进行资本投资及运用资源，以灵活回应服务需求及提高营运效率。在灵活自主的基础下，我们执行职务时须履行恪守诚信的责任。本处全体人员均须遵守部门指引及相关的政府规则和规章，以妥善履行日常职责。土地注册处经理是本处的诚信事务主任，负责监督部门的诚信管理事宜。本处除为员工举办有关的培训课程及工作坊外，亦会定期公布及传阅有关诚信管理的指引和通告，以提升员工对诚信管理的认知。

## Governance Framework

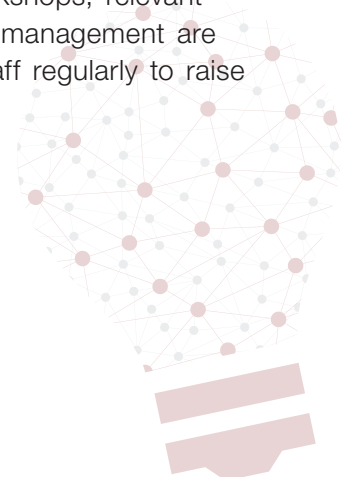
The Land Registry strives to achieve the best in corporate governance. To this end, we have established performance standards based on the cornerstones of accountability, integrity and transparency.

### 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

本处奉行以高透明度运作的原则。根据《营运基金条例》，我们每年须呈交营运基金的年报连同经审计署署长审核的财务报表予立法会省览。为让公众知悉部门业务和物业市场的情况，我们每月会发表土地注册和查册的统计数据。

此外，我们透过定期举行的客户联络小组会议，与私营及公营机构的客户保持紧密联系。

## 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.

## 服务承诺

本处自从于1993年成立营运基金后，每年均会检讨「服务承诺」，以贯彻我们持续提升服务质素和效率的方针。在2018/19年度，我们超越了在服务承诺中订定的所有指标，更把修订土地登记册一般个案和复杂个案资料的服务指标分别由93%及92%提升至94%及93%。附件I (a)列出本处于年内的服务承诺和表现。

在2019/20年度，我们会首次就办理业主立案法团注册和提供业主立案法团纪录副本订定服务承诺。本处于2019/20年度的新服务承诺见附件I (b)。

## 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 2018/19, we exceeded all the targets set in our performance pledges. In particular, we enhanced the performance targets for amendments of registered data of simple cases and complicated cases from 93% and 92% to 94% and 93% respectively. Annex I (a) sets out the pledges and our performance for the year.

In 2019/20, we will launch new performance pledges for owners' corporation (OC) services regarding the registration of OC and supply of copies of OC records. The new set of performance pledges for 2019/20 is at Annex I (b).



## 客户意见

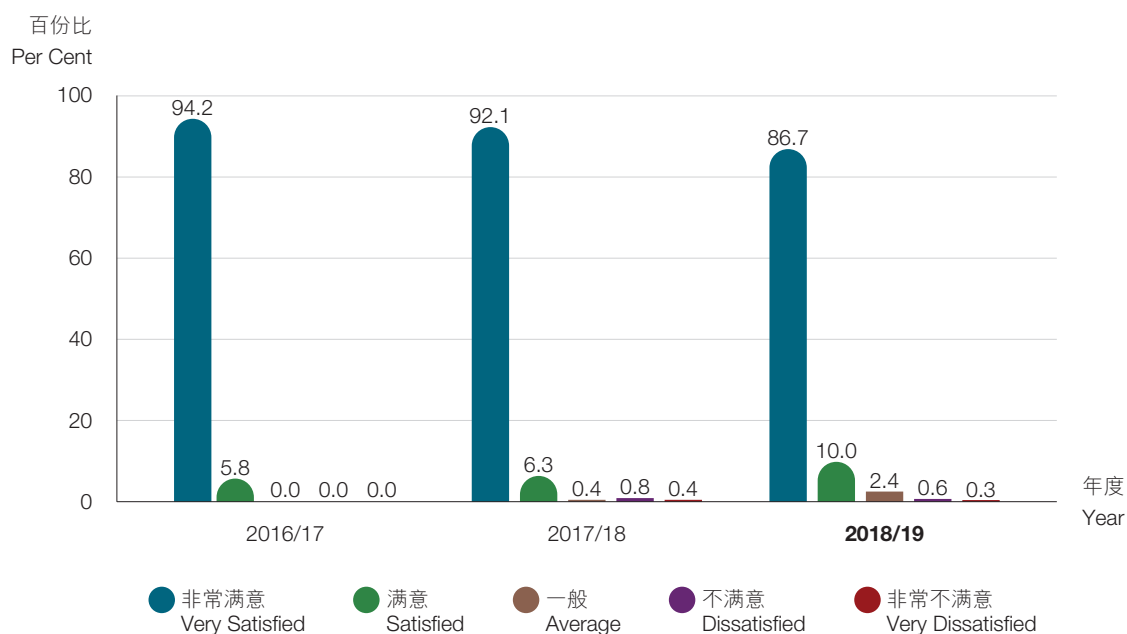
在2018/19年度，本处透过客户服务热线、部门网站、客户意见卡、来信和电邮等不同渠道接获57个客户表扬及七项建议。

## Customer Feedback

In 2018/19, the Land Registry received 57 commendations and seven suggestions through various channels, including our customer service hotline, the Land Registry website, comment cards, letters and emails.

## 客户满意程度

### Customer Satisfaction Rate



注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

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

此外，我们亦收到由本处接获或是经由其他政府部门转介的34项投诉。所有建议和投诉均已获迅速回应及圆满处理。

There were also 34 complaints received by us or referred to us by other Government offices. All the suggestions and complaints were promptly addressed and fully responded to.

