



香港土地注册处营运基金

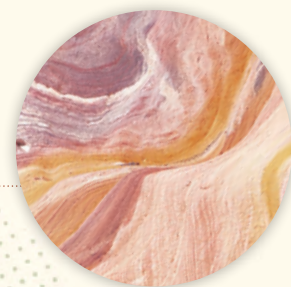
The Land Registry Trading Fund Hong Kong

支持公开市场
保障市民财产

SECURING your
PROPERTY
Supporting an
OPEN MARKET

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年报设计概念

古人认为世界由四大元素——土、风、水及火组成。一般来说，土象征务实、稳重；风象征创新、动力；水象征灵活、变通；火象征主动、热情。这四大元素正代表土地注册处秉承的四种信念，分别是持平守正、追求卓越、诚挚尊重及积极学习。封面运用四大元素的颜色和抽象的板块环环相扣，带出土地注册处抱着该四种信念，为大众提供优质的土地注册和查册服务，及培育关爱的社区文化。

Design concept of the annual report

The ancients believed that the world were made up of four elements – earth, wind, water and fire. Generally speaking, earth symbolises pragmatism and prudence; wind represents innovation and energy; water means flexibility and adaptability; and fire stands for proactivity and passion. These four elements echo the four core values of the Land Registry, i.e. integrity, excellence, respect and learning. These values are symbolised in the cover design, interlinking abstract patterns with the colours of four elements, which brings out the commitment of the Land Registry to upholding its four core values in providing high quality land registration and search services to the public as well as fostering a caring culture in the society.

2018/19年度重要事项 HIGHLIGHTS OF 2018/19

财务管理 FINANCIAL MANAGEMENT



收入：
Revenue:

\$514.5 百万元
million



营运成本：
Operating costs:

\$418.7 百万元
million



盈利：
Profit:

\$134 百万元
million



固定资产回报率：
Rate of return on
fixed assets:

34.1%



优化为业主提供的电子提示服务并易名为「物业把关易」
Enhanced e-Alert Service for property owners and renamed it as "Property Alert"



供认可机构订购的电子提示服务
推出第一阶段的电子渠道项目
Launched Phase one of e-Channel of e-Alert Service for Authorized Institutions

服务及运作 SERVICES AND OPERATIONS



递交注册的土地文件数目：
No. of land documents
delivered for registration:

503,511



「综合注册资讯系统」
网上服务使用率：
Usage of IRIS Online Services:

93%



《街道索引》及《新界地段／
地址对照表》网上版浏览次数：
No. of visits to online versions of
the Street Index and New Territories
Lot/Address Cross Reference Table:

26,380 &
87,001



接待访客及参与经验分享会人数：
No. of visitors received and participants
of experience sharing sessions:

227



查阅土地登记册次数：
No. of searches of land
registers:

5,612,225



提供土地纪录的影像处理
副本及影印本数目：
No. of imaged copies
and photocopies of land
records supplied:

827,943



电子注册摘要表格使用率：
Usage of e-Memorial Form:

>70%



推出两款加强版电子
注册摘要表格
Launched two enhanced versions
of e-Memorial Form



业主立案法团注册数目：
No. of owners' corporations
registered:

228

工作成果 ACHIEVEMENTS



2018年
「申诉专员嘉许奖」
The Ombudsman's
Awards 2018



「ERB人才企业嘉许计划」
ERB Manpower
Developer Award



《土地注册处营运
基金2016/17年报》
荣获三个国际／
本地比赛奖项
Three international/local
competition awards for
the Land Registry
Trading Fund Annual
Report 2016/17



获颁连续十年或以上
「同心展关怀」标志
Award of 10 Years Plus Caring
Organisation Logo



2018/19年度
「无障碍友善企业／机构名单」
List of Barrier-free Companies/
Organisations 2018/19



2017/18年度
「支持母乳喂养奖」
Awards for Breastfeeding
Support 2017/18

企业管治 CORPORATE GOVERNANCE



服务指标：超越部门在服务承诺中
订定的所有指标
Performance targets: Exceeded all
targets set in our performance pledges



建议项目：
No. of suggestions:

7



客户表扬数目：
No. of commendations:

57



投诉项目：
No. of complaints:

34

人力资源管理 HUMAN RESOURCES MANAGEMENT



雇员人数：
No. of employees:

590



培训天数：
No. of training days:

>2,110

企业社会责任 CORPORATE SOCIAL RESPONSIBILITY



义工活动数目：
No. of volunteer activities:

23



慈善活动数目：
No. of charity programmes:

4



接待中学及专上院校学生数目：
No. of secondary and tertiary
students received:

59

资讯科技管理 IT MANAGEMENT



「综合注册资讯系统」
的重大提升项目：
No. of major enhancements
to IRIS:

5



提升土地注册处的网络基础建设
Upgrade of the Land Registry's
network infrastructure

Message from the
LAND REGISTRAR
处长的话



我很高兴向大家提交截至2019年3月31日止财政年度的土地注册处营运基金报告。

本港的物业市道在2018年上半年持续畅旺，但下半年却因中美贸易摩擦、环球股市调整、美国加息影响以至本港利率随之上调，以及其他因素而整固。

与2017/18年度比较，尽管文件注册及查阅土地登记册的总宗数分别轻微减少4.8%及0.6%，本处的收入及盈利分别上升4.9%至5.145亿元及1.6%至1.34亿元，其主要原因是提供土地纪录副本和电子提示服务的业务，以及投资收益有所增加。在2018/19年度，土地注册处营运基金达致34.1%的固定资产回报率。

我们深信部门的业绩能取得成功，主要原因是我们致力为客户提供持续优化的服务。年内，我们超越了在服务承诺中订下的所有指标，并提升了「综合注册资讯系统」网上服务的多项功能。

I am pleased to present the report of the Land Registry Trading Fund for the financial year ending 31 March 2019.

The local property market remained buoyant in the first half of 2018 but underwent a consolidation in the second half amid concerns about the US-Mainland trade conflict, global stock market corrections, US interest rate hikes and subsequent rising local interest rate as well as other factors.

As compared to 2017/18, despite the total number of documents registered and searches of land registers slightly decreased by 4.8% and 0.6% respectively, our revenue and profit registered an increase of 4.9% to \$514.5 million and 1.6% to \$134 million respectively, mainly due to an increase in business volume of copying and e-Alert Services as well as investment income. The Land Registry Trading Fund achieved a financial return on fixed assets of 34.1% in 2018/19.

We believe that a critical factor for the success of our business is our commitment to making continuous service improvement. During the year, we exceeded all the targets set in our performance pledges and implemented various functional enhancements to our IRIS Online Services.

处长的话

MESSAGE FROM THE LAND REGISTRAR

本处于2019年1月把为香港物业业主提供的「电子提示服务」易名为「物业把关易」，并进一步优化该服务。「物业把关易」是业主的好帮手，以相宜的费用便可有助他们及早发现涉及其物业但属意料之外或可疑的文书交付本处注册，以便他们迅速采取跟进行动及／或咨询其律师。优化服务的措施包括可让客户选择一次性订购方式，服务有效期至物业转手为止，免却业主要为服务申请续期。业主除可亲临土地注册处各办事处办理服务申请外，亦可采用邮递方式递交申请。此等优化服务可便利各业主，尤其是长期居于香港境外的人士。

此外，本处自2017年2月起为《银行业条例》(第155章)下的认可机构提供电子提示服务，此项服务深受认可机构欢迎，有助他们更轻松管理按揭贷款的信贷风险。为配合环球电子商贸趋势，并为用户提供更可靠和方便的服务，我们于2019年1月推出第一阶段的电子渠道项目，供认可机构在网上提交服务订单的申请。本处暂定于2020年中旬推出第二阶段的电子渠道项目，把网上提交申请的设施扩展至其他服务申请，并会引入更多用户功能。

Our e-Alert Service for Property Owners was renamed as “Property Alert” service with introduction of service enhancements in January 2019. Property Alert is an affordable smart tool to help property owners detect early unexpected or suspicious instruments delivered for registration against their properties so that they can take prompt follow-up actions and/or consult their lawyers. The service enhancements include the introduction of a new one-off subscription option which remains valid until a change of property ownership. This option obviates the need for property owners to renew subscription periodically. Apart from submitting applications for the Service in person at the Land Registry’s offices, property owners may now also send in applications by post. These service enhancements can benefit all property owners, particularly those staying outside Hong Kong for extended periods of time.

The e-Alert Service introduced for the authorized institutions (AIs) under the Banking Ordinance (Cap. 155) in February 2017 is popular amongst the AIs and enables them to manage their credit risks in mortgage lending at ease. In line with the global trend towards electronic business and to provide greater security and convenience to users, we launched an e-Channel (Phase one) in January 2019 for online submission of applications for subscription of service orders by the AIs. We will continue to add a facility for online submission of other service applications as well as introduce more user functions in Phase two of the e-Channel which is tentatively scheduled to be launched in mid-2020.



除了提升本处的服务外，我们继续与主要持份者紧密磋商，以就先行在新批出的土地实施业权注册制度的方案(即「新土地先行」方案)达成共识，以期尽早在香港引入业权注册。我们已完成就数个具普通法背景的海外司法管辖区在业权注册法例的最新发展及其采用的优良措施的研究工作，并与主要持份者商讨《土地业权条例》(第585章)相关的修订建议。虽然所有主要持份者对「新土地先行」方案均表示支持，但仍有尚待解决的事宜，例如弥偿安排、警告书机制等。我们会继续与主要持份者保持密切联系，以回应他们的关注，并就落实「新土地先行」方案的主要议题取得共识。我们并会继续与他们合作，处理就现有土地和物业转换至业权注册制度的机制下尚未解决的事宜。

尽管本处的业绩受到极不明朗的经济前景所影响，本处仍会继续致力优化服务，并为市民拓展新业务。我想借此机会感谢业务伙伴和客户对本处的鼎力支持，并衷心感谢本处同事持续卓越的工作表现。

张美珠女士，JP
土地注册处处长
土地注册处营运基金总经理

Apart from enhancing our services, we have stepped up with engagement with key stakeholders to achieve consensus on the proposal of implementing Title Registration System (TRS) on newly granted land first ("new land first" proposal) so as to enable early introduction of title registration in Hong Kong. We have also completed a study of the latest developments regarding title registration legislation and good practices adopted in some overseas jurisdictions with common law background and consulted key stakeholders on our proposed pertinent amendments to the Land Titles Ordinance (Cap. 585) (LTO). While all key stakeholders have indicated support for the "new land first" proposal, there are still issues to be resolved like the indemnity arrangements, caution mechanism, etc. We will continue to liaise closely with key stakeholders to address their concerns and reach consensus on the major issues for implementing the "new land first" proposal. We will also continue to work with them to resolve issues regarding the mechanism of converting existing land and properties to the TRS.

Notwithstanding that our business performance is affected by the high uncertainties surrounding the economic prospects, we remain committed to enhancing our services and exploring new business for the public. I would like to take this opportunity to express my gratitude to our partners and customers for their sterling support and sincere thanks to my colleagues for another year of excellent work.

Ms Doris CHEUNG, JP
Land Registrar
General Manager, Land Registry Trading Fund



The Land Registry **AT A GLANCE** 土地注册处概览



土地注册处营运基金

土地注册处于1993年8月成为香港最先以营运基金形式运作的政府部门之一。营运基金是为鼓励聚焦提升服务及回应客户需要而设计的一项公共财政安排。土地注册处处长是土地注册处营运基金的总经理。

在营运基金模式下，土地注册处仍是一个公营机构，但要自行管理财政，收入来自其提供服务所得的费用，以自负盈亏的模式经营。营运基金可以保留投资收益，用作改善服务。此外，基金享有自主权，可决定进行支援部门服务的资本投资项目，并可灵活调配员工，以回应客户的服务需求。

营运基金的年报及经审计署署长认证的财务报表，每年均须提交香港特别行政区立法会省览。

The Land Registry Trading Fund

In August 1993, the Land Registry was established as one of Hong Kong's first Trading Fund Departments. The trading fund concept is an approach to public financing designed to encourage greater focus on improving services and responding to customer needs. The Land Registrar is the General Manager of the Land Registry Trading Fund.

Under the trading fund model, the Land Registry remains a public agency but is responsible for its own finances and must meet its expenditure from the income derived from fees and charges for the services that it provides. The Trading Fund may retain profits to invest for service improvements. In particular, it has autonomy over capital investment projects that will support its services and has flexibility to redeploy staff to respond to the service needs of customers.

The Trading Fund's Annual Report and the financial statements certified by the Director of Audit must be tabled in the Legislative Council of the Hong Kong Special Administrative Region each year.



理想、使命、信念及职能

我们的理想

我们竭尽所能，凡事做到最好。

我们的使命

- ✎ 确保为客户提供稳妥方便的土地注册和资讯服务。
- ✎ 开发人力资源、发展资讯科技、优化服务环境，确保为客户提供高效及优质服务。
- ✎ 与时俱进，提倡及循序落实香港土地业权注册制度。

我们的信念

- 持平守正 — 以至诚的态度及操守接待客户及工作伙伴。
- 追求卓越 — 一丝不苟，力臻完美。
- 诚挚尊重 — 竭诚尊重和信任客户及工作伙伴。
- 积极学习 — 与客户、工作伙伴和海内外同业紧密联系、交流学习，为社会提供更佳服务。

Vision, Mission, Values and Functions

Our Vision

To be the best in all that we do.

Our Mission

- ✎ To ensure secure, customer friendly land registration and information services.
- ✎ To develop our human resources, information technology and service environment so as to ensure improvement in service quality and value to our customers.
- ✎ To advocate reform of Hong Kong's land registration system through introduction of title registration.

Our Values

- Integrity — to customers, partners and colleagues, we observe the highest ethical standards.
- Excellence — we aim to excel in all that we do.
- Respect — we show respect and trust to our customers, partners and colleagues.
- Learning — we learn constantly from each other, from our partners, customers and comparable organisations elsewhere how to provide better services to the community.

我们对香港的价值

- ✈ 香港约有半数家庭是物业的注册业主。
- ✈ 截至2019年3月，银行及金融机构以注册土地和物业作抵押的贷款约为29,380亿港元。
- ✈ 2018/19年度查阅注册资料超逾500万宗。
- ✈ 超过100个政府部门和机构使用土地注册处的资料进行规划研究以至执法等工作。
- ✈ 土地注册资料显示的物业交易可追溯至1844年，乃香港经济和社会历史的资料宝库。

职能

土地注册处的主要职能如下：

- ✈ 按照《土地注册条例》(第128章)及《土地注册规例》的规定，备存土地登记册及相关的土地纪录，以执行土地注册制度；
- ✈ 为市民提供查阅土地登记册及其他土地纪录的设施；
- ✈ 向政府部门及机构提供物业资料；以及
- ✈ 按照《建筑物管理条例》(第344章)的规定，处理业主立案法团的注册申请。

Our Value to Hong Kong

- ✈ Around half of all Hong Kong families are registered property owners.
- ✈ Banks and financial institutions loaned about HK\$2,938 billion as at March 2019 against the security of registered land and property.
- ✈ Over five million searches of registered information took place in 2018/19.
- ✈ Over 100 Government departments and agencies use the Land Registry's information for purposes ranging from planning studies to law enforcement.
- ✈ Registered information traces back to 1844, providing resources on the economic and social history of Hong Kong.

Functions

The Land Registry's main functions are to:

- ✈ administer a land registration system by maintaining a land register and related land records under the Land Registration Ordinance (Cap. 128) (LRO) and its regulations;
- ✈ provide the public with facilities for search of the land register and other land records;
- ✈ provide Government departments and agencies with property information; and
- ✈ process applications for incorporation of owners under the Building Management Ordinance (Cap. 344) (BMO).

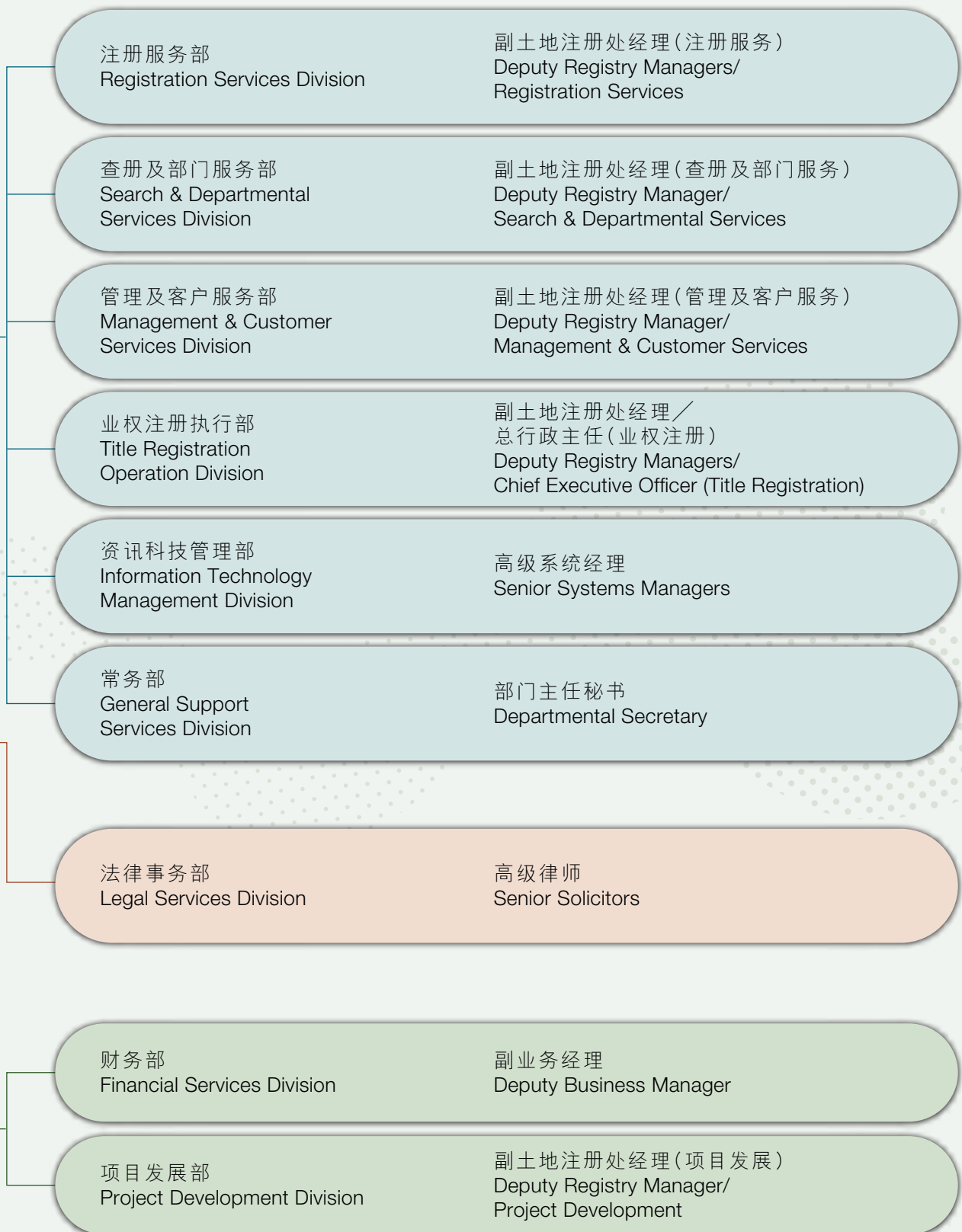


架构及管理 Structure and Management

土地注册处的组织架构图(截至2019年3月31日)
Organisation Chart of the Land Registry (as at 31 March 2019)



土地注册处概览
THE LAND REGISTRY AT A GLANCE



土地注册处概览 THE LAND REGISTRY AT A GLANCE

管理架构

- ✈ 土地注册处由土地注册处处长领导，下设三个科，分别由首长级人员主管。
- ✈ 土地注册主任职系人员是土地注册处的骨干人员，负责监督各项营运职能及提供公共服务。
- ✈ 法律、财务和资讯科技的专业人员及一般职系人员则为土地注册处提供支援。

分科和分部

契约注册及部门服务科

注册服务部

- ✈ 按照《土地注册条例》为影响土地的文件提供注册服务。

查册及部门服务部

- ✈ 提供查册服务、处理业主立案法团的注册申请，以及向政府部门提供业权报告。

管理及客户服务部

- ✈ 管理和发展土地注册主任职系；策划及提供客户服务并回应客户需要；以及透过培训及发展课程发展人力资源，以配合土地注册处的业务需要。

业权注册执行部

- ✈ 为业权注册制度制定运作流程、程序及表格，以及筹划和推行有关宣传及教育计划。
- ✈ 为实施业权注册制度的准备工作提供行政支援，并为与《土地业权条例》相关的主要委员会提供秘书支援服务。

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 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 registration of documents affecting land under the LRO.

Search and Departmental Services Division

- ✈ To provide search services; to handle applications for registration of owners' corporations; and to provide reports on title to Government departments.

Management and Customer Services Division

- ✈ To manage and develop the Land Registration Officer 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 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.

资讯科技管理部

- ✎ 策划、开发、推行及管理资讯科技系统及服务，并为部门提供资讯科技支援。

Information Technology Management Division

- ✎ To plan, develop, implement and manage IT systems and services; and to provide IT support for the department.

常务部

- ✎ 筹划、管理和检讨人力资源、办公室设施和行政制度，并为部门提供一般支援服务。

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.

法律事务科

法律事务部

- ✎ 就《土地注册条例》及部门的工作提供法律意见及支援服务。
- ✎ 就实施《土地业权条例》的准备工作提供法律意见及支援服务；检讨已制定的《土地业权条例》，以及拟备为引进《土地业权(修订)条例草案》的立法工作。

Legal Services Branch

Legal Services Division

- ✎ To provide legal advisory and support services relating to the LRO and the work of the department.
- ✎ To provide legal advisory and support services in the preparation for the implementation of the LTO; to conduct review of the enacted LTO; and to prepare the legislative work for the introduction of the Land Titles (Amendment) Bill (LT(A)B).

财务科

财务部

- ✎ 拟备和管控财政预算、管理财务会计、评估成本及各项收费、检讨会计程序及财务制度；以及负责部门的物料供应事宜。

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.

项目发展部

- ✎ 策划及推行新措施，以提升部门服务。

Project Development Division

- ✎ To plan and implement new initiatives for service improvement.



注册服务部
Registration Services Division

查册及部门服务部
Search and Departmental
Services Division

管理及客户服务部
Management and Customer
Services Division

土地注册处的管理层团队 Who's Who in the Land Registry



土地注册处处长及各科主管 The Land Registrar and Branch Heads

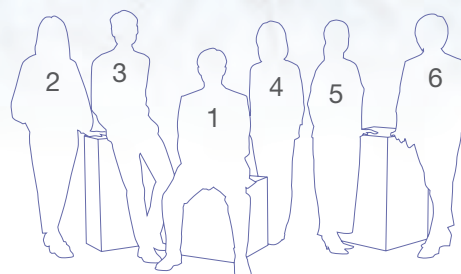
- 1 张美珠女士，JP (土地注册处处长)
Ms Doris CHEUNG, JP (Land Registrar)
- 2 方吴淑仪女士 (土地注册处经理)
Mrs Amy FONG (Registry Manager)
- 3 许国鸿先生 (副首席律师)
Mr Joseph HUI (Deputy Principal Solicitor)
- 4 潘雪聪女士 (业务经理) (生效日期为2019年4月15日)
Ms Venelie POON (Business Manager) (With effect from 15 April 2019)



契约注册及部门服务科
Deeds Registration and
Departmental Services Branch

- 1 方吴淑仪女士(土地注册处经理)
Mrs Amy FONG (Registry Manager)
- 2 潘辉耀先生(副土地注册处经理)
Mr Kenneth POON (Deputy Registry Manager)
- 3 温锡麟先生(副土地注册处经理)
Mr Francis WAN (Deputy Registry Manager)
- 4 林谢淑仪女士(副土地注册处经理)
Mrs Cindy LAM (Deputy Registry Manager)
- 5 梁慧娴女士(副土地注册处经理)
(生效日期为2018年10月4日)
Ms Alice LEUNG (Deputy Registry Manager)
(With effect from 4 October 2018)
- 6 霍伟勤女士(高级系统经理)
Ms Emily FOK (Senior Systems Manager)
- 7 任美琼女士(部门主任秘书)
(生效日期为2019年7月8日)
Ms Tina YAM (Departmental Secretary)
(With effect from 8 July 2019)
- 8 麦振威先生(高级系统经理)
(生效日期为2019年4月1日)
Mr Andrew MAK (Senior Systems Manager)
(With effect from 1 April 2019)
- 9 原伟铨先生(副土地注册处经理)
Mr W. C. YUEN (Deputy Registry Manager)
- 10 彭嘉辉先生(副土地注册处经理)
Mr K. F. PANG (Deputy Registry Manager)
- 11 高倩雯女士(总行政主任)
Miss Shirley KO (Chief Executive Officer)

土地注册处概览
THE LAND REGISTRY AT A GLANCE



法律事务科
Legal Services Branch

- | | |
|--|---|
| ① 许国鸿先生(副首席律师)
Mr Joseph HUI (Deputy Principal Solicitor) | ④ 乔美琴女士(高级律师)
Ms Queenie KIU (Senior Solicitor) |
| ② 李宝君女士(高级律师)
Ms Shirley LEE (Senior Solicitor) | ⑤ 陈小玲女士(高级律师)
Miss Urania CHAN (Senior Solicitor) |
| ③ 陆钧韦先生(高级律师)
(生效日期为2019年1月14日)
Mr Wesley LUK (Senior Solicitor)
(With effect from 14 January 2019) | ⑥ 廖湘桥女士(高级律师)
(生效日期为2019年7月8日)
Ms Louisa LIU (Senior Solicitor)
(With effect from 8 July 2019) |



财务科
Financial Services Branch



- 1 潘雪聪女士(业务经理)
(生效日期为2019年4月15日)
Ms Venelie POON (Business Manager)
(With effect from 15 April 2019)
- 2 黄美珍女士(副业务经理)
Ms Peggy WONG (Deputy Business Manager)
- 3 李芳群女士(副土地注册处经理)
Miss Fion LI (Deputy Registry Manager)

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

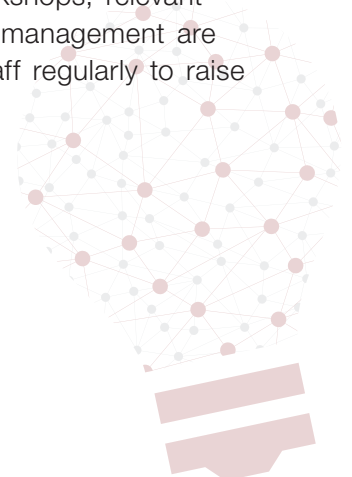
The Land Registry strives to achieve the best in corporate governance. To this end, we have established performance standards based on the cornerstones of accountability, integrity and transparency.

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

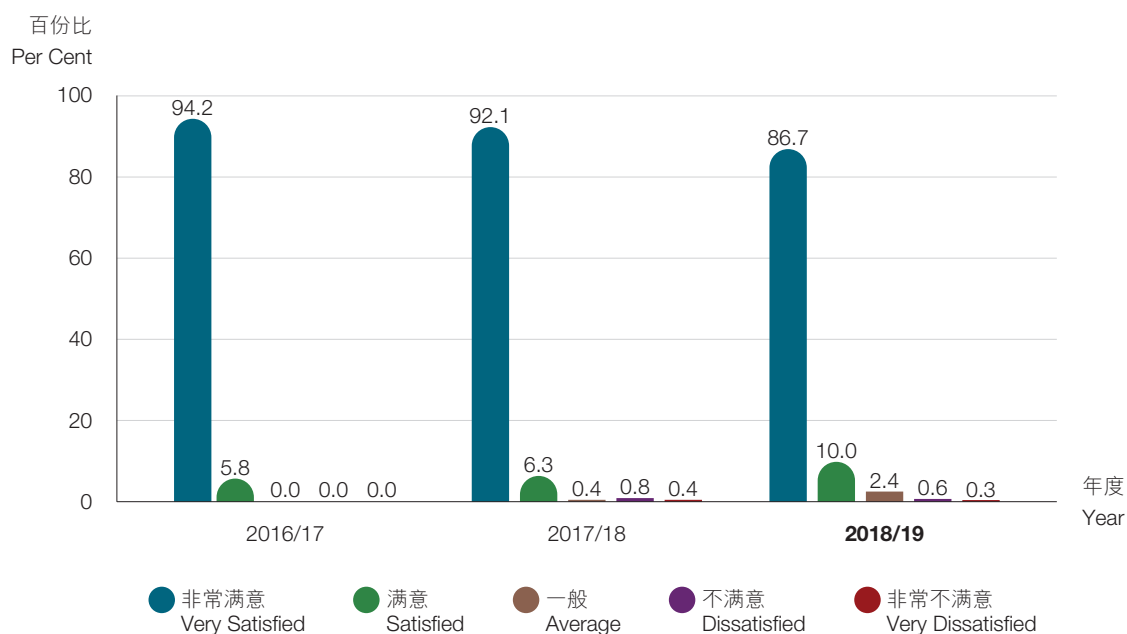
在2018/19年度，本处透过客户服务热线、部门网站、客户意见卡、来信和电邮等不同渠道接获57个客户表扬及七项建议。

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

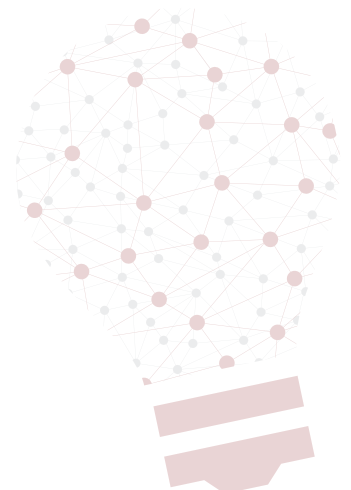


注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

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.



Corporate
SOCIAL Responsibility
企业社会责任



企业公民

本处十分重视社会责任，致力成为优秀的企业公民。我们的承诺可见于以下七个主要范畴：

服务社会

本处一向鼓励同事腾出私人时间，以组织及参与义工和社区活动。自2005年起，土地注册处义工队与十多个其他政府部门合力推动「义工服务协作计划」。在2018/19年度，我们的义工队为长者筹办了23项义工活动。

Corporate Citizenship

The Land Registry attaches great importance to social responsibility and strives to uphold a high standard of corporate citizenship. Our commitment is demonstrated through our efforts in seven main areas.

Serving the Community

Our staff have all along been encouraged to contribute their own time to organise and participate in volunteer activities and community programmes. Since 2005, the Land Registry Volunteer Team has been co-operating with some ten other Government departments to run a "Crossover Volunteer Project" programme. In 2018/19, the Volunteer Team organised 23 volunteer activities for the elderly.



企业社会责任
CORPORATE SOCIAL RESPONSIBILITY

为响应「国际义工日」，部门的同事于2019年1月20日参加由义务工作发展局举办的2018/19全城「喜」义关怀大行动。他们在深水埗区探访长者家庭，并向长者派发爱心百福袋，以表达关怀与支持。

In support of the International Volunteer Day, our staff participated as volunteers in the 2018/19 Share-to-Care Volunteer Campaign on 20 January 2019, which was organised by the Agency for Volunteer Service. They visited elderly households in the Sham Shui Po district and distributed caring packs to the elderly to express their care and support.



在2019年1月，香港社会服务联会向本处颁发连续十年或以上「同心展关怀」标志，以表扬我们持续不断、全力为社会服务的承诺。

参与慈善活动

我们致力推行慈善活动，并鼓励员工及其家人参与不同慈善项目。在2018/19年度，本处同事参加由公益金举办的各项慈善活动，包括「公益金便服日」、「爱牙日」及「公益行善『折』食日」。我们亦透过参加渣打香港马拉松赛事，继续支持「看得见的希望 — 奥比斯」、香港残疾人奥委会暨伤残人士体育协会及香港防癌会的筹款活动。

In recognition of our dedication and ongoing commitment in serving the community, the Hong Kong Council of Social Service awarded the “Ten Years Plus Caring Organisation” logo to the Land Registry in January 2019.

Participating in Charity Activities

We are dedicated to promoting charity activities by encouraging staff and their families to participate in charity events. In 2018/19, our staff participated in a variety of charity events organised by the Community Chest, including the Dress Casual Day, Love Teeth Day and Skip Lunch Day. We also continued to support fund raising for “Seeing is Believing” — Orbis, the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled and the Hong Kong Anti-Cancer Society through joining the Standard Chartered Hong Kong Marathon.



消除歧视及设立友善工作间

我们致力消除雇佣方面的歧视(包括性别、残疾、家庭岗位及种族等),以及促进全体员工的平等机会。

在2018/19年度,我们共有25名残疾员工,占本处员工总人数的4.2%。我们会为有需要的残疾员工提供辅助器材,以助他们履行职务。

本处也致力为市民提供无障碍设施,委任了无障碍主任和助理无障碍主任为到访各办事处的残疾人士提供协助,并为无障碍主任、助理无障碍主任和场地有关的职员安排相关的讲座。鉴于本处致力于客户服务中心为残疾人士提供无障碍设施,香港社会服务联会已把本中心列入2018/19年度「无障碍友善企业/机构名单」上。

Eliminating Discrimination and Promoting Friendly Workplace

We strive to eliminate discrimination (including sex, disability, family status and race) in employment and promoting equal opportunities for all staff members.

In 2018/19, we had a total of 25 staff members with disabilities, representing 4.2% of the total strength of the Land Registry. We would provide technical aids, where necessary for staff members with disabilities to facilitate their performance of duties.

We are also committed to providing barrier-free facilities to members of the public. In this regard, we have designated Access Officers and Assistant Access Officers to provide assistance to members of the public with disabilities visiting our offices and arranged relevant seminars for our Access Officers, Assistant Access Officers and venue staff members concerned. Given our continuous efforts to provide barrier-free facilities in our Customer Centre for members of the public with disabilities, the Hong Kong Council of Social Services has included our Customer Centre in the List of Barrier-free Companies/Organisations 2018/19.



我们支持政府的性别主流化政策。部门主任秘书是指定的性别课题联络人，协助部门认识和理解与性别相关的事宜。

We support the Government's policy on gender mainstreaming. The Departmental Secretary has been designated as the General Focal Point who helps raise awareness and understanding of gender-related issues within the department.

此外，为支持政府提倡设立喂哺母乳友善处所及工作间的政策，我们已为到访本处办事处的女性访客及返回工作岗位后拟继续授乳的女性员工提供方便喂哺母乳的环境。我们也制定内部指引供各员工遵守，并为女性员工提供挤奶设备。

Besides, in support of the Government's breastfeeding friendly premises and workplace policies, we have provided a breastfeeding friendly environment for both female members of the public whilst they are visiting our offices and female staff members who wish to continue breastfeeding after returning to work. Internal guidelines have been formulated for observance by staff members. Besides, lactation facilities are provided to our female staff members.

为表扬本处在这方面的努力，家庭议会于2018年12月向本处颁发「2017/18年度家庭友善雇主奖励计划」下的「2017/18年度支持母乳喂哺奖」。

In recognition of our efforts in this regard, we were awarded the "Awards for Breastfeeding Support 2017/18" under "2017/18 Family-Friendly Employers Award Scheme" by the Family Council in December 2018.



我们亦继续参与社会福利署的「阳光路上」培训计划 and 公务员事务局的「残疾学生实习计划」，为有需要人士提供培训实习机会。

我们继续邀请社会企业竞投本处办公室的清洁服务合约及圣诞联欢会的餐饮服务合约，以促进弱势社群的就业机会。



We also continue to provide placement opportunities for people in need through participating in the Social Welfare Department's Sunnyway Programme and the Civil Service Bureau's Internship Scheme for Students with Disabilities.

For promoting job opportunities for the socially disadvantaged groups, we continued to invite social enterprises to bid for our office cleaning service contract and catering service contract for our departmental function during Christmas.

关怀员工

作为关怀员工的雇主，我们致力维持一支健康的员工队伍。在2018/19年度，我们就相关课题为员工举办了27个讲座／工作坊，包括急救训练、预防上肢及下肢劳损和筋肌劳损、使用显示屏幕设备的健康小贴士、运动与建立健康的生活模式、压力管理、办公室暴力的预防和处理，以及室内空气质量与职业安全健康等。我们亦透过外界的专业人士为员工提供辅导服务，协助他们面对与工作相关或其个人的问题。

Caring for Employees

As a caring employer, we strive to maintain a healthy workforce. In 2018/19, we organised a total of 27 seminars/workshops for staff on relevant subjects, including first aid, prevention of upper and lower limbs disorders and musculoskeletal disorders, health tips on the use of display screen equipment, exercise and healthy lifestyle, stress management, prevention and handling of workplace violence, indoor air quality and occupational safety and health. We also provided counseling services through external specialists to assist staff facing work-related or personal issues.



我们也为员工提供舒适的工作环境，位于九龙湾的业权报告新办事处注入了现代化的办公室设计概念，包括采用开放式设计、多用途的共享空间和天然光线。新的办公室设计令员工身心舒畅，并促进同事之间的互动，而可供灵活使用的共享空间也营造了有利员工之间交流讨论的环境。

We provide a comfortable working environment for our staff by adopting a modern office design concept involving the use of open plan, multi-purpose connecting space and natural light in our new Reports-on-Title Office in Kowloon Bay. The new office design offers physical and psychological comfort to our staff, enhances interactions and renders flexibility for our staff to use the connecting space for discussions in a conducive environment.



此外，我们继续透过部门刊物、讲座、运动项目、兴趣班及员工康乐会的户外活动，加强员工及其家人对维持工作和生活平衡，以及健康生活方式的认识。

Besides, we continue to enhance staff awareness in maintaining work-life balance and a healthy lifestyle through departmental publications, seminars, sports events, interest classes and outings organised by the Staff Recreation Club for staff and their family members.



推动环保管理

本处继续致力推动环保管理，并确保部门各项业务和日常运作符合环保原则。我们为此采取了以下措施：

Promoting Green Management

We continue to strive to promote green management and ensure that our business and daily operations are conducted in an environmentally responsible manner. In this regard, we have taken the following measures:



- | | |
|---|---|
| ✎ 制定环保政策，订明须采取行动的主要范畴； | ✎ set out an environmental policy with key areas for actions; |
| ✎ 公布环保管理指引，以供员工遵守； | ✎ promulgated green housekeeping guidelines for observance by staff; |
| ✎ 定期到各个办公室进行环保审核和突击巡查，使员工持续关注环保； | ✎ conducted regular environmental audit and surprise checks at various offices to sustain the momentum in environmental protection; |
| ✎ 继续实行「减少使用」、「废物利用」、「循环再造」及「替代使用」的环保政策，并有效使用能源和资源； | ✎ continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources; |
| ✎ 扩展环保采购的范围，增加购置含环保特性的物品，以及要求办公室清洁的营办商采取环保做法，包括在清洁期间尽可能减少用水和能源消耗； | ✎ expanded the scope of green procurement through increasing the number of purchase items that contain environmentally friendly features and requiring the office cleaning contractor to adopt a number of green practices, including reduction of water and energy consumption in their operation as far as practicable; |

- ✎ 透过部门的《员工通讯》，向员工推广环保意识，宣扬减少废物、循环再造、节约能源及反污染的讯息；

✎ promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine;
- ✎ 实行土地文件副本双面列印；

✎ implemented double-sided printing of land document copies;
- ✎ 在切实可行范围内使用再造纸张或曾使用的空白页纸张进行列印及影印；

✎ used recycled paper or the blank side of used paper for printing and photocopying as far as practicable;
- ✎ 在适当的情况下，于主管人员的房间安装自动感应照明设备，以减少能源消耗；

✎ installed lighting motion sensors in the officers' rooms, where appropriate, to reduce energy consumption;
- ✎ 参与由「绿惜地球」举办的「绿瓶子工作间」计划，承诺在办公室举行的盛事／活动／会议中不提供胶樽装水；

✎ participated in the “Green Bottle Workplace” programme organised by the Green Earth and not providing bottled water when holding events/activities/meetings at our offices;
- ✎ 把绿化概念融入办公室的设计，以改善办公室的环境及室内空气质素，并向员工宣扬绿化信息；以及

✎ incorporated the greening concept in office design in order to improve the office environment and indoor air quality, as well as promoted greenery among staff; and



✎ 为办公室的茶水间及圣诞节联欢会等部门活动提供可给员工循环使用的餐具。

✎ provided reusable tableware sets in office pantries and reusable cutlery for staff members' use in departmental functions such as the Christmas Party.



公众人士可到本处的网站浏览《2018年管制人员环保报告》，了解我们的环保成绩。

The Controlling Officer's Environmental Report 2018 with detailed environmental performance is available on the Land Registry website.

在工作间推行职业安全与健康措施

我们十分重视员工的职业安全与健康。自1997年起，我们成立了部门安全管理委员会，负责为部门制定及推行职业安全与健康的政策。我们已颁布周全的职业安全指引和程序，并为员工提供符合人体工程学的办公室家具和设施，以促进员工的职业健康。在2018/19年度，我们为员工购置许多职业安全与健康设备，包括脚踏板、背垫、腰垫、座椅软垫、键盘腕垫、滑鼠垫（连腕垫）、有扶手的脚踏、文件架、保护手套及电脑屏幕防眩光保护贴。为提高员工的认知，我们定期透过《员工通讯》提供关于职业安全与健康的实用资讯和贴士。我们也定期进行巡查，确保工作间的安全。

Promoting Occupational Safety and Health in the Workplace

We attach great importance to the occupational safety and health of staff. Since 1997, we have set up a departmental Safety Management Committee to formulate and implement departmental policy on occupational safety and health. We have promulgated comprehensive guidelines and procedures on occupational safety and provided our staff with ergonomic office furniture and equipment to promote occupational health. In 2018/19, we continued to procure a number of occupational safety and health equipment, including footrests, backrests, waist pads, seat cushions, keyboard wrist rest pads, mouse pads (containing wrist pad), step stools with handle, document holders, protective gloves and anti-glare filters for computer monitors, for our staff. To enhance staff awareness, we have made use of our Staff Magazine to provide useful information and tips on occupational safety and health on a regular basis. Besides, regular inspections are conducted to ensure that the workplace is free from safety hazards.

此外，本处自2003年起参加了由环境保护署举办的「室内空气质素检定计划」，我们所有办事处在2018年均获得「良好级」证书。

In addition, we have participated in the Indoor Air Quality (IAQ) Certification Scheme organised by the Environmental Protection Department since 2003 and all our offices have achieved the “Good” Class under the Scheme in 2018.



公众教育

作为本处公众教育活动的一部分，我们继续为中学和专上院校的学生，安排讲解及参观本处的客户服务中心，致力向学界介绍本处的服务和香港的土地注册制度。

Public Education

As part of our public education activities, the Land Registry has continued its efforts to introduce its services and the land registration system in Hong Kong to the school community by delivering presentations and conducting guided tours to our Customer Centre for secondary and tertiary students.

我们于2018年5月安排香港专业教育学院(屯门分校)的法律学课程学生参观本处，他们对参观活动的反应良好，对本处的工作和土地纪录甚感兴趣。

A visit to the Land Registry was arranged for the Legal Studies students of the Hong Kong Institute of Vocational Education (Tuen Mun) in May 2018. The feedback from the students was positive. They showed great interest in our work as well as the land records of the Land Registry.



为支持培育年青一代，本处除了与国际成就计划香港部第十一年合作举办工作影子计划日外，更参与由政务司司长私人办公室人力资源规划及扶贫统筹处推出的「友•导向师友计划 — 职场体验项目」，以支持青少年向上流动。嘉诺撒圣家书院的学生参加工作影子计划日；而真光女书院和培英中学的学生则参加「友•导向师友计划 — 职场体验项目」。参与两个计划的学生分别于2018年5月和7月到访本处多个工作组别，并由土地注册主任担任导师，带领他们在一至两天内到不同岗位工作。

各同学借着这两个实习计划，获得真实工作的体验，有助他们扩阔眼界和策划未来的事业。

In support of nurturing our younger generation, besides partnering with the Junior Achievement Hong Kong for the eleventh year to organise the Job Shadow Day, we participated in the “Life Buddies Mentoring Scheme — Job Tasting Programmes” launched by the Human Resources Planning and Poverty Co-ordination Unit of the Chief Secretary for Administration’s Private Office to support upward mobility of youth. Students from the Holy Family Canossian College participating in the Job Shadow Day, and students from the True Light Middle School of Hong Kong and the Pui Ying Secondary School joining the “Life Buddies Mentoring Scheme — Job Tasting Programmes” were guided by Land Registration Officers as their mentors to work for one to two days in various work units in the Land Registry in May and July 2018 respectively.

Through the work attachments, the students had a taste of real-life work experience in the Land Registry which helped broaden their exposure and facilitated their career planning.

2018年工作影子计划日 Job Shadow Day 2018



「友•导向师友计划 — 职场体验项目」
Life Buddies Mentoring Scheme — Job Tasting Programme



未来计划

绿色管理

本处会继续提倡「绿色办公室」环境，并寻求进一步减少能源及纸张消耗的契机。

公众教育

本处会继续举办公众教育活动，使公众加深认识本处的服务及香港土地注册制度的发展情况。

Future Plan

Green Management

We will continue to promote a “green office” environment and explore opportunities for further reducing consumption of energy and paper.

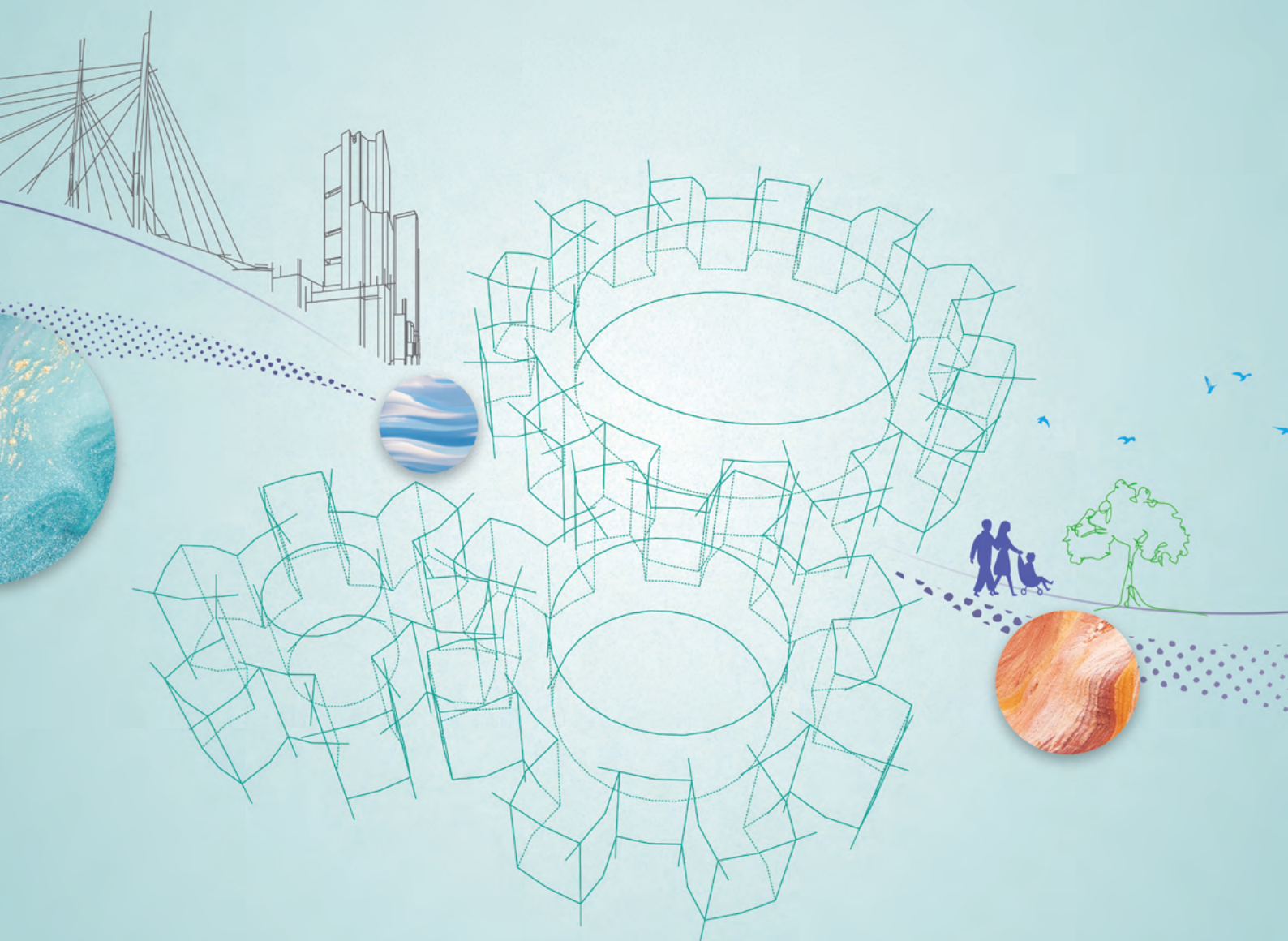
Public Education

We will continue with our public education activities to raise public understanding of the services of the Land Registry and the development of the land registration system in Hong Kong.



SERVICES And OPERATIONS

服务及运作



办理土地文件注册

影响土地的文件均送交本处位于金钟道政府合署的客户服务中心办理注册。

在2018/19年度，送交注册的土地文件共503,511份，较2017/18年度减少4.8%。

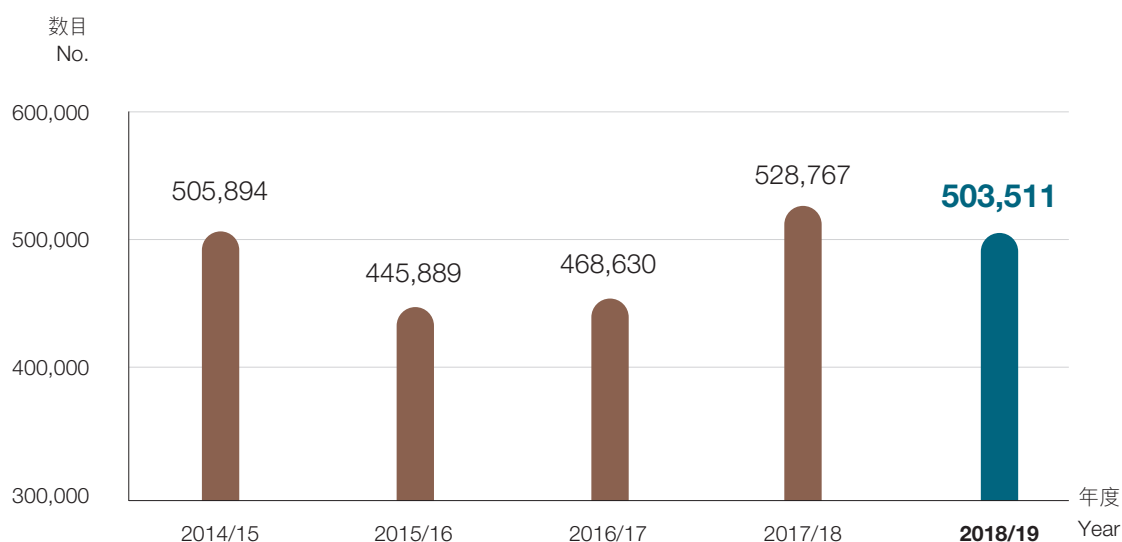
Registration of Land Documents

Documents affecting land are delivered to our Customer Centre at Queensway Government Offices for registration.

In 2018/19, 503,511 land documents were delivered for registration, representing a decrease of 4.8% when compared with 2017/18.

送交注册的土地文件数目

No. of Land Documents Delivered for Registration



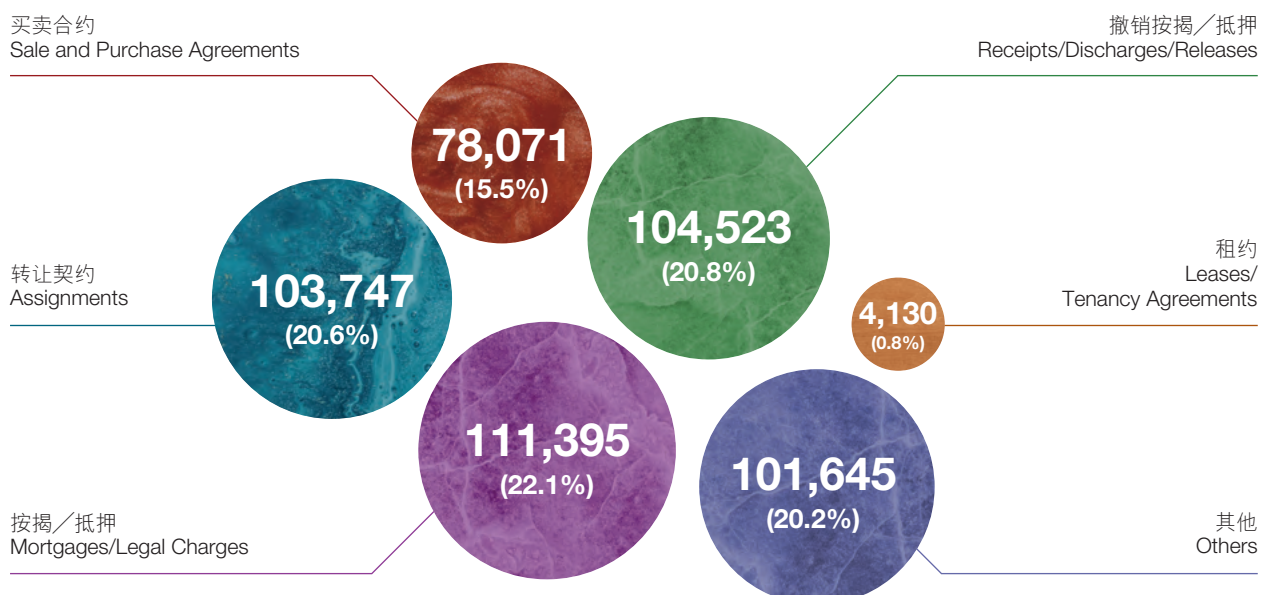
年内收到的主要文件类别包括楼宇买卖合同、转让契约、按揭／抵押及撤销按揭／抵押，占全年收到文件总数的79%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 79% of all documents received during the year.



2018/19年度送交注册的土地文件类别

Distribution of Land Documents Lodged for Registration in 2018/19

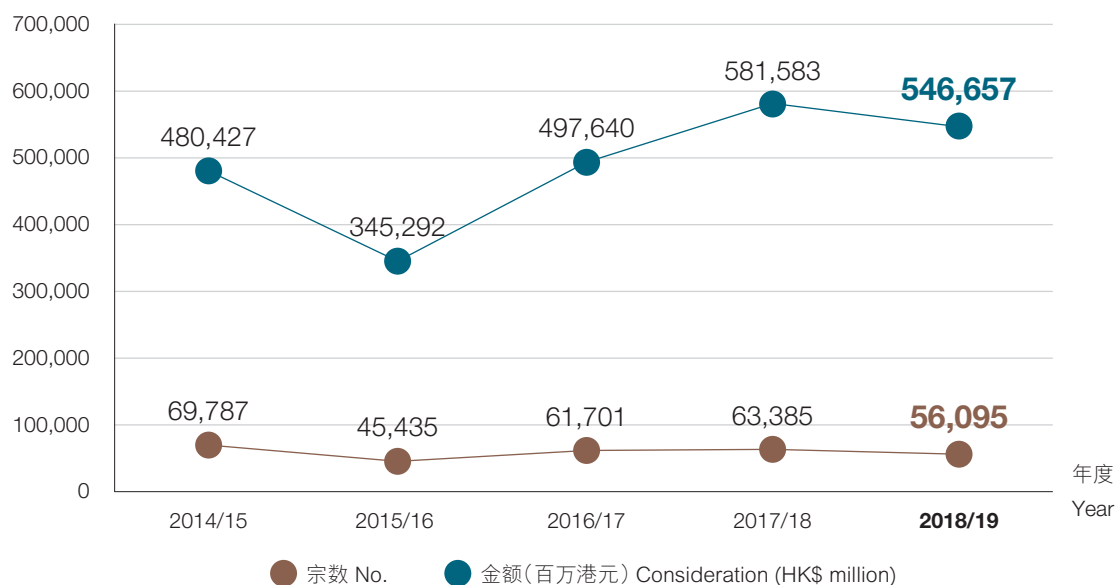


在2018/19年度送交注册的所有楼宇买卖合同中，住宅楼宇买卖合约的宗数和总值分别是56,095份(较去年减少11.5%)及5,466.57亿元(较去年减少6.0%)。一般而言，这类合约的数量是反映物业市场交投情况的重要指标。

Among the SPAs of all building units delivered for registration in 2018/19, the number of SPAs of residential units and its total consideration were 56,095 (-11.5% from last year) and \$546,657 million (-6.0% from last year) respectively. The number of these agreements is generally regarded as a key indicator of the level of activity in the property market.

送交注册的住宅楼宇买卖合同宗数和金额

No. and Consideration of Sale and Purchase Agreements of Residential Units Delivered for Registration



注：上述统计数字并不包括居者有其屋、私人机构参建居屋及租者置其屋计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid after the sale restriction period.

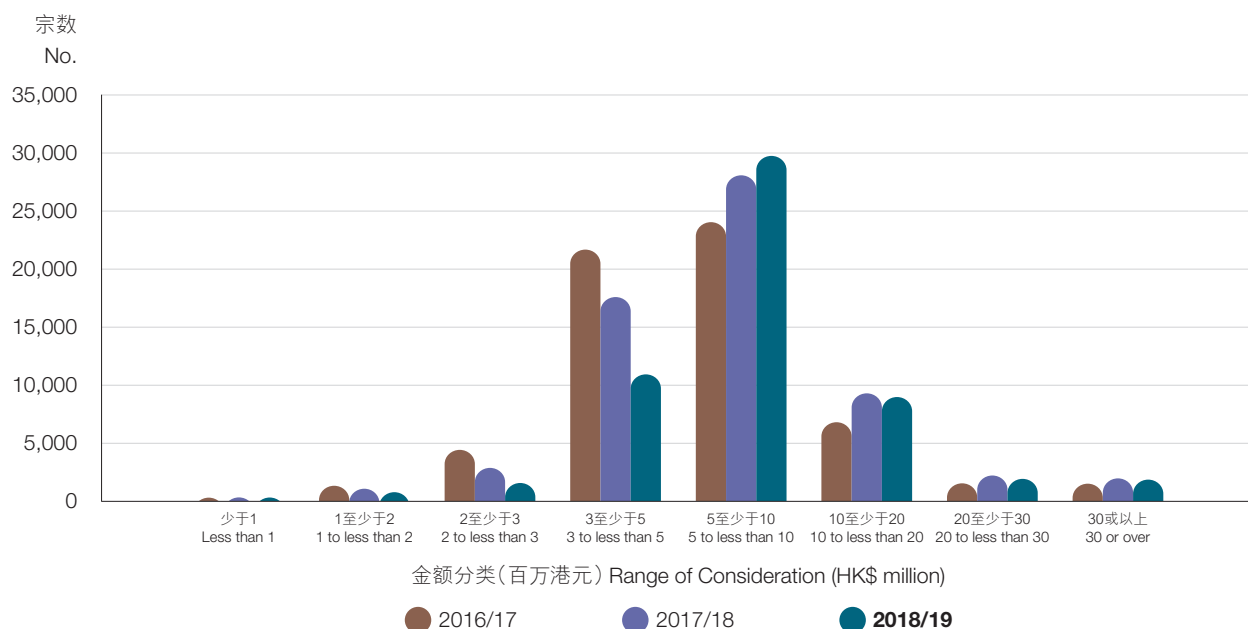
在2018/19年度，大多数住宅楼宇的交易金额是介乎500万至1,000万港元之间。年内交易金额超过500万港元的住宅楼宇交易则显著增加。

The majority of the transactions in residential units in 2018/19 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2018/19 with consideration of more than five million Hong Kong dollars.



按金额分类的住宅楼宇买卖合同宗数

No. of Sale & Purchase Agreements of Residential Units by Range of Consideration



金额分类		2016/17		2017/18		2018/19	
Range of Consideration							
(百万港元)							
(HK\$ million)		宗数No.	%	宗数No.	%	宗数No.	%
少于1	Less than 1	279	0.5	282	0.4	249	0.4
1至少于2	1 to less than 2	1,356	2.2	1,075	1.7	784	1.4
2至少于3	2 to less than 3	4,451	7.2	2,882	4.5	1,582	2.8
3至少于5	3 to less than 5	21,682	35.1	17,595	27.8	10,936	19.5
5至少于10	5 to less than 10	24,046	39.0	28,081	44.3	29,753	53.0
10至少于20	10 to less than 20	6,814	11.0	9,302	14.7	8,984	16.0
20至少于30	20 to less than 30	1,552	2.5	2,190	3.5	1,936	3.5
30或以上	30 or over	1,521	2.5	1,978	3.1	1,871	3.3
总数	Total	61,701	100.0	63,385	100.0	56,095	100.0

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.

查阅土地纪录服务

土地注册处备存土地纪录，旨在提供一个关于物业拥有权的资讯平台，以方便物业交易。

在2018/19年度，查阅土地登记册的宗数，以及提供土地纪录的影像处理副本和影印本的总数分别为5,612,225宗(较去年减少0.6%)及827,943份(较去年减少1.3%)。

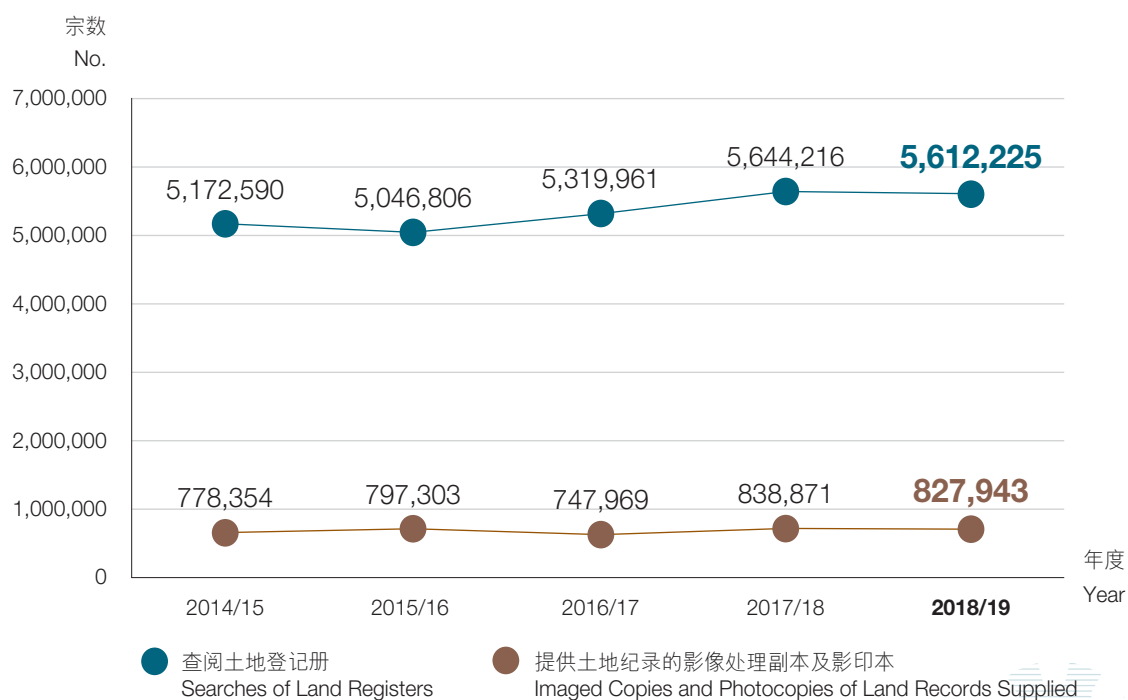
Search Services

Land records are kept by the Land Registry for the purpose of providing an information platform on property ownership to facilitate property transactions.

In 2018/19, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,612,225 (-0.6% from previous year) and 827,943 (-1.3% from previous year) respectively.

查阅土地登记册宗数和提供土地纪录的影像处理副本及影印本份数

No. of Searches of Land Registers & Imaged Copies and Photocopies of Land Records Supplied



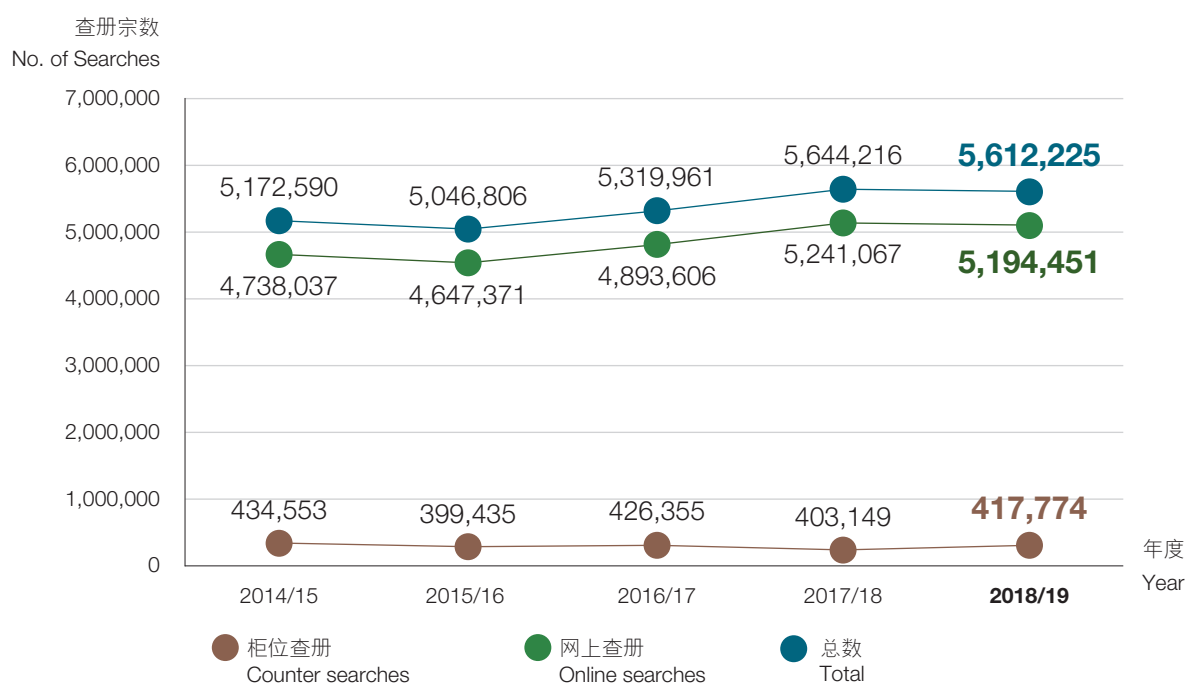
服务及运作 SERVICES AND OPERATIONS

土地注册处透过互联网上的「综合注册资讯系统」(www.iris.gov.hk)提供每星期七天、每天20小时(由上午7时30分至翌日上午3时30分)的查册服务。公众人士可以非经常用户或登记用户身分进行查册。在2018/19年度，登记用户的数目增加了36个(上升2.7%)，总数达1,384个。现时网上查册约占总查册量的93%，其余约7%是在本处设于金钟道政府合署的客户服务中心，以及位于大埔、元朗和荃湾的新界查册中心透过柜位查册服务进行。

The Land Registry is providing search services over the internet via our IRIS Online Services at www.iris.gov.hk seven days a week for 20 hours a day (from 7:30 a.m. to 3:30 a.m. the next day). The public can conduct searches on either an ad hoc or a subscription basis. The number of subscribers increased by 36 (+2.7%) and reached 1,384 during 2018/19. Currently, searches conducted online constituted about 93% of the total search volume. The remaining 7% were conducted over the counter. Counter search service is available at our Customer Centre in Queensway Government Offices and the New Territories Search Offices (NTSOs) in Tai Po, Yuen Long and Tsuen Wan.

查阅土地登记册宗数

No. of Searches of Land Registers



本处每年均会推出新版的《街道索引》及《新界地段／地址对照表》（《对照表》），方便公众以本港的物业地址或楼宇名称查阅相关的地段编号。为配合网上查册服务，公众可在本处网站或透过「综合注册资讯系统」网上服务的超连结，免费浏览《街道索引》及《对照表》的网上版本。截至2019年3月31日，在2018年4月30日推出的《街道索引》及《对照表》网上版本已录得超过113,000浏览人次。

The Land Registry publishes new editions of the Street Index (SI) and the New Territories Lot/Address Cross Reference Table (CRT) annually to help the public correlate property addresses and building names with lot numbers in the territory. To facilitate online search services, online versions of the SI and the CRT are made available for free browsing on the Land Registry website or through the hyperlink on the IRIS Online Services. Up to 31 March 2019, over 113,000 visits to the online versions of the SI and the CRT released on 30 April 2018 were recorded.



业主立案法团服务

根据《建筑物管理条例》，土地注册处负责办理业主立案法团的注册事宜，并就业主立案法团的纪录提供存档和查阅服务。在2018/19年度，新注册的业主立案法团共有228个，全港的业主立案法团总数增至10,939个。

Owners' Corporation Services

The Land Registry is responsible for registration of owners' corporations and provision of filing and search service for owners' corporation records under the BMO. In 2018/19, 228 new owners' corporations were registered. The total number of owners' corporations in the territory reached 10,939.

客户服务

本处的管理及客户服务部专责策划及统筹客户服务，以促进卓越服务，满足客户对服务质素的殷切期望。我们善用各种渠道与客户联络和沟通，以提升部门服务。

Customer Services

The Management and Customer Services Division of the Land Registry is dedicated to the planning and coordination of customer services for promoting service excellence to meet rising public aspirations. We make use of various channels to liaise and communicate with our customers for improving our services.



联络客户

土地注册处联合常务委员会

土地注册处联合常务委员会的成员包括土地注册处处长、其下的高级管理团队，以及香港律师会的代表。委员会定期举行会议，就土地注册事宜、本处向法律界人士所提供的服务，以及拟备推行业权注册制度等进行商讨和交流意见。委员会成员名单见附件II (a)。

Liaison with Customers

Land Registry Joint Standing Committee

The Land Registry Joint Standing Committee, comprising the Land Registrar, her senior management team and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters, the Land Registry's services provided to legal practitioners and preparation for implementation of the TRS. The membership of the Committee is at Annex II (a).

客户联络小组

本处透过两个客户联络小组(私营机构和公营机构)与客户保持联络,让客户了解本处的最新计划、服务和工作程序,在业务运作和服务提供事宜上促进意见交流,以及就客户的意见作出回应。

Customer Liaison Groups

The Land Registry maintains regular liaison with customers through two Customer Liaison Groups (private and public sectors) to update customers on the department's latest initiatives, services and procedures, to facilitate exchange of views on operational and service delivery issues, and to respond to customers' feedback.



客户联络小组(私营机构)
Customer Liaison Group (Private Sector)

私营机构客户联络小组的成员来自法律界、专业机构及工商团体;公营机构客户联络小组的成员则来自政府部门及公营机构。两个小组的成员名单分别见附件II (b)及(c)。

The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises representatives from Government departments and public bodies. The lists of membership of the private sector and the public sector groups are at Annexes II (b) and (c) respectively.



客户联络小组(公营机构)
Customer Liaison Group (Public Sector)



服务及运作 SERVICES AND OPERATIONS

访问

土地注册处与海外的相关机构保持紧密联系，土地注册处处长及代表于2018年10月31至11月2日出席在澳洲坎培拉举行的第45届「业权注册处长会议」暨2018年「土地注册处处长发展事务人员会议」。

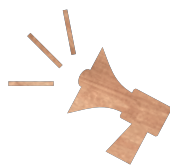
Visits

The Land Registry maintains close relationship with its overseas associates. The Land Registrar and representatives of the Land Registry attended the 45th Registrars of Title Conference cum Land Registry Development Officers Conference 2018 held in Canberra, Australia from 31 October to 2 November 2018.



此外，安大略省业权注册处处长林振强先生于2019年1月到访本处。是次访问为大家提供了良机，以便了解土地注册的最新发展，并就其运作上交流见解和经验。

In addition, Mr Jeffrey Lem, Director of Titles for the Province of Ontario visited the Land Registry in January 2019. The visit provided an invaluable opportunity for keeping abreast of the latest developments regarding land registration as well as exchanging insights and experience on the operation of land registries.



「中止为文书注册的一般原因」客户交流会

我们在2018年12月为226名来自不同律师事务所及政府部门的人士举办了四场交流会，让参与者更了解和明白中止为文书注册的一般原因。我们亦在会上推广电子注册摘要表格的使用和「物业把关易」服务。交流会的反应良好，提供了一个有效的平台，让我们与客户就使用我们的服务分享经验和意见。

“Meet the Clients” Sessions on “Common Reasons for Withholding Instruments from Registration”

Four sharing sessions, with a total of 226 participants from solicitors' firms and a government department, were held in December 2018 for enhancing participants' knowledge and understanding of the common reasons for withholding instruments from registration and for promoting the use of the e-Memorial Form and the Property Alert service. The sessions were well received and provided an effective platform for sharing of experience and views with our customers on using our services.



沟通渠道

土地注册处通函

在2018/19年度，我们发出了两份通函，让法律界人士和客户知悉本处推出的新产品／服务。

《土地注册处通讯》

本处分别在2018年6月及12月发布了两期的《土地注册处通讯》电子版，向客户介绍部门的新猷、服务和活动。

Communication Channels

Land Registry Circular Memoranda

In 2018/19, we issued two Land Registry Circular Memoranda to update legal practitioners and customers on our new product/services.

Land Registry News

Two electronic issues of the Land Registry News were released in June and December 2018 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.

服务及运作 SERVICES AND OPERATIONS

资料单张

年内，我们更新了资料单张的内容，以提供本处服务的最新资讯。

Information Leaflets

During the year, we updated the information leaflets to provide latest information on our services.



新闻稿

我们不时发放新闻稿公布本处的最新服务资讯，以及提供土地注册及查册的定期统计数字。

Press Releases

We issue press releases from time to time to announce the Land Registry's latest service updates and provide regular statistics on land registration and search.

年度开放数据计划

鉴于行政长官的2017年施政报告及政府于2017年12月公布的「香港智慧城市蓝图」，本处在2018年12月首次发布年度开放数据计划。该计划列出将于未来三年，透过「资料一线通」网站发放供公众人士免费使用的注册和查册服务相关数据集，该等数据集可为科研及创新提供原料。

Annual Open Data Plan

Having regard to the Chief Executive's 2017 Policy Address and the Smart City Blueprint for Hong Kong announced in December 2017, we published our first annual open data plan in December 2018. The plan sets out datasets relating to registration and search services to be released via the Public Sector Information Portal in the following three years for free public use. The datasets provide raw materials for technology research and innovation.

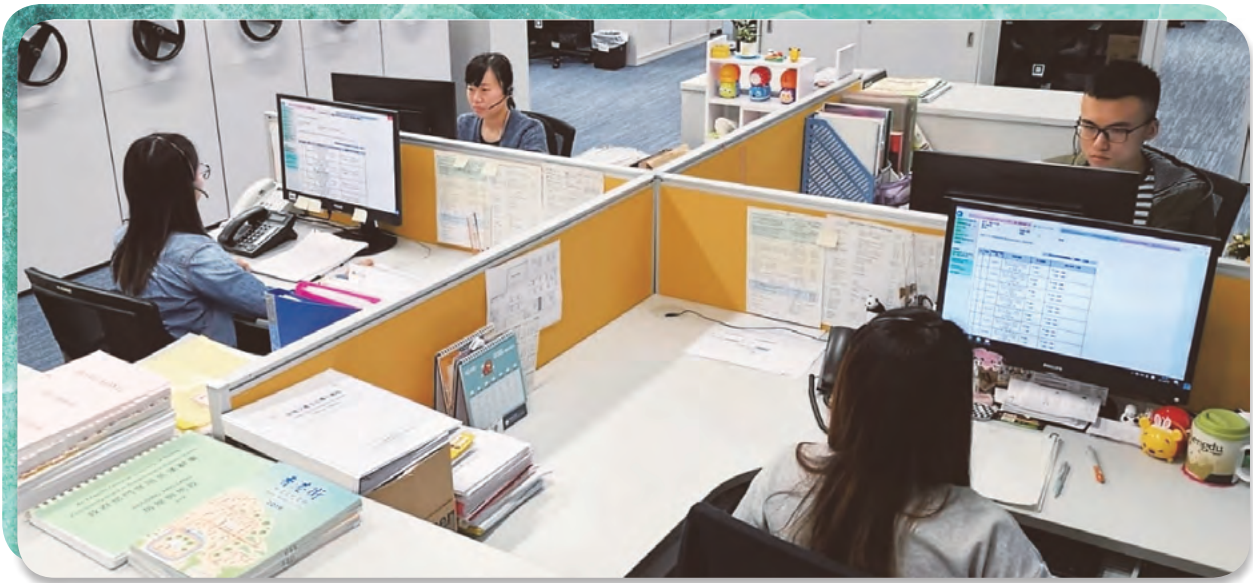


客户服务热线

本处的客户服务热线由互动语音系统支援，透过预录讯息和职员接听服务提供全面的资讯。当系统接驳至个别支援服务小组时，会提供轮候次序的服务。透过与效率促进办公室辖下的1823电话中心合作，本处提供每天24小时的热线查询服务。

Customer Service Hotline

Our Customer Service Hotline supported by an Interactive Voice Response System offers a whole range of information through recorded messages and manned operator service. A queuing service for specific service help desks is also available. Through collaboration with the Efficiency Office's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.



土地注册处网站

年内，共超逾940万人次浏览本处网站，当中有43%的人次浏览中文网页，57%的人次浏览英文网页。

Land Registry Website

During the year, there were 9.4 million visits (43% in the Chinese language and 57% in the English language) to the Land Registry website.

客户满意度意见调查

本处于2018年11月至12月委托顾问进行了客户满意度意见调查，以了解客户对本处服务的满意程度，并收集其意见以提升服务。是项调查分别透过电话访问、实地访问及网上／邮寄问卷方式进行，受访者的回应非常正面和令人鼓舞。他们对本处服务的整体满意度达89%。

Customer Satisfaction Survey

With a view to gauging the customer satisfaction level of the Land Registry's services and collecting feedback for service improvement, the Land Registry commissioned a consultant to conduct a customer satisfaction survey from November to December 2018. The survey included telephone interviews, field surveys and online/postal questionnaires. The feedback from the respondents was very positive and encouraging. The overall satisfaction rate for our services is 89%.

奖项

2018年「申诉专员嘉许奖」

本处的高级文书主任文淑仪女士及文书主任张德聪先生获颁发2018年「申诉专员嘉许奖 — 公职人员奖」，以表扬他们致力为客户提供优质及专业的服务。



Awards

The Ombudsman's Awards 2018

Congratulations to our Senior Clerical Officer, Ms MAN Shuk-yi, and Clerical Officer, Mr CHEUNG Tak-chung, who were awarded “The Ombudsman's Awards 2018 for Officers of Public Organisations” for their dedication in delivering high quality services and their professionalism in serving customers.



「ERB人才企业嘉许计划」

雇员再培训局于2009年推出「ERB人才企业嘉许计划」，表扬在人才培训及发展工作有卓越表现的机构，并授予「人才企业」的尊称。本处自2012年参与该计划以来，一直获嘉许为「人才企业」。而由2017年4月1日至2019年3月31日，本处获授予该两年期的「人才企业」嘉许。



ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the “ERB Manpower Developer Award Scheme” (the Scheme) in 2009 to recognise organisations which demonstrate outstanding achievements in manpower training and development as Manpower Developers.



The Land Registry has been accredited “Manpower Developer” since its participation in the Scheme in 2012. We were accredited “Manpower Developer” for two consecutive years from 1 April 2017 to 31 March 2019.

《土地注册处营运基金2016/17年报》奖项

《土地注册处营运基金2016/17年报》荣获三个国际／本地奖项，包括美国传媒专业联盟(LACP)就「印刷本年报 — 市／州／国家政府组别」颁发的「2017 Vision Awards」银奖、「2018国际年报比赛奖项」就「非牟利机构(印刷年报) — 政府机构及办事处组别」颁发的铜奖，以及「2018年香港管理专业协会最佳年报比赛」就「非牟利及慈善机构」组别颁发的优异奖。这些奖项对我们在制作优质年报方面的努力给予荣誉和肯定。

Awards for Land Registry Trading Fund (LRTF) Annual Report 2016/17

The LRTF Annual Report 2016/17 won three international and local awards i.e. the Silver Award of the League of American Communications Professionals (LACP) 2017 Vision Awards under the category of “Print-Based Annual Reports — Government — City/State/National”, the Bronze Award in the International Annual Report Competition (ARC) Awards 2018 under the category of “Non-Profit Organization (Print A.R.) — Government Agencies and Offices” and an Honourable Mention in the category of “Non-profit making and Charitable Organisations” of the Hong Kong Management Association (HKMA) Best Annual Reports Competition 2018. These awards give honor and recognition to our pursuit for quality production of our annual reports.



项目发展与新服务

电子注册摘要表格

电子注册摘要表格是土地注册处为方便用户更有效率拟备注册摘要而提供的电子范本，可在本处网站免费下载。电子注册摘要表格备有基本版和具资料汇入功能两个版本。两者均有内置自动填写功能，让用户在填写注册摘要表格时，可从「综合注册资讯系统」以物业参考编号检索所属的物业资料作参考，有助用户加快注册摘要的拟备工作。若用户须以同一套基本资料处理一连串交易或物业项目，具备资料汇入功能的电子注册摘要表格可更方便将下载于电脑试算表的相关资料，同时汇入并制备多份注册摘要表格。

自从本处于2018年3月推出加强版电子注册摘要表格后，其使用率正稳步上升。于2018/19年度，在所有连同文书一并递交注册的注册摘要中，电子注册摘要表格的使用率已超逾70%。本处会继续留意用户的回应，以期进一步改善服务。

Development Projects and New Services

e-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry for free downloading from our homepage to facilitate users to complete the memorials in a more efficient way. Two versions of the e-Memorial Form are available i.e. a basic version and one with data import function. Both versions have an auto-fill function enabling users to retrieve property particulars by Property Reference Numbers from the IRIS for reference when they are filling in the memorial form. This can help users speed up the preparation of memorials. For users handling a series of transactions or property projects with the same set of basic information, the version with data import function would be even more convenient as it enables the transfer of relevant information from a computer spreadsheet to multiple memorial forms simultaneously.

The usage of e-Memorial Form has been increasing steadily since the enhancements were released in March 2018 and has accounted for over 70% of the total number of memorials delivered with the instruments for registration in 2018/19. The Land Registry will continue to monitor users' feedback to identify room for further improvement.

**MEMORIAL of an instrument to be registered in the Land Registry
under the Land Registration Ordinance**
依據土地註冊條例在土地註冊處註冊的文書之註冊摘要

Solicitors Code of lodging firm 交付文書律師行的律師代號		Registration Fee 註冊費用					Other (please specify) 其他(請註明)
12345678		<input type="checkbox"/> \$210 <input type="checkbox"/> \$230 <input checked="" type="checkbox"/> \$450 <input type="checkbox"/> \$1000 <input type="checkbox"/> \$2000					\$
Nature and object of the instrument 文書的性質及目的							
Agreement For Sale and Purchase							
Property Reference Number (if any) 物業參考編號(如有的話) <input type="text"/> Get Address/Share/Lot 檢索地址/份數/地段 <input type="text"/> By text 輸入文字 <input type="text"/>							
+	D3940657	D3940664	D3940670	D3940686	D3940693		
+	D3940703	D3940759	D3940807	D3940850	D3940957		
+	D3941023	A8093024	A7537189	B4319582	B3138502		
+	C1328872	B3293288	B3291078	B3103312	B3133960		
+	B7000647	A7537175	B7704535	B5014185	B3106173		
+	C0060082	C0680866	B0559105	A9874929	A9812691		
+	B4601905	B7723606	A9815014	A9815308	B4387756		
+	A7537006	A7537292	B3135713	C0380668	B5984429		

最多可检索多达100个物业参考编号的地址、地段号码及所占的不可分割份数，并自动填入电子注册摘要表格。
The address, lot number(s) and undivided shares of up to 100 PRNs can be retrieved and auto-filled in the e-Memorial Form.

电子提示服务

物业把关易

本处于2019年1月28日把为业主提供的「电子提示服务」易名为「物业把关易」，并进一步优化服务。「物业把关易」是业主的好帮手，有助他们以相宜的费用和简易的方式掌握其物业状况，及早发现涉及其物业但属预期之外或可疑的文书交付本处注册，以便他们迅速采取跟进行动及／或征询法律意见。

e-Alert Service

Property Alert

The Land Registry's e-Alert Service for property owners has been renamed as "Property Alert" service with the introduction of service enhancements since 28 January 2019. Property Alert is an affordable smart tool for all property owners to stay vigilant of their properties at ease. It helps property owners detect unexpected or suspicious instruments delivered for registration against their properties early to allow prompt follow-up actions and/or seek legal advice.



是项服务的优化措施包括可让客户选择一次过订购方式，服务有效期至物业转手为止，可免却业主为服务申请续期。业主除可亲临本处各办事处办理申请手续外，亦可采用邮递方式递交申请。这些优化服务便利了各业主，尤其是长期居于香港境外的人士。

Major service enhancements include the introduction of a new one-off subscription option which remains valid until a change of property ownership. This subscription option will obviate the need for property owners to renew subscription. Apart from submitting applications for the Property Alert service in person at the Land Registry's offices, property owners may also send in their applications by post. These service enhancements can benefit all property owners, in particular those staying outside Hong Kong for extended periods of time.

服务及运作 SERVICES AND OPERATIONS

自服务推出后，本处已安排一连串宣传活动，包括推出电台宣传声带；在发展局局长的网志放上贴文及一段介绍「物业把关易」服务的三分钟短片 (https://www.devb.gov.hk/en/home/my_blog/index_id_324.html)；以及向主要持份者、专业团体和其他组织发出宣传信件和电邮。本处亦透过香港经济贸易办事处和环球香港商业协会联盟的会员协会，向居于海外的香港物业业主宣传该服务。

Since service launch, a series of promotional activities have been conducted including the broadcast of a Radio Announcement in the Public Interest (API), release of a Blog post of the Secretary for Development together with a three-minute publicity video (https://www.devb.gov.hk/en/home/my_blog/index_id_324.html) and the issue of promotional letters and emails to major stakeholders, professional bodies and other organisations. Assistance from the Hong Kong Economic and Trade Offices and member associations of the Federation of Hong Kong Business Associations Worldwide has also been solicited to publicize the service to owners of Hong Kong properties staying overseas.



土地注册处处长及两位年青的土地注册主任粉墨登场，拍摄三分种的短片宣传「物业把关易」服务，向观众介绍服务的优点。
A three-minute video, starred by the Land Registrar and two young Land Registration Officers, was produced to publicize the “Property Alert” and introduce its benefits to the audience.



部门的制作团队及演员皆全情投入拍摄短片，充分发挥团队精神。
The in-house production crew and the cast showed passion and excellent team work in making the video.

为认可机构提供的电子提示服务

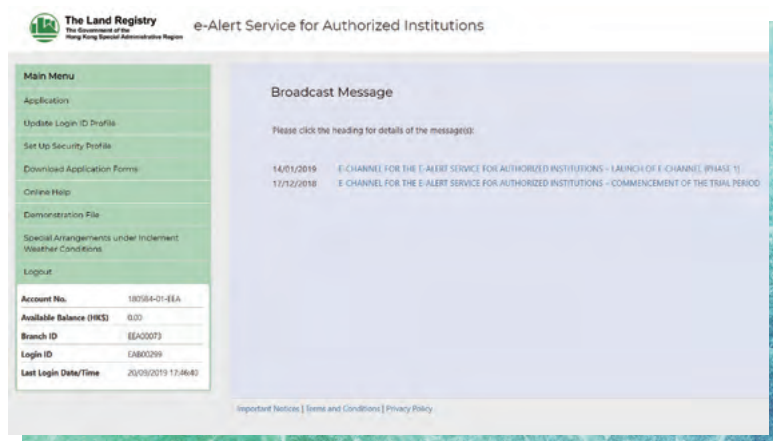
本处在2017年2月1日推出了供《银行业条例》(第155章)下的认可机构(即持牌银行、有限牌照银行及接受存款公司)订购的电子提示服务,以助认可机构更有效管理按揭贷款的信贷风险。该等认可机构在相关业主的同意下订购这项服务后,每当已承按的物业有再按揭记/按揭文件交付本处办理注册时,便会收到本处发出的电子提示讯息。

为令认可机构更可靠和方便地递交电子提示服务的申请,以及提升运作效率,本处分两阶段为认可机构提供的电子提示服务开设电子渠道。第一阶段已于2019年1月14日实施,认可机构可于电子渠道网页(www.ealert-ai.landreg.gov.hk)提交网上服务订单的申请。认可机构对此新猷表示欢迎。现时大部份的服务订单申请均经由电子渠道提交。

e-Alert Service for Authorized Institutions

The Land Registry launched the e-Alert Service for Authorised Institutions (AIs) under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) on 1 February 2017 to help them better manage credit risks in mortgage lending. The AIs, with consent from the property owners concerned for subscribing to our Service, will receive electronic notifications from the Land Registry when further charge/mortgage documents in respect of the properties mortgaged to the AIs are lodged for registration with the Land Registry.

To provide greater security and convenience to the AIs for submission of service applications for the e-Alert Service as well as to increase operational efficiency, the Land Registry has been developing an e-Channel for the e-Alert Service for AIs under a two-phase approach. The e-Channel (Phase one) was launched on 14 January 2019 for online submission of applications for subscription of service orders through the e-Channel website at www.ealert-ai.landreg.gov.hk. The initiative is welcomed by the AIs. Majority of the service orders are now submitted through the e-Channel.



未来计划

电子提示服务

本处会继续致力向香港物业的业主宣传「物业把关」服务。至于为认可机构提供的电子提示服务,我们预计于2020年中旬推出第二阶段的电子渠道项目,把网上提交申请的设施扩展至其他服务申请,并会引入更多用户功能,例如管理和查询帐户资料。

Future Plan

e-Alert Service

We will continue the efforts in publicising and promoting Property Alert to owners of Hong Kong properties. Regarding the e-Alert Service for AIs, we will develop the e-Channel (Phase two) which is scheduled for launch tentatively in mid-2020 to provide a facility for online submission of other service applications and introduce more user functions e.g. maintenance and enquiry of account information.

TITLE Registration

业权注册



近期发展

咨询持份者「新土地先行」方案及《土地业权条例》修订建议

年内，本处继续与持份者磋商，以就先行在新批出的土地实施业权注册的方案(即「新土地先行」方案)达成普遍共识。我们已经与香港律师会、地产代理监管局及消费者委员会就《土地业权条例》的最新发展和「新土地先行」方案交流意见。

我们亦与香港律师会举行会议，介绍在《土地业权条例》下常见的物业转易的模拟运作，让他们更了解业权注册制度下的预期运作。

此外，我们已完成对数个海外司法管辖区的业权注册法例及其采用的优良措施的研究工作。本处并召开了《土地业权条例》督导委员会和《土地业权条例》检讨委员会的会议，就「新土地先行」方案、海外司法管辖区研究报告及《土地业权条例》相关的修订建议进行讨论。

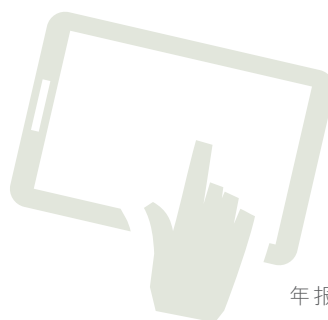
Recent Development

Stakeholder Consultation on “New Land First” Proposal and Proposed Amendments to the LTO

During the year, we have continued with our engagement with stakeholders to achieve general consensus on the proposal of implementing title registration on newly granted land first (“new land first” proposal). We have met with the Law Society of Hong Kong, the Estate Agents Authority and the Consumer Council to exchange views on the latest development of LTO and the “new land first” proposal.

A meeting was also held with the Law Society of Hong Kong for conducting a dummy run of typical transactions under the LTO to give them a better understanding of the likely operation of the TRS.

The study of title registration legislation and good practices in some overseas jurisdictions was completed. Meetings of the Land Titles Ordinance Steering Committee (LTOSC) and the Land Titles Ordinance Review Committee (LTORC) were convened for discussing the “new land first” proposal, the overseas jurisdictions study report as well as pertinent proposed amendments to the LTO.





虽然所有主要持份者对「新土地先行」方案均表示支持，但仍有尚待解决的事宜，包括弥偿安排、警告书机制等。

While all key stakeholders have indicated support for the “new land first” proposal, there are still issues to be resolved, including the indemnity arrangements, the caution mechanism, etc.

我们会继续与主要持份者紧密联系，以回应他们的关注，并就落实「新土地先行」方案的细节取得共识。

We will continue to liaise closely with the key stakeholders to address their concern and to reach agreement on the details for implementing the “new land first” proposal.

《土地业权条例》督导委员会和《土地业权条例》检讨委员会的成员名单分别载于附件II (d)及(e)。

The membership lists of the LTOSC and LTORC are at Annexes II (d) and (e) respectively.



检讨《土地业权条例》及拟备《土地业权(修订)条例草案》

业权注册制度本质上十分复杂，涉及繁复的法律问题，并且影响深远。我们正检视从《土地业权条例》中找出的法律和技术性问题，并继续拟备为引进《土地业权(修订)条例草案》的立法工作。

Review of LTO and Preparation of LT(A)B

The TRS is inherently complicated as it involves complex legal issues and carries significant implications. Legal and other technical issues in the LTO that have been identified are being reviewed. Preparation of the legislative work for the introduction of the LT(A)B is in progress.

未来计划

我们会继续与主要持份者及相关政府部门磋商，进一步优化「新土地先行」方案及敲定《土地业权条例》相关的修订建议，使香港能早日实施业权注册。与此同时，我们会继续与主要持份者紧密合作，处理就现有土地和物业转换至业权注册制度的机制下尚未解决的事宜。

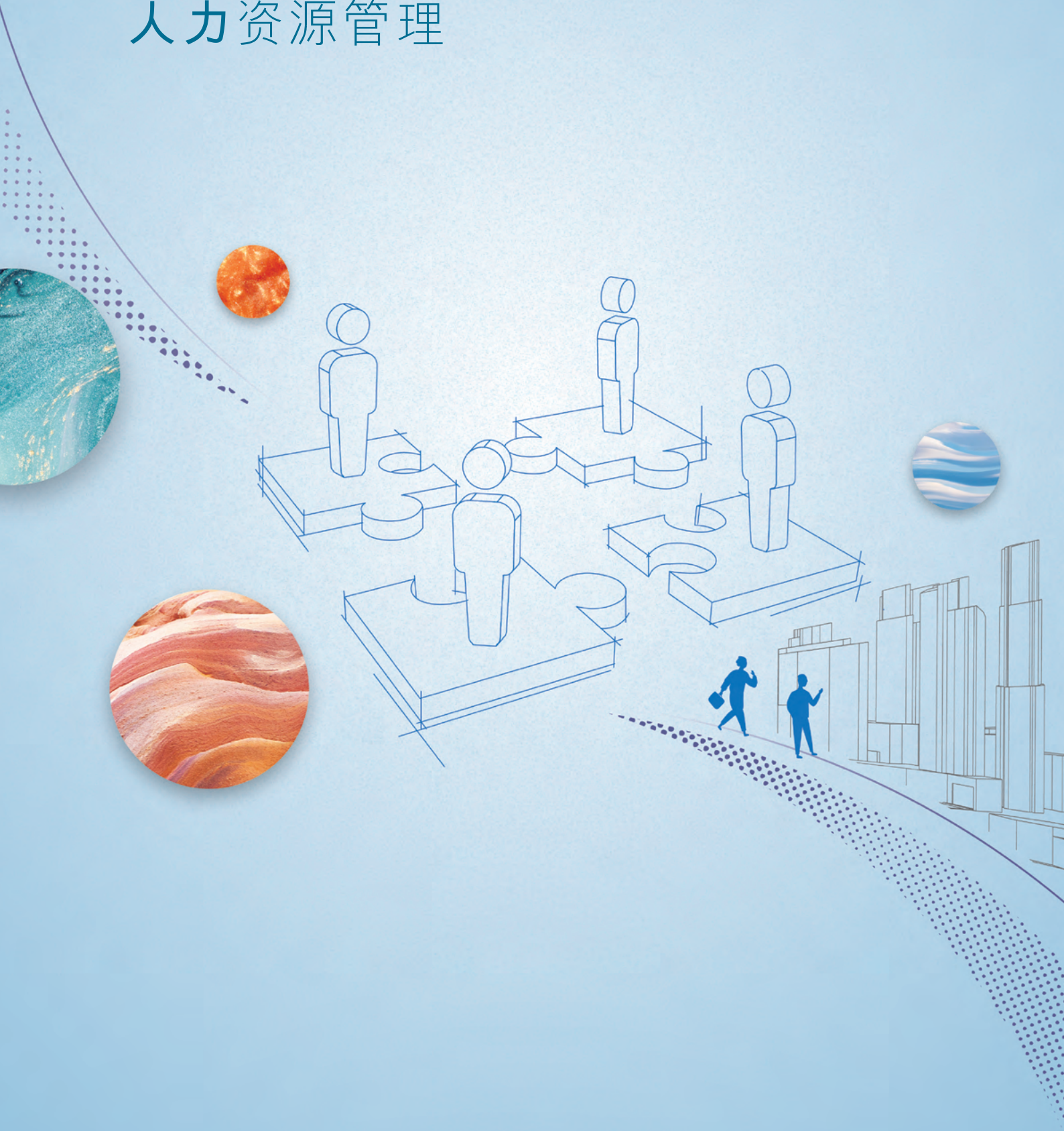
Future Plan

We will continue to engage the key stakeholders and relevant Government departments to further refine the “new land first” proposal and finalise the proposed pertinent amendments to the LTO for early implementation of title registration in Hong Kong. In parallel, we will continue to work closely with the key stakeholders to resolve the outstanding issues regarding the mechanism of converting existing land and properties to the TRS.



HUMAN Resources MANAGEMENT

人力资源管理



员工发展

人员编制

土地注册处致力维持一支训练有素及具灵活性的员工团队。公务员是本处的核心员工，以确保部门及客户服务质量素的稳定性。我们亦按非公务员合约或退休后服务合约条款聘用合约人员，以灵活回应运作或业务不断转变的需求。

截至2019年3月31日，本处共雇用了507名常额人员和83名非公务员合约人员。常额人员包含不同职系的人员，包括土地注册主任、律师、库务会计师、系统分析／程式编制主任及一般职系人员等。合约人员则包括律师、会计师、会计助理及文员等。本处会定期检视人员编制状况，并因应运作需要的改变而调整合约人员的数目。

员工培训

员工培训是人力资源发展的重要组成部分。我们给予员工机会和鼓励，协助他们在不同职业阶段全面发挥及发展潜能。为此，我们制订部门年度员工培训计划，并按照计划举办各项培训活动，旨在增加员工的工作信心、加强团队合作、竭力优化服务，从而令员工以至整个部门的表现持续提升。

在2018/19年度，我们举办了超过2,110天的培训，所提供的培训涵盖不同课题，并以多种形式进行。

Staff Development

Staffing

The Land Registry maintains a well-trained and highly flexible team of staff. The core group of staff are civil servants to ensure stability of the department and quality of service to customers. Contract staff under Non-civil Service Contract or Post-retirement Service Contract terms are also employed to give flexibility to the department for responding to changes in operational or business needs.

As at 31 March 2019, we had 507 permanent and 83 contract staff members. Our permanent staff comprise officers of various grades including Land Registration Officers, Solicitors, Treasury Accountants, Analysts/Programmers and general grades. Our contract staff include Solicitors, Accountant, Accounting Executive and Clerks. We regularly review our staffing position and adjust the number of contract staff in the light of changes in operational requirements.

Staff Training

Staff training is a critical component of human resource development. We provide opportunities and encouragement for staff at all stages of their career to help them realise their potential. To achieve this, we develop an annual departmental staff training plan and organise training programmes in accordance with the plan. The ultimate objective is to enable staff to work with confidence, strengthen teamwork, reinforce commitment to service excellence and support continuous improvement in individual and departmental performance.

In 2018/19, we arranged over 2,110 days of training in various modes on a wide spectrum of subjects.



常年培训

本处为土地注册处的员工举办不同的培训课程，以提升其主要工作技能。

本处为新入职的土地注册主任举办入职培训课程，包括简介会以及于不同组别实习体验的机会，让他们熟习部门的运作。部门并举办师友计划，为他们提供额外资源专门和个人化的支援。此外，我们为初级和新入职的主任级人员安排语文训练及员工管理技巧课程，以装备他们日常工作所需的知识和技能。

Year-round Training

Various training courses were provided to enhance the core competencies of the workforce of the Land Registry.

An Induction Programme comprising briefings and attachments to different divisions was implemented for the newly recruited Land Registration Officers for familiarising them with the operations of the department. A Mentoring Scheme was introduced as an additional resource to provide them with dedicated and personalised support. Furthermore, courses on language training and staff management skills were arranged for the junior and newly recruited officers to equip them with the knowledge and skills required for daily operations.



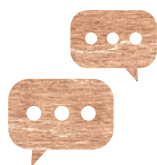
为加强前线人员了解优质客户服务的重要性，令他们待客时具备专业的服务技巧，所有前线人员均于2018年年底参加了「客户服务技巧」工作坊。

For enhancing the understanding of the importance of quality customer service and equipping staff members with effective service skills in receiving customers, all frontline staff members attended a training programme on “Customer Service Skills” in late 2018.



本处不同级别的主任级人员参加了特别为他们设计的「创意解难及决策技巧」工作坊、「谈判技巧」工作坊和「提升跨世代团队表现与沟通」研讨会，以提升他们工作的技能。

Officers at various levels attended respective tailor-made courses on “Creative Problem-solving and Decision Making”, “Negotiation Skills” and “Managing a Multi-generational Workforce” with a view to enhancing their work competencies.



本处除了安排「资讯科技保安」复修课程以加强员工对资讯科技保安的认识外，亦安排了「Domino Notes更新」、「微软Windows 10」和「微软Office 2016」的课程，以配合部门年内提升相关电脑软件的计划。

年内，我们也定期安排其他政府部门或公营机构，包括廉政公署、机电工程署及知识产权署，为本处的高级人员举办讲座及简介会，以宣扬诚信并扩阔他们的知识和视野。此外，本处一批主任级人员在2019年2月参观了T•PARK [源·区]，一睹该项在香港成功进行「转废为能」的设施，令他们大开眼界。

In addition to arranging a refresher course on “IT Security Awareness Training” for reinforcing staff’s awareness of IT security, training courses on “Domino Notes Upgrade”, “Microsoft Windows 10” and “Microsoft Office 2016” were arranged to tie in with the upgrade of relevant computer software during the year.

We regularly arranged talks and briefing sessions by other Government departments or public organisations, including the Independent Commission Against Corruption, Electrical and Mechanical Services Department and Intellectual Property Department, during the year for our senior officers. These sessions aimed to promote integrity and broaden the officers’ knowledge and exposure. Besides, in February 2019, a group of our officers paid a visit to the T•PARK with a view to yielding insight from the successful implementation of the “waste-to-energy” model in Hong Kong.



自我增值

除安排课堂培训外，本处亦鼓励员工透过网上学习自我增值。所有员工均获安排不多于一天半的网上学习，于办公时间在部门的学习资源中心选取各种感兴趣的自学课程。

Self-learning

In addition to classroom training, the Land Registry encourages self-learning through e-learning programmes. All staff are allowed to undertake a maximum of one and a half days’ e-learning during which they are free from their office work to pursue self-learning of various topics of interest at our Learning Resource Centre.

员工发展

员工参与了一系列扩阔视野的发展课程，以便他们迎接新挑战、加强沟通技巧，及培养制定政策及领导的能力。在2018/19年度，本处人员参加了由公务员培训处举办的「国家事务研习」课程、「公共行政领袖实践课程」、「创意领导培训课程」、「进阶管理工作坊」和「暂驻政策局计划」。

鼓励及嘉许员工

作为不断追求卓越客户服务的营运基金部门，我们高度重视对员工的鼓励和嘉许。

员工建议书计划

本处自1993年起推行员工建议书计划，以鼓励所有员工就不同事宜，包括提升服务质素、部门运作、节约资源及环境保护，提出建议。

在2018/19年度，本处共收到七份员工建议书，并就此颁发了三项奖励。

长期服务奖励计划

本处自1999年起推行周年的「长期服务奖励计划」，以表扬在本处长期服务而表现优良的员工。

在2018/19年度，共有21位服务年资达25年或以上的员工获此奖项。

Staff Development

A wide range of staff development programmes are offered to broaden staff's perspectives so that they can meet new challenges, strengthen their communication skills and develop policy formulation and leadership capacities. In 2018/19, our staff members attended the "National Studies" programmes, "Leadership in Action Programme", "Innovative Leadership Programme", "Advanced Management Workshops Programme" and joined the "Secretariat Attachment Scheme" organised by the Civil Service Training and Development Institute.

Staff Motivation and Recognition

As a trading fund department, we place high value on staff motivation and recognition for the continual pursuit of excellence in customer services.

Staff Suggestions Scheme

Since 1993, we have introduced the Staff Suggestions Scheme to encourage all staff to make suggestions on various issues, including improvement of service quality, operation, efficient use of resources and environmental protection.

In 2018/19, we received a total of seven staff suggestions and three awards were granted.

Long Service Appreciation Award Scheme

Since 1999, we have launched the annual "Long Service Appreciation Award Scheme" to give recognition to staff with long and meritorious service in the department.

In 2018/19, a total of 21 staff members with 25 or more years of service were honoured with the award.



毕惠莲女士(左)获颁发土地注册处三十五年优良服务奖
Ms BUTT Wai-lin (left), was awarded the Land Registry
35 Years' Long Service Appreciation Award Certificate



方吴淑仪女士(右)获颁发香港特别行政区三十年优良服务奖
Mrs Amy FONG (right), was awarded the Government of
the Hong Kong Special Administrative Region 30 Years'
Meritorious Service Certificate

最佳前线员工奖励计划

本处自2007年4月起推行「最佳前线员工奖励计划」，旨在提倡优质客户服务文化，以及表扬杰出员工的表现和成绩。

是项奖励计划每半年举办一次，期间获客户嘉许次数最多的个别员工和团队便可得奖。获奖的员工和团队名单会在客户服务中心及新界查册中心张贴，以作表扬。

Best Frontline Staff Award Scheme

The Land Registry has launched the Best Frontline Staff Award Scheme since April 2007 with the aim of fostering a culture of good customer service and to recognise laudable staff performance and achievements.

Individual staff members and teams receiving the highest number of commendations from our customers in each half-year period are awarded. To give due recognition, the names of the winning staff members and teams are posted at the Customer Centre and NTSOs.



2018年下半年的团队奖是由查册服务组夺得
Winner of the Team Award for the second half year of 2018 is Search Services Section

员工关系

我们深明职管双方有效沟通对提供优质客户服务极为重要。我们继续透过定期举行的员工关系会议、部门刊物和员工福利活动等，促进各级员工之间的沟通。

Staff Relations

We recognise that effective communication between management and staff is crucial for the provision of quality service to customers. We continue to encourage communication among staff at all levels through regular staff relations meetings, departmental publications and staff welfare functions.

部门协商委员会

「部门协商委员会」共有14位来自各个员工组别和管理层的代表。委员会每季举行一次会议，以促进员工与管理层之间的了解和合作。

Departmental Consultative Committee

The Committee comprises 14 representatives of various staff groups and representatives of the management. It meets quarterly to promote better understanding and cooperation between staff and the management.

土地注册处员工通讯

《土地注册处员工通讯》是由来自各个部组的编辑委员会成员定期编制的部门刊物。通讯内容涵盖不同课题，包括专题故事、最新业务资讯、社区事务、员工消息与活动剪影、环境保护、保健贴士、资讯科技及语文知识等。这份刊物深受各员工欢迎，有助促进团队精神和加强员工对部门的归属感。

Staff Magazine

The Staff Magazine is a departmental publication issued periodically under an editorial board comprising staff of various divisions. It covers a wide range of topics including featured stories, business updates, community involvement, staff news and activity snapshots, environmental protection, health tips, information technology and language knowledge, etc. It is popular among staff and helps promote team spirit and a sense of corporate identity.

土地注册处员工康乐会

「土地注册处员工康乐会」由本处同事以义务形式管理。在2018/19年度，该会为部门同事及其家属举办了多项社会及康乐活动，包括部门的周年员工联欢晚宴、圣诞联欢会、义工服务、兴趣班、郊游及体育活动等。我们特别感谢发展局局长黄伟纶先生莅临主礼该年度的圣诞联欢会，令活动生色不少。

Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. In 2018/19, it organised various social and recreational activities for staff and their families, including the department's annual dinner, Christmas party, volunteer social services, interest classes, outings and sport activities. In particular, we would like to express our gratitude to the Secretary for Development, Mr Michael WONG for being our officiating guest of the Christmas party during the year. His presence enlightened the party very much.



知识管理

本处设置了「知识管理系统」，以促进部门内部有系统的知识管理和分享。该系统包含超过8,600份参考文件和案例。在2018/19年度，本处员工每天检索约150项系统资料，以作日常工作参考。

Knowledge Management

The Land Registry maintains a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. The system contains over 8,600 reference documents and precedent cases. Around 150 searches were made by our staff daily for reference in their work in 2018/19.

未来计划

本处在来年会继续加强部门的学习文化，为员工提供适当的培训课程，并安排合适的人员参加管理人员专业发展课程及公务员培训处的培训课程。透过参加这些培训及发展课程，员工的能力将有所提高，可作出更好准备以面对转变，为部门的未来发展作出贡献。

Future Plan

The Land Registry will continue to reinforce its organisational learning culture by providing appropriate training programmes to staff and arranging suitable officers to attend executive development programmes and training programmes of the Civil Service Training and Development Institute in the coming year. Through the training and development programmes, staff capabilities will be strengthened to better prepare for changes and contribute to the future development of the department.

IT Management

资讯科技管理



「综合注册资讯系统」

Integrated Registration Information System (IRIS)

「综合注册资讯系统」网上服务一直运作畅顺。

The IRIS Online Services have been operating smoothly.

「综合注册资讯系统」服务提升

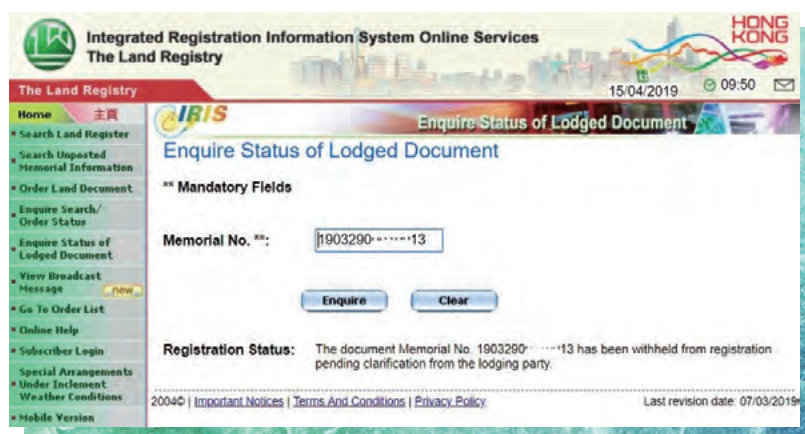
Enhancements to IRIS

在2018/19年度，本处为「综合注册资讯系统」作出下列多项重大提升：

The Land Registry implemented the following major enhancements to the IRIS in 2018/19:

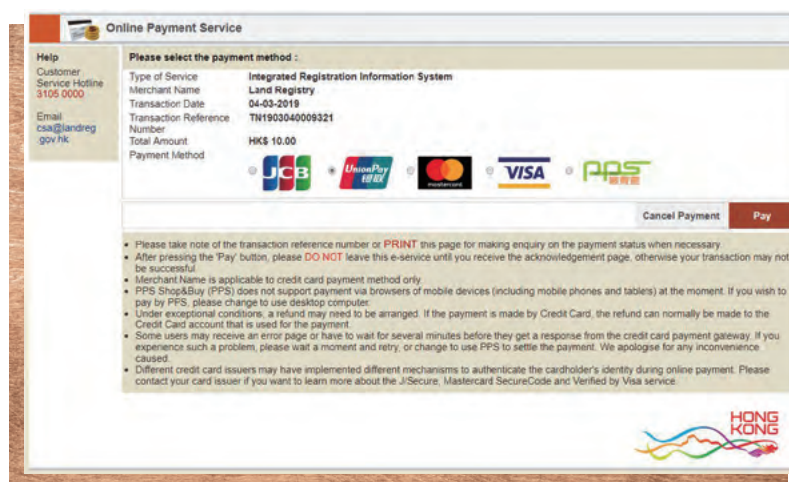
- 新增「查询文件注册状况」功能，以供市民查询已提交文书的最新状况；

- providing a new “Enquire Status of Lodged Document” function for the public to enquire the latest status of a lodged document;



- 除原有的VISA及Mastercard网上信用卡付款服务外，新增支援JCB及银联卡的付款服务；

- providing a new online credit card payment service that supports payment by JCB and UnionPay cards in addition to VISA and Mastercard;



在「按订单日期查询订单状况」的交易纪录选项列表上加入核取方块，以便登记用户可同时查看多个交易详情；

提升「互动语音系统」及「语音录音系统」的硬件和软件，以优化电话查询服务的系统表现；以及

推出崭新的「寄回文书电子通知服务」，供已于本处开立递交文书帐户的律师行及政府部门登记使用。

adding check boxes in the Transaction Records Selection List of “Enquire Order Status by Order Creation Date” function to facilitate subscribers to view the details of multiple transactions simultaneously;

upgrading the hardware and software of the Interactive Voice Response System (IVRS) and the Voice Recording System (VRS) to enhance system performance for telephone enquiry services; and

providing a new service — “e-Notification Service for Return of Instruments” for solicitors’ firms and Government departments which have lodgement accounts with us.

Enquire Order Status - Transaction Records Selection List

Enquiry Date/Time: 05/09/2018 12:15

Order Creation Date Range: 05/07/2018 - 05/09/2018

Status: All

19 Transaction record(s) can be found according to the data you have entered. Click into the hyperlink to view the details of corresponding transaction

Order Creation Date / Time	Transaction No.	Total Service Fee (HK\$)	Total Service Fee After Adjustment (HK\$)	Select to View
29/09/2018 15:09	TS180820000010	10.00	10.00	<input checked="" type="checkbox"/>
29/09/2018 15:31	TS180820000011	120.00	120.00	<input type="checkbox"/>
29/09/2018 15:46	TS180820000012	10.00	10.00	<input type="checkbox"/>
29/09/2018 15:51	TS180820000013	10.00	10.00	<input checked="" type="checkbox"/>
29/09/2018 15:54	TS180820000014	10.00	10.00	<input type="checkbox"/>
29/09/2018 15:57	TS180820000015	10.00	10.00	<input type="checkbox"/>
29/09/2018 16:04	TS180820000016	10.00	10.00	<input type="checkbox"/>
29/09/2018 16:06	TS180820000017	10.00	10.00	<input type="checkbox"/>
29/09/2018 16:09	TS180820000018	10.00	10.00	<input type="checkbox"/>
29/09/2018 16:11	TS180820000019	10.00	10.00	<input type="checkbox"/>
29/09/2018 16:15	TS180820000020	120.00	120.00	<input type="checkbox"/>
21/08/2018 11:12	TS180821000004	3,490.00	3,490.00	<input type="checkbox"/>
22/08/2018 15:50	TS180822000001	10.00	10.00	<input type="checkbox"/>
22/08/2018 15:53	TS180822000002	10.00	10.00	<input type="checkbox"/>
24/09/2018 10:32	TS180824000001	120.00	120.00	<input type="checkbox"/>
24/09/2018 11:15	TS180824000003	160.00	160.00	<input type="checkbox"/>
24/09/2018 11:40	TS180824000004	150.00	150.00	<input type="checkbox"/>
24/09/2018 11:54	TS180824000005	160.00	160.00	<input type="checkbox"/>
24/09/2018 15:14	TS180824000006	120.00	120.00	<input type="checkbox"/>

[View Multiple Transactions](#)

其他资讯科技服务

本处已采用软件定义网络基础建设及提升其网络管理，以维持稳固而安全的通讯网络。

Other IT Services

The Land Registry has implemented the software-defined network infrastructure and upgraded its network administration to maintain a robust and secure communication network.



资讯科技保安

本处依据政府对资讯科技保安的要求，以及参考资讯科技保安业界的最佳做法，推行各种改进措施。我们会定期传阅部门的资讯科技保安政策及指引，让员工加深认识及注意资讯保安及保障个人资料的重要性。

IT Security

The Land Registry implements improvement measures with reference to the Government's IT security requirements and best practices in the IT security field. Departmental policy and guidelines on IT security are circulated regularly to staff to reinforce their understanding and awareness of the importance of information security and personal data protection.

未来计划

我们会继续研究如何进一步提升部门的电子服务，以切合客户的需求，包括：

Future Plan

We will continue to explore ways to further enhance our e-services to meet customers' needs, including:

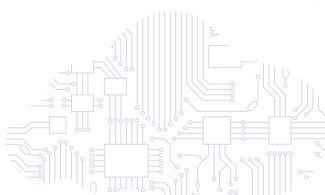
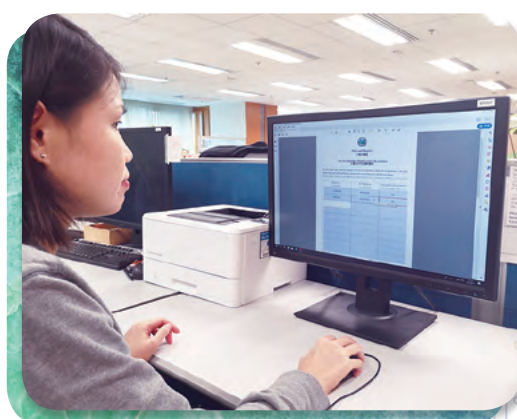
✎ 为「综合注册资讯系统」网上服务引入电子钱包(即Apple Pay和Google Pay)的流动付款方式；以及

✎ to introduce mobile payment by digital wallet (i.e. Apple Pay and Google Pay) for the IRIS Online Services; and



✎ 逐步转换部门表格为可电子填写的可携式文件格式(PDF)，以更方便客户填写。

✎ to progressively convert our public forms to e-fillable portable document format (PDF) forms for more convenient input.



FINANCIAL

Management

财务管理



财政目标

土地注册处根据《营运基金条例》的条文，奉行下列明确的财政目标：

- ✎ 使以跨年方式计算的营运基金收入足以支付为市民及政府部门提供服务的开支；以及
- ✎ 取得合理的回报，回报率是由财政司司长根据固定资产而厘订。

Financial Objectives

In accordance with the TFO, the Land Registry pursues clearly defined financial objectives as follows:

- ✎ meeting expenses incurred in the provision of services to the public and Government departments out of the income of the trading fund, taking one year with another; and
- ✎ achieving a reasonable return, as determined by the Financial Secretary, on the fixed assets employed.

实际表现

与2017/18年度比较，本年度的收入增加了2,380万元(上升4.9%)至5.145亿元，主要原因是提供土地纪录副本和供认可机构订购的电子提示服务的业务及投资收益有所增加。运作开支则增加了2,330万元(上升5.9%)至4.187亿元，主要原因是员工费用有所增加。

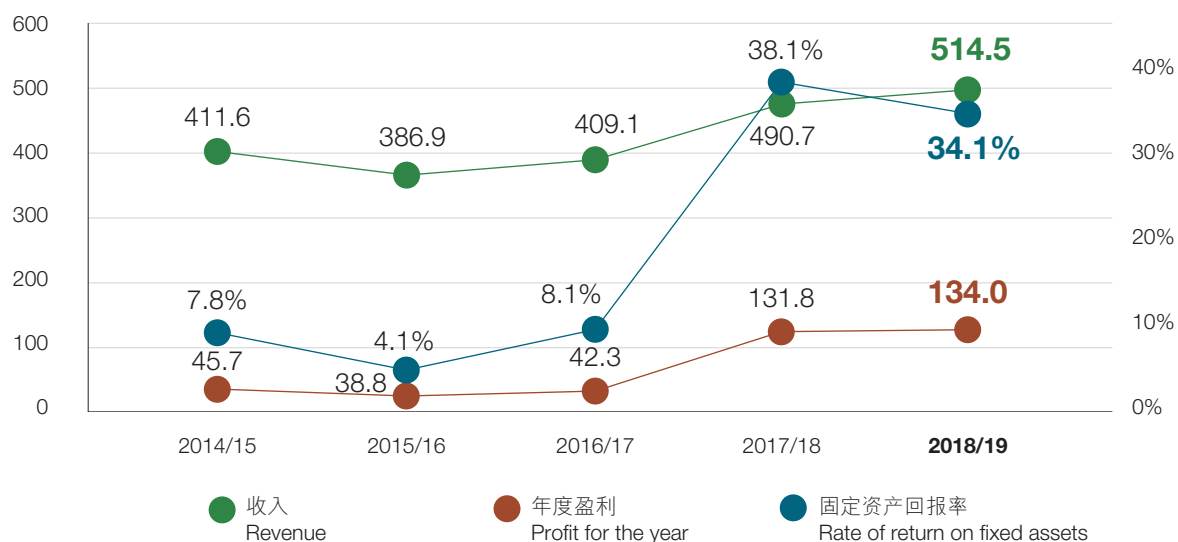
Actual Performance

When compared with 2017/18, revenue increased by \$23.8 million (up 4.9%) to \$514.5 million mainly due to an increase in business volume of copying and e-Alert Service for Als as well as investment income. Operating expenses increased by \$23.3 million (up 5.9%) to \$418.7 million mainly due to increase in staff costs.

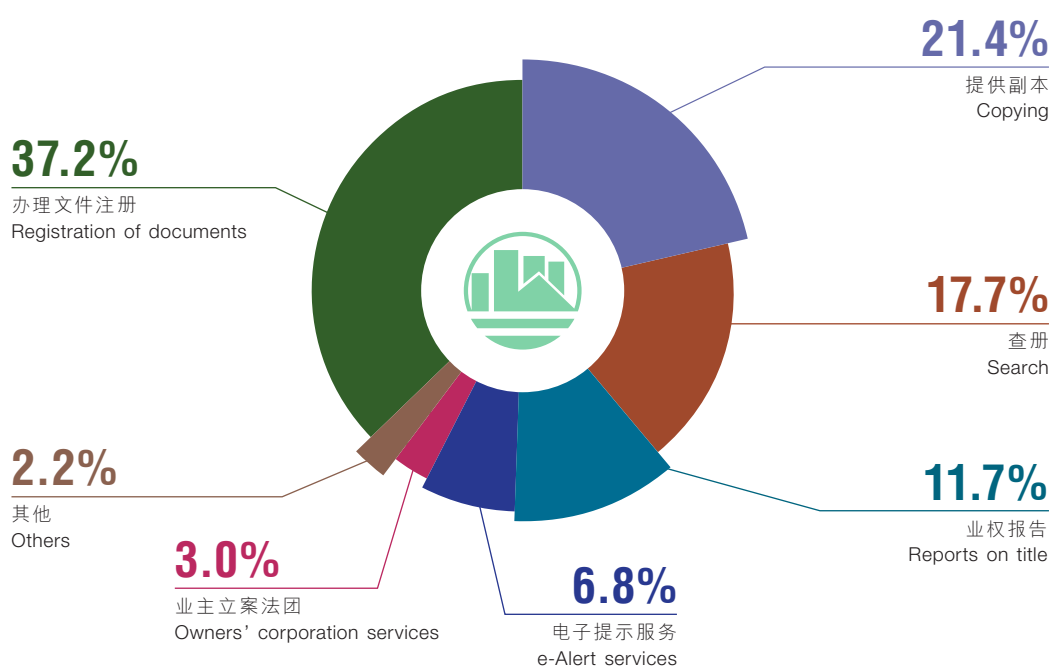


财政表现 Financial Performance

港币(百万元)
HK\$ (million)

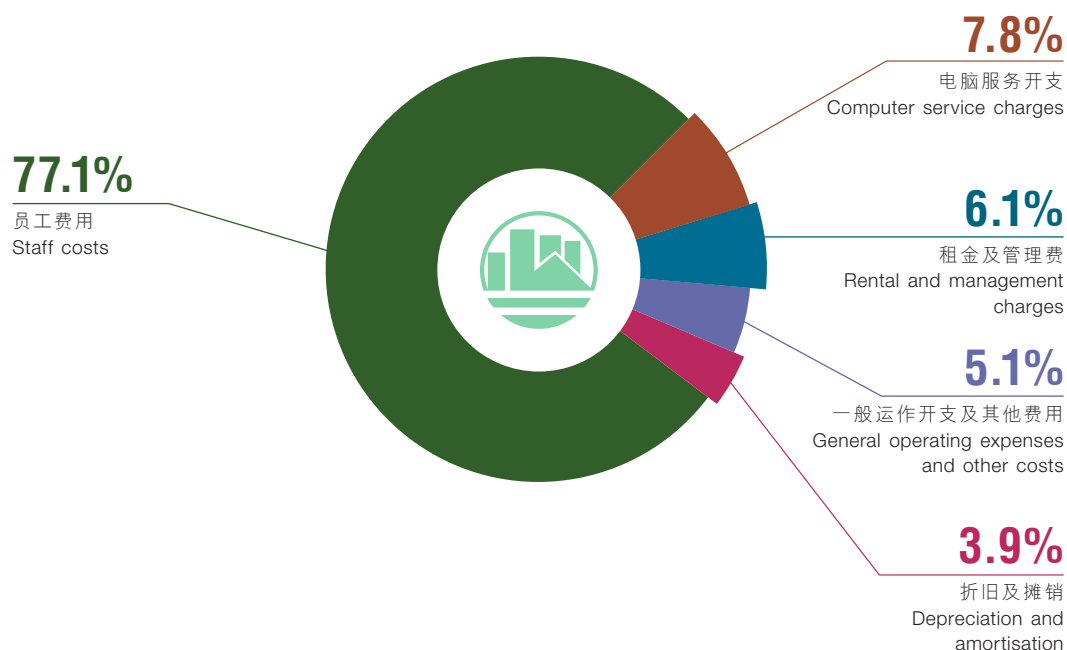


2018/19年度收入分析 Analysis of Revenue 2018/19



2018/19年度营运成本分析

Analysis of Operating Costs 2018/19



展望

本处的收入和固定资产回报率主要取决于注册、查册、提供副本及业权报告服务的数量，而有关数量会受到物业市场和其他相关因素影响。我们会继续严谨控制成本。

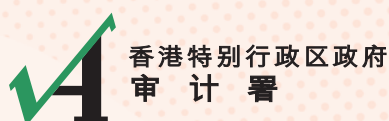
Forecast

The Land Registry's revenue and return on fixed assets will depend mainly on the business volume in the registration, search, copying and reports on title services which is subject to performance of the property market and other relevant factors. We will continue to exercise strict control on costs.



审计署署长报告

REPORT OF THE DIRECTOR OF AUDIT



香港特别行政区政府
审计署



Audit Commission
The Government of the Hong Kong Special Administrative Region

独立审计师报告

致立法会

意见

兹证明我已审核及审计刊载于第85至123页土地注册处营运基金的财务报表，该等财务报表包括于2019年3月31日的财务状况表与截至该日止年度的全面收益表、权益变动表和现金流量表，以及财务报表的附注，包括主要会计政策概要。

我认为，该等财务报表已按照香港会计师公会颁布的《香港财务报告准则》真实而中肯地反映土地注册处营运基金于2019年3月31日的状况及截至该日止年度的运作成果及现金流量，并已按照《营运基金条例》(第430章)第7(4)条所规定的方式妥为拟备。

意见的基础

我已按照《营运基金条例》第7(5)条及审计署的审计准则进行审计。我根据该等准则而须承担的责任，详载于本报告「审计师就财务报表审计而须承担的责任」部分。根据该等准则，我独立于土地注册处营运基金，并已按该等准则履行其他道德责任。我相信，我所获得的审计凭证是充足和适当地为我的审计意见提供基础。

Independent Auditor's Report

To the Legislative Council

Opinion

I certify that I have examined and audited the financial statements of the Land Registry Trading Fund set out on pages 85 to 123, which comprise the statement of financial position as at 31 March 2019, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the state of affairs of the Land Registry Trading Fund as at 31 March 2019, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance (Cap. 430).

Basis for opinion

I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of my report. I am independent of the Land Registry Trading Fund in accordance with those standards, and I have fulfilled my other ethical responsibilities in accordance with those standards. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

其他资料

土地注册处营运基金总经理须对其他资料负责。其他资料包括土地注册处营运基金2018-19年年报内的所有资料，但不包括财务报表及我的审计师报告。

我对财务报表的意见并不涵盖其他资料，我亦不对其他资料发表任何形式的鉴证结论。

就财务报表审计而言，我有责任阅读其他资料，从而考虑其他资料是否与财务报表或我在审计过程中得悉的情况有重大矛盾，或者似乎存有重大错误陈述。基于我已执行的工作，如果我认为其他资料存有重大错误陈述，我需要报告该事实。在这方面，我没有任何报告。

土地注册处营运基金总经理就财务报表而须承担的责任

土地注册处营运基金总经理须负责按照香港会计师公会颁布的《香港财务报告准则》及《营运基金条例》第7(4)条拟备真实而中肯的财务报表，及落实其认为必要的内部控制，使财务报表不存有因欺诈或错误而导致的重大错误陈述。

在拟备财务报表时，土地注册处营运基金总经理须负责评估土地注册处营运基金持续经营的能力，以及在适用情况下披露与持续经营有关的事项，并以持续经营作为会计基础。

Other information

The General Manager, Land Registry Trading Fund is responsible for the other information. The other information comprises all the information included in the Land Registry Trading Fund's 2018-19 Annual Report, other than the financial statements and my auditor's report thereon.

My opinion on the financial statements does not cover the other information and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of the General Manager, Land Registry Trading Fund for the financial statements

The General Manager, Land Registry Trading Fund is responsible for the preparation of financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and section 7(4) of the Trading Funds Ordinance, and for such internal control as the General Manager, Land Registry Trading Fund determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the General Manager, Land Registry Trading Fund is responsible for assessing the Land Registry Trading Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

审计师就财务报表审计而须承担的责任

我的目标是就整体财务报表是否不存有任何因欺诈或错误而导致的重大错误陈述取得合理保证，并发出包括我意见的审计师报告。合理保证是高水平的保证，但不能确保按审计署审计准则进行的审计定能发现所存有的任何重大错误陈述。错误陈述可以由欺诈或错误引起，如果合理预期它们个别或汇总起来可能影响财务报表使用者所作出的经济决定，则会被视作重大错误陈述。

在根据审计署审计准则进行审计的过程中，我会运用专业判断并秉持专业怀疑态度。我也会：

- 识别和评估因欺诈或错误而导致财务报表存有重大错误陈述的风险；设计及执行审计程序以应对这些风险；以及取得充足和适当的审计凭证，作为我意见的基础。由于欺诈可能涉及串谋、伪造、蓄意遗漏、虚假陈述，或凌驾内部控制的情况，因此未能发现因欺诈而导致重大错误陈述的风险，较未能发现因错误而导致者为高；
- 了解与审计相关的内部控制，以设计适当的审计程序。然而，此举并非旨在对土地注册处营运基金内部控制的有效性发表意见；
- 评价土地注册处营运基金总经理所采用的会计政策是否恰当，以及其作出的会计估计和相关资料披露是否合理；

Auditor's responsibilities for the audit of the financial statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Audit Commission auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the Audit Commission auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Land Registry Trading Fund's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the General Manager, Land Registry Trading Fund;

- 判定土地注册处营运基金总经理以持续经营作为会计基础的做法是否恰当，并根据所得的审计凭证，判定是否存在与事件或情况有关，而且可能对土地注册处营运基金持续经营的能力构成重大疑虑的重大不确定性。如果我认为存在重大不确定性，则有必要在审计师报告中请使用者留意财务报表中的相关资料披露。假若所披露的相关资料不足，我便须发出非无保留意见的审计师报告。我的结论是基于截至审计师报告日止所取得的审计凭证。然而，未来事件或情况可能导致土地注册处营运基金不能继续持续经营；及
- conclude on the appropriateness of the General Manager, Land Registry Trading Fund's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Land Registry Trading Fund's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Land Registry Trading Fund to cease to continue as a going concern; and
- 评价财务报表的整体列报方式、结构和内容，包括披露资料，以及财务报表是否中肯反映交易和事项。
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

审计署署长
(署理审计署助理署长陈瑞兰代行)

审计署
香港湾仔
告士打道7号
入境事务大楼26楼
2019年9月23日

Ms Hildy Chan
Assistant Director of Audit (Acting)
for Director of Audit

Audit Commission
26th Floor, Immigration Tower
7 Gloucester Road
Wanchai, Hong Kong
23 September 2019

Certified
FINANCIAL
Statements
财务报表



全面收益表

STATEMENT OF COMPREHENSIVE INCOME

截至二零一九年三月三十一日止年度
(以港币千元位列示)

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2019	2018
来自客户合约之收入	Revenue from contracts with customers	4	514,533	490,731
运作成本	Operating costs	5	(418,724)	(395,418)
运作盈利	Profit from operations		95,809	95,313
其他收入	Other income	6	38,170	36,530
年度盈利	Profit for the year		133,979	131,843
其他全面收益	Other comprehensive income		—	—
年度总全面收益	Total comprehensive income for the year		133,979	131,843
固定资产回报率	Rate of return on fixed assets	7	34.1%	38.1%

第91至123页的附注为本财务报表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

财务状况表

STATEMENT OF FINANCIAL POSITION

于二零一九年三月三十一日
(以港币千元位列示)

as at 31 March 2019
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2019	2018
非流动资产	Non-current assets			
物业、设备及器材	Property, plant and equipment	8	271,779	266,918
无形资产	Intangible assets	9	13,212	10,102
外汇基金存款	Placement with the Exchange Fund	10	676,216	646,478
银行存款	Bank deposits		—	24,000
			961,207	947,498
流动资产	Current assets			
应收帐款及其他应收款项	Trade and other receivables	11, 12(a)	26,052	25,952
应收关连人士帐款	Amounts due from related parties	12(a)	9,588	9,475
银行存款	Bank deposits		537,000	411,000
现金及银行结余	Cash and bank balances		24,369	22,288
			597,009	468,715
流动负债	Current liabilities			
递延收入	Deferred revenue	12(b)	8,505	9,159
客户按金	Customers' deposits	13	44,349	43,262
应付帐款及其他应付款项	Trade and other payables		20,986	17,954
应付关连人士帐款	Amounts due to related parties		2,639	2,464
雇员福利拨备	Provision for employee benefits	14	8,117	7,284
			84,596	80,123
流动资产净额	Net current assets		512,413	388,592
总资产减去流动负债	Total assets less current liabilities		1,473,620	1,336,090

第91至123页的附注为本财务报表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

财务状况表(续)
STATEMENT OF FINANCIAL POSITION (CONTINUED)

		附注 Note	2019	2018
非流动负债	Non-current liabilities			
递延收入	Deferred revenue	12(b)	4,761	2,075
雇员福利拨备	Provision for employee benefits	14	79,183	78,318
			83,944	80,393
资产净额	NET ASSETS		1,389,676	1,255,697
资本及储备	CAPITAL AND RESERVES			
营运基金资本	Trading fund capital	15	118,300	118,300
保留盈利	Retained earnings	16	1,271,376	1,137,397
			1,389,676	1,255,697

张美珠女士，JP
土地注册处营运基金总经理
二零一九年九月二十三日

Ms Doris CHEUNG, JP
General Manager, Land Registry Trading Fund
23 September 2019

第91至123页的附注为本财务报表的一部分。
The notes on pages 91 to 123 form part of these financial statements.

权益变动表

STATEMENT OF CHANGES IN EQUITY

截至二零一九年三月三十一日止年度
(以港币千元位列示)

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2019	2018
在年初的结余	Balance at beginning of year		1,255,697	1,123,854
年度总全面收益	Total comprehensive income for the year		133,979	131,843
在年终的结余	Balance at end of year		1,389,676	1,255,697

第91至123页的附注为本财务报表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

现金流量表

STATEMENT OF CASH FLOWS

截至二零一九年三月三十一日止年度
(以港币千元位列示)

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

	附注 Note	2019	2018
营运活动的现金流量	Cash flows from operating activities		
运作盈利	Profit from operations	95,809	95,313
折旧及摊销	Depreciation and amortisation	16,106	13,556
处置固定资产亏损	Loss on disposal of fixed assets	—	25
应收款项及应收 关连人士帐款的 减少	Decrease in receivables and amounts due from related parties	340	4,341
递延收入的增加	Increase in deferred revenue	2,032	3,486
客户按金的增加	Increase in customers' deposits	1,087	7,216
应付款项及应付 关连人士帐款的 (减少)/增加	(Decrease)/Increase in payables and amounts due to related parties	(478)	1,564
雇员福利拨备的 增加/(减少)	Increase/(Decrease) in provision for employee benefits	1,698	(1,085)
来自营运活动的 现金净额	Net cash from operating activities	116,594	124,416

第91至123页的附注为本财务报表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

现金流量表(续)
STATEMENT OF CASH FLOWS (CONTINUED)

	附注 Note	2019	2018
投资活动的现金流量	Cash flows from investing activities		
原有期限为3个月以上的银行存款的增加	Increase in bank deposits with original maturities over three months	(102,000)	(116,000)
购买固定资产	Purchase of fixed assets	(20,392)	(9,690)
出售固定资产所得	Proceeds from disposal of fixed assets	4	3
外汇基金存款的增加	Increase in placement with the Exchange Fund	(29,738)	(17,609)
已收利息	Interest received	37,613	22,759
用于投资活动的现金净额	Net cash used in investing activities	(114,513)	(120,537)
现金及等同现金的增加净额	Net increase in cash and cash equivalents	2,081	3,879
在年初的现金及等同现金	Cash and cash equivalents at beginning of year	22,288	18,409
在年终的现金及等同现金	Cash and cash equivalents at end of year	24,369	22,288

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第91至123页的附注为本财务报表的一部分。
The notes on pages 91 to 123 form part of these financial statements.

财务报表附注

NOTES TO THE FINANCIAL STATEMENTS

(除另有注明外，所有金额均以港币千元位列示)

(Amounts expressed in thousands of Hong Kong dollars, unless otherwise stated)

1. 总论

General

立法会在一九九三年六月三十日根据《营运基金条例》(第430章)第3、4及6条通过决议案，在一九九三年八月一日设立土地注册处营运基金(「基金」)。土地注册处备存载列最新资料的土地登记册以执行土地注册制度，并向客户提供查阅土地登记册和有关土地纪录的服务和设施。此外，土地注册处亦按照《建筑物管理条例》(第344章)负责办理业主成立法团的申请及提供相关服务。

The Land Registry Trading Fund (“the Fund”) was established on 1 August 1993 under the Legislative Council Resolution passed on 30 June 1993 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap. 430). The Land Registry administers a land registration system by maintaining an up-to-date Land Register and provides its customers with services and facilities for searches of the Land Register and related land records. The Land Registry also processes applications for the incorporation of owners and provides related services under the Building Management Ordinance (Cap. 344).

2. 主要会计政策

Significant accounting policies

2.1 符合准则声明

Statement of compliance

本财务报表是按照香港公认的会计原则及所有适用的香港财务报告准则(此词是统称，当中包括香港会计师公会颁布的所有适用的个别香港财务报告准则、香港会计准则及诠释)编制。基金采纳的主要会计政策摘要如下。

These financial statements have been prepared in accordance with accounting principles generally accepted in Hong Kong and all applicable Hong Kong Financial Reporting Standards (“HKFRSs”), a collective term which includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards (“HKASs”) and Interpretations issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”). A summary of the significant accounting policies adopted by the Fund is set out below.

香港会计师公会颁布了若干新增及经修订的香港财务报告准则并于本会计期首次生效或可供提前采纳。基金因首度采纳其中适用的准则而引致在本财务报表反映的本会计期及前会计期的会计政策的改变(如有)载于附注3。

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period of the Fund. Note 3 provides information on the changes, if any, in accounting policies resulting from initial application of these developments to the extent that they are relevant to the Fund for the current and prior accounting periods reflected in these financial statements.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.2 编制财务报表的基础

Basis of preparation of the financial statements

本财务报表的编制基础均以原值成本法计量。

The measurement basis used in the preparation of these financial statements is historical cost.

编制符合香港财务报告准则的财务报表需要管理层作出判断、估计及假设。该等判断、估计及假设会影响会计政策的实施，以及资产与负债和收入与支出的呈报款额。该等估计及相关的假设，均按以往经验及其他在有关情况下被认为合适的因素而制订。倘若没有其他现成数据可供参考，则会采用该等估计及假设作为判断有关资产及负债的帐面值的基础。估计结果或会与实际价值有所不同。

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

该等估计及其所依据的假设会作持续检讨。如修订会计估计只会影响当年的会计期，当年的会计期内会确认有关修订；如修订会影响当年及未来的会计期，则会在当年及未来的会计期内确认有关修订。

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

基金在实施会计政策方面并不涉及任何关键的会计判断。无论对未来作出的假设，或在报告日估计过程中所存在的不明朗因素，皆不足以构成重大风险，导致资产和负债的帐面金额在来年大幅修订。

There are no critical accounting judgements involved in the application of the Fund's accounting policies. There are also no key assumptions concerning the future, or other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities in the next year.

截至二零一八年三月三十一日止年度的若干比较数字已重新分类，以配合本年度基金财务报表的呈报方式。

Certain comparative figures for the year ended 31 March 2018 have been reclassified to conform to the current year's presentation of the Fund's financial statements.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.3 金融资产及金融负债

Financial assets and financial liabilities

(a) 初始确认及计量

Initial recognition and measurement

基金的金融资产包括外汇基金存款、应收帐款及其他应收款项、应收关连人士帐款、银行存款以及现金及银行结余。

The Fund's financial assets comprise placement with the Exchange Fund, trade and other receivables, amounts due from related parties, bank deposits, and cash and bank balances.

基金的金融负债包括客户按金、应付帐款及其他应付款项、应付关连人士帐款及雇员福利拨备。

The Fund's financial liabilities comprise customers' deposits, trade and other payables, amounts due to related parties and provision for employee benefits.

基金在成为有关金融工具的合约其中一方之日确认有关金融资产及金融负债。于初始确认时，金融资产及金融负债按公允价值计量，再加上或减去因收购该等金融资产或发行该等金融负债而直接引致的交易成本。

The Fund recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument. At initial recognition, financial assets and financial liabilities are measured at fair value plus or minus transaction costs that are directly attributable to the acquisition of the financial assets or the issue of the financial liabilities.

(b) 二零一八年四月一日起 分类及其后计量

Classification and subsequent measurement from 1 April 2018

在采纳香港财务报告准则第9号「金融工具」(附注3.1)后，基金将其所有金融资产分类为其后以实际利率法按摊销成本值计量，因为有关金融资产以收取合约现金流为目的的业务模式而持有，且合约现金流仅为所支付的本金及利息。金融资产的亏损准备根据附注2.3(e)所述的预期信用亏损模型计量。

After the adoption of HKFRS 9 "Financial Instruments" (note 3.1), the Fund classifies all financial assets as subsequently measured at amortised cost using the effective interest method, on the basis that they are held within a business model whose objective is to hold them for collection of contractual cash flows and the contractual cash flows represent solely payments of principal and interest. The measurement of loss allowances for financial assets is based on the expected credit loss model as described in note 2.3(e).

2. 主要会计政策(续)

Significant accounting policies (continued)

2.3 金融资产及金融负债(续)

Financial assets and financial liabilities (continued)

(b) 二零一八年四月一日起 的分类及其后计量(续)

Classification and subsequent measurement from 1 April 2018 (continued)

实际利率法是计算金融资产或金融负债的摊销成本值，以及摊分及确认有关期间的利息收入或支出的方法。实际利率是指可将该金融资产或金融负债在有效期间的预计现金收支，折现成该金融资产的帐面总值或金融负债的摊销成本值所适用的贴现率。基金在计算实际利率时，会考虑该金融工具的所有合约条款以估计现金流量，但不会计及预期信用亏损。有关计算包括与实际利率相关的所有收取自或支付予合约各方的费用、交易成本及所有其他溢价或折让。

The effective interest method is a method of calculating the amortised cost of a financial asset or a financial liability and of allocating and recognising the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial asset or financial liability to the gross carrying amount of the financial asset or to the amortised cost of the financial liability. When calculating the effective interest rate, the Fund estimates the expected cash flows by considering all contractual terms of the financial instrument but does not consider the expected credit losses. The calculation includes all fees paid or received between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts.

基金将其所有金融负债分类为其后以实际利率法按摊销成本值计量。

The Fund classifies all financial liabilities as subsequently measured at amortised cost using the effective interest method.

基金仅在管理某金融资产的业务模式出现变动时，才将有关资产重新分类。金融负债不作重新分类。

The Fund reclassifies a financial asset when and only when it changes its business model for managing the asset. A financial liability is not reclassified.

(c) 二零一八年四月一日前 的分类及其后计量

Classification and subsequent measurement prior to 1 April 2018

根据香港会计准则第39号「金融工具：确认及计量」，基金的金融资产为非衍生金融资产，它们具有固定或可以确定的金额，但在活跃市场并没有报价，而基金亦无意将之持有作买卖用途。此类金融资产被基金列作贷出款项及应收帐款，采用实际利率法按摊销成本值扣除任何减值亏损(如有)列帐(附注2.3(f))。

Under HKAS 39 “Financial Instruments: Recognition and Measurement”, the Fund’s financial assets, which were non-derivative financial assets with fixed or determinable payments that were not quoted in an active market and which the Fund had no intention of trading, were classified as loans and receivables and were carried at amortised cost using the effective interest method less impairment losses, if any (note 2.3(f)).

2. 主要会计政策(续)

Significant accounting policies (continued)

2.3 金融资产及金融负债(续) Financial assets and financial liabilities (continued)

(c) 二零一八年四月一日前的分类及其后计量(续) Classification and subsequent measurement prior to 1 April 2018 (continued)

二零一八年四月一日前基金的金融负债的分类及其后计量与二零一八年四月一日起的相同(附注2.3(b))。

The classification of the Fund's financial liabilities and their subsequent measurement prior to 1 April 2018 were the same as those from 1 April 2018 (note 2.3(b)).

(d) 注销确认 Derecognition

当从金融资产收取现金流量的合约权利届满时，或该金融资产连同拥有权的绝大部分风险及回报已转让时，该金融资产会被注销确认。

A financial asset is derecognised when the contractual rights to receive the cash flows from the financial asset expire, or where the financial asset together with substantially all the risks and rewards of ownership have been transferred.

当合约指明的债务被解除或取消，或到期时，该金融负债会被注销确认。

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled, or when it expires.

(e) 二零一八年四月一日起的金融资产减值 Impairment of financial assets from 1 April 2018

自采纳香港财务报告准则第9号(附注3.1)后，基金就按摊销成本值计量的金融资产(应收帐款除外)采用由3个阶段组成的方法计量预期信用亏损及确认相应的亏损准备及减值亏损或回拨，预期信用亏损的计量基础取决于自初始确认以来的信用风险变化：

After the adoption of HKFRS 9 (note 3.1), the Fund applies a three-stage approach to measure expected credit losses on financial assets (other than trade receivables) measured at amortised cost and to recognise the corresponding loss allowances and impairment losses or reversals, with the change in credit risk since initial recognition determining the measurement bases for expected credit losses:

第1阶段：12个月预期信用亏损

Stage 1: 12-month expected credit losses

若自初始确认以来，金融工具的信用风险并无大幅增加，永久预期信用亏损中反映在报告日后12个月内可能发生的违约事件引致的预期信用亏损的部分予以确认。

For financial instruments for which there has not been a significant increase in credit risk since initial recognition, the portion of the lifetime expected credit losses that represent the expected credit losses that result from default events that are possible within the 12 months after the reporting date are recognised.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.3 金融资产及金融负债(续)

Financial assets and financial liabilities (continued)

(e) 二零一八年四月一日起的

Impairment of financial assets from 1 April 2018

金融资产减值(续)

(continued)

第2阶段：永久预期信用亏损 — 非信用减值

Stage 2: Lifetime expected credit losses — not credit impaired

若自初始确认以来，金融工具的信用风险大幅增加，但并非信用减值，永久预期信用亏损(反映在金融工具的预期有效期内所有可能出现的违约事件引致的预期信用亏损)予以确认。

For financial instruments for which there has been a significant increase in credit risk since initial recognition but that are not credit impaired, lifetime expected credit losses representing the expected credit losses that result from all possible default events over the expected life of the financial instrument are recognised.

第3阶段：永久预期信用亏损 — 信用减值

Stage 3: Lifetime expected credit losses — credit impaired

若金融工具已视作信用减值，会确认永久预期信用亏损，利息收入则应用实际利率计入摊销成本值而非帐面值总额计算。

For financial instruments that have become credit impaired, lifetime expected credit losses are recognised and interest income is calculated by applying the effective interest rate to the amortised cost rather than the gross carrying amount.

应收帐款的亏损准备一直按相等于永久预期信用亏损的金额计量。

Loss allowances for trade receivables are always measured at an amount equal to lifetime expected credit losses.

如何厘定信用风险大幅增加 *Determining significant increases in credit risk increase*

在每个报告日，基金藉比较金融工具于报告日及于初始确认日期在余下的预期有效期内出现违约的风险，以评估金融工具的信用风险有否大幅增加。有关评估会考虑数量及质量历史资料，以及具前瞻性的资料。若发生一项或多于一项对某金融资产的估计未来现金流量有不利影响的事件，该金融资产会被评定为信用减值。

At each reporting date, the Fund assesses whether there has been a significant increase in credit risk for financial instruments since initial recognition by comparing the risk of default occurring over the remaining expected life as at the reporting date with that as at the date of initial recognition. The assessment considers quantitative and qualitative historical information as well as forward-looking information. A financial asset is assessed to be credit impaired when one or more events that have a detrimental impact on the estimated future cash flows of that financial asset have occurred.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.3 金融资产及金融负债(续)

Financial assets and financial liabilities (continued)

(e) 二零一八年四月一日起的 金融资产减值(续)

Impairment of financial assets from 1 April 2018 (continued)

如何厘定信用风险大幅 增加(续)

Determining significant increases in credit risk (continued)

基金在个别或综合基础上评估自初始确认以来信用风险有否大幅增加。就综合评估而言，金融工具按共同信用风险特质的基准归类，并考虑投资类别、信用评级及其他相关因素。

The Fund assesses whether there has been a significant increase in credit risk since initial recognition on an individual or collective basis. For collective assessment, financial instruments are grouped on the basis of shared credit risk characteristics, taking into account investment type, credit risk ratings and other relevant factors.

外部信用评级为投资级别的银行存款被视为属低信用风险。其他金融工具若其违约风险低，且交易对手或借款人具备雄厚实力在短期内履行其合约现金流量责任，会被视为属低信用风险。此等金融工具的信用风险会被评定为自初始确认以来并无大幅增加。

Placements with banks with an external credit rating of investment grade are considered to have a low credit risk. Other financial instruments are considered to have a low credit risk if they have a low risk of default and the counterparty or borrower has a strong capacity to meet its contractual cash flow obligations in the near term. The credit risk on these financial instruments is assessed as not having increased significantly since initial recognition.

若金融资产无法收回，该金融资产会与相关亏损准备撤销。该等资产在完成所有必要程序及厘定亏损金额后撤销。其后收回先前被撤销的金额会在全面收益表内确认。

When a financial asset is uncollectible, it is written off against the related loss allowance. Such assets are written off after all the necessary procedures have been completed and the amount of the loss has been determined. Subsequent recoveries of amounts previously written off are recognised in the statement of comprehensive income.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.3 金融资产及金融负债(续)

Financial assets and financial liabilities (continued)

(e) 二零一八年四月一日起的 金融资产减值(续)

Impairment of financial assets from 1 April 2018 (continued)

计量预期信用亏损

Measurement of expected credit losses

金融工具的预期信用亏损是对该金融工具在预期有效期内的公平及经概率加权估计的信用亏损(即所有短缺现金的现值)。现金短缺为按照合约应付予基金的现金流量与基金预期会收到的现金流量两者间的差距。若金融资产在报告日视作信用减值,基金根据该资产的帐面值总额与以折现方式按该资产的原订实际利率计算的估计未来现金流量的现值两者间的差距计量预期信用亏损。

Expected credit losses of a financial instrument are an unbiased and probability-weighted estimate of credit losses (i.e. the present value of all cash shortfalls) over the expected life of the financial instrument. A cash shortfall is the difference between the cash flows due to the Fund in accordance with the contract and the cash flows that the Fund expects to receive. For a financial asset that is credit impaired at the reporting date, the Fund measures the expected credit losses as the difference between the asset's gross carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate.

(f) 二零一八年四月一日前 的金融资产减值

Impairment of financial assets prior to 1 April 2018

金融资产的帐面值会在每个报告日作出评估,以确定是否有客观的减值证据。若存在减值证据,减值亏损会以该资产的帐面值与按其原本的实际利率用折现方式计算其预期未来现金流量的现值之间的差额,在全面收益表内确认。如其后减值亏损降低,并证实与在确认减值亏损后出现的事件相关,则该减值亏损会在全面收益表内回拨。

The carrying amount of financial assets was reviewed at each reporting date to determine whether there was objective evidence of impairment. If any impairment evidence existed, an impairment loss was recognised in the statement of comprehensive income as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. If in a subsequent period, the amount of such impairment loss decreased and the decrease could be linked objectively to an event occurring after the impairment loss had been recognised, the impairment loss was reversed through the statement of comprehensive income.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.4 物业、设备及器材

Property, plant and equipment

于一九九三年八月一日拨归基金的物业、设备及器材，最初的成本是按立法会所通过成立基金的决议案中所列的估值入帐。由一九九三年八月一日起新购的物业、设备及器材均按购入价入帐。

Property, plant and equipment appropriated to the Fund on 1 August 1993 were measured initially at deemed cost equal to the value contained in the Legislative Council Resolution for the setting up of the Fund. Property, plant and equipment acquired since 1 August 1993 are capitalised at their costs of acquisition.

以下物业、设备及器材以成本值扣除累计折旧及任何减值亏损列帐(附注2.6)：

- 于一九九三年八月一日拨归基金的自用物业；及
- 设备及器材包括电脑器材、汽车、家具与装置，以及其他器材。

The following property, plant and equipment are stated at cost less accumulated depreciation and any impairment losses (note 2.6):

- buildings held for own use appropriated to the Fund on 1 August 1993; and
- plant and equipment, including computer equipment, motor vehicles, furniture and fittings and other equipment.

折旧是按照物业、设备及器材的估计可使用年期以直线法摊销扣除估计剩余值的成本值，计算方法如下：

- | | |
|------------|-------|
| — 建筑物 | 30年 |
| — 电脑器材 | 5-10年 |
| — 器材、家具及装置 | 5年 |
| — 汽车 | 5年 |

Depreciation is calculated to write off the cost of property, plant and equipment, less their estimated residual value, on a straight-line basis over their estimated useful lives as follows:

- | | |
|-------------------------------------|------------|
| — Buildings | 30 years |
| — Computer equipment | 5-10 years |
| — Equipment, furniture and fittings | 5 years |
| — Motor vehicles | 5 years |

2. 主要会计政策(续)

Significant accounting policies (continued)

2.4 物业、设备及器材(续)

Property, plant and equipment (continued)

于一九九三年八月一日拨归基金的土地(为基金之物业所在地)视为非折旧资产。

The land on which the Fund's buildings are situated as appropriated to the Fund on 1 August 1993 is regarded as a non-depreciating asset.

出售物业、设备及器材的损益以出售所得净额与资产的帐面值之间的差额来决定，并在出售日于全面收益表内确认。

Gains or losses arising from the disposal of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the asset, and are recognised in the statement of comprehensive income at the date of disposal.

2.5 无形资产

Intangible assets

无形资产包括购入的电脑软件牌照及已资本化的电脑软件程式开发成本值。若电脑软件程式在技术上可行，而基金有足够资源及有意完成开发工作，有关的开发费用会被资本化。资本化费用包括直接工资及材料费用。无形资产按成本值扣除累计摊销及任何减值亏损列帐(附注2.6)。

Intangible assets include acquired computer software licences and capitalised development costs of computer software programmes. Expenditure on development of computer software programmes is capitalised if the programmes are technically feasible and the Fund has sufficient resources and the intention to complete development. The expenditure capitalised includes direct labour and cost of materials. Intangible assets are stated at cost less accumulated amortisation and any impairment losses (note 2.6).

无形资产的摊销按估计可使用年期(5至10年)以直线法列入全面收益表。

Amortisation of intangible assets is charged to the statement of comprehensive income on a straight-line basis over the assets' estimated useful lives of 5 to 10 years.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.6 固定资产的减值

Impairment of fixed assets

固定资产，包括物业、设备及器材，以及无形资产的帐面值在每个报告日评估，以确定有否出现减值迹象。若有减值迹象而资产的帐面值高于其可收回数额，则有关减值亏损在全面收益表内确认。资产的可收回数额为其公平值减出售成本与使用值两者中的较高者。

The carrying amounts of fixed assets, including property, plant and equipment and intangible assets, are reviewed at each reporting date to identify any indication of impairment. If there is an indication of impairment, an impairment loss is recognised in the statement of comprehensive income whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use.

2.7 等同现金

Cash equivalents

等同现金指短期及流通性高的投资，该等项目在购入时距期满日不超过3个月，并随时可转换为已知数额的现金，而其价值变动的风险不大。

Cash equivalents are short-term highly liquid investments that are readily convertible to known amounts of cash and subject to an insignificant risk of changes in value, having been within three months of maturity at the date of acquisition.

2.8 递延收入

Deferred revenue

在基金移转服务予客户前，若客户支付代价，或基金具有无条件限制的代价收款权，基金会将其合约负债确认为递延收入。基金在移转服务以履行其履约责任时，会注销确认递延收入，并就收入加以确认。

If a customer pays consideration, or the Fund has an unconditional right to consideration, before the Fund transfers a service to the customer, the Fund recognises its contract liability as deferred revenue. The Fund derecognises the deferred revenue and recognises revenue when the Fund transfers the service and, therefore, satisfies its performance obligation.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.9 雇员福利

Employee benefits

基金的雇员包括公务员及合约员工。薪金、约满酬金及年假开支均在雇员提供有关服务所在年度以应计基准确认入帐。就公务员而言，雇员附带福利开支包括香港特别行政区政府(「政府」)给予雇员的退休金及房屋福利，均在雇员提供有关服务所在年度支销。

The employees of the Fund comprise civil servants and contract staff. Salaries, staff gratuities, and annual leave entitlements are accrued and recognised as expenditure in the year in which the associated services are rendered by the staff. For civil servants, staff on-costs, including pensions and housing benefits provided to the staff by the Government of the Hong Kong Special Administrative Region ("the Government"), are charged as expenditure in the year in which the associated services are rendered.

就按可享退休金条款受聘的公务员的长俸负债已包括于支付予政府有关附带福利开支中。就其他员工向强制性中央公积金计划的供款于全面收益表中支销。

For civil servants employed on pensionable terms, their pension liabilities are discharged by reimbursement of the staff on-costs charged by the Government. For other staff, contributions to the Mandatory Provident Fund Scheme are charged to the statement of comprehensive income as incurred.

2.10 名义利得税

Notional profits tax

根据《税务条例》(第112章)基金并无税务责任，但于二零一七年十二月二十七日前，政府要求基金向政府支付一笔款项以代替利得税(即名义利得税)，该款项是根据《税务条例》的规定所计算。以下是基金就名义利得税所采纳的会计政策：

The Fund has no tax liability under the Inland Revenue Ordinance (Cap. 112). However, prior to 27 December 2017, the Government had required the Fund to pay to the Government an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. The accounting policies adopted by the Fund for notional profits tax were as follows:

- (a) 年度名义利得税支出包括本期税项及递延税项资产和负债的变动。

Notional profits tax expense for the year comprised current tax and movements in deferred tax assets and liabilities.

- (b) 本期税项为本年度对应课税收入按报告日已生效或实际有效的税率计算的预计应付税项，并包括以往年度应付税项的任何调整。

Current tax was the expected tax payable on the taxable income for the year, using tax rates enacted or substantively enacted at the reporting date, and any adjustment to tax payable in respect of previous years.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.10 名义利得税(续)

Notional profits tax (continued)

- (c) 递延税项资产及负债是由财务汇报的资产及负债帐面值与其课税基础计算之间的可扣税及应课税暂时性差异而产生。递延税项资产也可由未使用税务亏损及税项抵免而产生。

Deferred tax assets and liabilities arose from deductible and taxable temporary differences respectively, being the differences between the carrying amounts of assets and liabilities for financial reporting purposes and their tax bases. Deferred tax assets also arose from unused tax losses and unused tax credits.

所有递延税项负债及未来可能有应课税盈利予以抵销的递延税项资产，均予确认。

All deferred tax liabilities, and all deferred tax assets to the extent that it was probable that future taxable profits would be available against which the assets could be utilised, were recognised.

递延税项的确认金额是根据该资产及负债的帐面值之预期变现或清偿方式，按在报告日已生效或实际有效的税率计算。递延税项资产及负债均不贴现计算。

The amount of deferred tax recognised was measured based on the expected manner of realisation or settlement of the carrying amount of the assets and liabilities, using tax rates enacted or substantively enacted at the reporting date. Deferred tax assets and liabilities were not discounted.

递延税项资产的帐面值在每个报告日重新审阅，对预期不再有足够的应课税盈利以实现相关税务利益的递延税项资产予以扣减。被扣减的递延税项资产会于预期将来出现足够的应课税盈利时拨回。

The carrying amount of a deferred tax asset was reviewed at each reporting date and was reduced to the extent that it was no longer probable that sufficient taxable profit would be available to allow the related tax benefit to be utilised. Any such reduction was reversed to the extent that it became probable that sufficient taxable profit would be available.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.10 名义利得税(续)

Notional profits tax (continued)

然而，自二零一七年十二月二十七日起，基金无须再支付名义利得税。于二零一七年十二月二十七日，应付名义利得税结余及递延税项负债结余已被注销确认，而相关收入则在截至二零一八年三月三十一日止年度内全面收益表中确认(附注6)。

However, the Fund is no longer required to pay notional profits tax with effect from 27 December 2017. The balance of notional profits tax payable and the balance of deferred tax liabilities as at 27 December 2017 were derecognised, with corresponding income recognised in the statement of comprehensive income for the year ended 31 March 2018 (note 6).

2.11 收入的确认

Revenue recognition

经采纳香港财务报告准则第15号「来自客户合约之收入」后(附注3.2)，基金由二零一八年四月一日起，会在向客户移转所承诺的服务以履行其履约责任时，按基金预期就交换该项服务所应得代价的金额，确认客户合约的收入。在二零一八年四月一日前，收入会在提供服务时予以确认。

From 1 April 2018, after the adoption of HKFRS 15 “Revenue from Contracts with Customers” (note 3.2), the Fund recognises revenue from contracts with customers when it satisfies a performance obligation by transferring a promised service to a customer, at the amount of consideration to which the Fund expects to be entitled in exchange for the service. Prior to 1 April 2018, revenue was recognised as services were provided.

利息收入按实际利率法以应计方式确认。

Interest income is recognised as it accrues using the effective interest method.

2.12 外币换算

Foreign currency translation

本年度外币交易，按交易当日的汇率换算为港元。以非港币计算的货币资产及负债，均按报告日的汇率换算为港元。外汇换算产生的汇兑收益及亏损，会在全面收益表中确认。

Foreign currency transactions during the year are translated into Hong Kong dollars using the spot exchange rates at the transaction dates. Monetary assets and liabilities denominated in currencies other than Hong Kong dollars are translated into Hong Kong dollars using the closing exchange rate at the reporting date. Exchange gains and losses are recognised in the statement of comprehensive income.

2. 主要会计政策(续)

Significant accounting policies (continued)

2.13 关连人士

Related parties

基金是根据《营运基金条例》成立，并属政府辖下的独立会计单位。年内，基金在日常业务中与各关连人士进行交易。这些人士包括政府各局及部门、其他营运基金，以及受政府所管制或主要影响的财政自主机构。

The Fund is a separate accounting entity within the Government established under the Trading Funds Ordinance. During the year, the Fund has entered into transactions with various related parties, including government bureaux and departments, other trading funds and financially autonomous bodies controlled or significantly influenced by the Government, in the ordinary course of its business.

3. 会计政策改变

Changes in accounting policies

香港会计师公会颁布了若干新增或经修订的香港财务报告准则并于本会计期生效。除以下列载因采纳香港财务报告准则第9号及第15号而产生的影响外，该等新准则或修订对基金的会计政策并没有影响。

The HKICPA has issued certain new or revised HKFRSs that are effective for the current accounting period. None of them impact on the accounting policies of the Fund except for the adoption of HKFRS 9 and HKFRS 15 as set out below.

基金并没有采纳在本会计期尚未生效的任何新准则或诠释(附注22)。

The Fund has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 22).

3.1 香港财务报告准则第9号 HKFRS 9 “Financial Instruments” 「金融工具」

香港财务报告准则第9号取代了香港会计准则第39号。香港财务报告准则第9号就金融资产、金融负债及一些买卖非金融项目的合约的确认及计量方法，载列相关规定。

HKFRS 9 replaces HKAS 39. It sets out the requirements for recognising and measuring financial assets, financial liabilities and some contracts to buy or sell non-financial items.

3. 会计政策改变(续)

Changes in accounting policies (continued)

3.1 香港财务报告准则第9号 HKFRS 9 “Financial Instruments” (continued) 「金融工具」(续)

基金已根据香港财务报告准则第9号的过渡规定，就二零一八年四月一日的既有项目追溯采纳香港财务报告准则第9号而没有重列比较资料。首次采纳香港财务报告准则第9号，对二零一八年四月一日的项目的帐面值并无影响。对先前会计政策所带来的改变，其性质及影响载列如下。

The Fund has applied HKFRS 9 retrospectively to items that existed as at 1 April 2018 in accordance with the transition requirements without restating comparative information. The carrying amounts of the items as at 1 April 2018 have not been impacted by the initial application of HKFRS 9. The nature and effect of the changes to previous accounting policies are set out below.

金融资产的分类

Classification of financial assets

香港财务报告准则第9号将金融资产分为三个主要类别：(i)按摊销成本值计量；(ii)按公允价值计入其他全面收益计量；及(iii)按公允价值计入损益帐计量。香港会计准则第39号的类别，包括持至期满的投资、贷款及应收帐款、可供出售金融资产及按公允价值计入损益帐的金融资产，已由这些类别取代。根据香港财务报告准则第9号，金融资产的分类是基于管理金融资产的商业模式及其合约现金流量特质。

HKFRS 9 classifies financial assets into three principal categories: measured at (i) amortised cost; (ii) at fair value through other comprehensive income; and (iii) at fair value through profit or loss. These supersede HKAS 39's categories of held-to-maturity investments, loans and receivables, available-for-sale financial assets and financial assets at fair value through profit or loss. The classification of financial assets under HKFRS 9 is based on the business model under which the financial asset is managed and its contractual cash flow characteristics.

基金先前分类为贷款及应收帐款(按摊销成本值计量)的金融资产，已被重新分类为按摊销成本值计量的金融资产(附注2.3(b))。二零一八年三月三十一日的帐面值与二零一八年四月一日的帐面值相同。

The Fund's financial assets previously classified as loans and receivables (carried at amortised cost) were reclassified to financial assets measured at amortised cost (note 2.3(b)). The carrying amounts as at 31 March 2018 were the same as those as at 1 April 2018.

3. 会计政策改变(续)

Changes in accounting policies (continued)

3.1 香港财务报告准则第9号 HKFRS 9 “Financial Instruments” (continued) 「金融工具」(续)

金融资产的减值

Impairment of financial assets

香港财务报告准则第9号的「预期信用亏损」模型取代了香港会计准则第39号的「已产生亏损」模型。由于在预期信用亏损模型下，金融资产的信用风险须持续计量，因此预期信用亏损的确认时间，会较采用香港会计准则第39号的「已产生亏损」模型为早。基金就按摊销成本值计量的金融资产采用了新的预期信用亏损模型(附注2.3(e))。首次采用新的减值规定，对金融资产于二零一八年四月一日的帐面值并无影响。

HKFRS 9 replaces the “incurred loss” model in HKAS 39 with the “expected credit loss” model. The expected credit loss model requires an ongoing measurement of credit risk associated with a financial asset and therefore recognises expected credit losses earlier than under the “incurred loss” accounting model in HKAS 39. The Fund applies the new expected credit loss model to the financial assets measured at amortised cost (note 2.3(e)). The initial application of the new impairment requirements had no impact on the carrying amounts of the financial assets as at 1 April 2018.

3.2 香港财务报告准则第15号 HKFRS 15 “Revenue from Contracts with Customers” 「来自客户合约之收入」

香港财务报告准则第15号取代香港会计准则第18号「收入」和香港会计准则第11号「建筑合约」，就源于客户合约的收入和一些成本的确认事宜，确立全面的架构。香港财务报告准则第15号并引入额外的披露规定，旨在让财务报表的使用者了解源于客户合约的收入和现金流量的性质、金额、时间和不确定性。

HKFRS 15 establishes a comprehensive framework for recognising revenue and some costs from contracts with customers, replacing HKAS 18 “Revenue” and HKAS 11 “Construction Contracts”. HKFRS 15 also introduces additional disclosure requirements which aim to enable users of the financial statements to understand the nature, amount, timing and uncertainty of revenue and cash flows arising from contracts with customers.

基金已根据过渡规定，选择只就二零一八年四月一日前未完成的合约追溯采纳香港财务报告准则第15号，而且不会重列比较资料。首次采纳香港财务报告准则第15号并没有对任何项目于二零一八年四月一日的帐面值造成影响。

In accordance with the transition requirements, the Fund has elected to apply HKFRS 15 retrospectively only to contracts that were not completed before 1 April 2018 without restating comparative information. The initial application of HKFRS 15 has not impacted the carrying amounts of any items as at 1 April 2018.

3. 会计政策改变(续)

Changes in accounting policies (continued)

3.2 香港财务报告准则第15号 HKFRS 15 “Revenue from Contracts with Customers” (continued)

相较于先前的会计政策，截至二零一九年三月三十一日止年度的任何项目，其金额均没有受根据香港财务报告准则第15号而采纳的收入会计政策(附注2.11)所影响。

The accounting policies for revenue adopted under HKFRS 15 (note 2.11) have not affected the amounts of any items in the year ended 31 March 2019 compared to the previous accounting policies.

4. 来自客户合约之收入

Revenue from contracts with customers

		2019	2018
办理文件注册	Registration of documents	191,592	196,972
查册	Search	90,842	92,140
提供副本	Copying	110,035	88,593
业权报告	Reports on title	60,358	60,288
电子提示服务	e-Alert services	35,197	25,709
业主立案法团服务	Owners' corporation services	15,202	16,717
其他	Others	11,307	10,312
总额	Total	514,533	490,731

基金在客户合约方面的履约责任，主要涉及向客户提供办理文件注册及查阅土地登记册和有关土地纪录的服务。客户须就每项服务预缴固定金额的服务费，或选择在基金开立帐户，每月缴付服务费。基金是在提供服务的同时履行履约责任，并随时间移转按成本比例法确认收费。

The Fund's performance obligations in contracts with customers mainly involve providing services, for registration of documents and searches of the Land Register and related land records, to the customers. A customer is required to pay a fixed amount of service fee for each service in advance, or opt to have service fees being charged monthly by opening an account with the Fund. The Fund satisfies its performance obligation as the service is rendered and recognises the fee over time based on a cost-to-cost method.

在向关连人士提供业主立案法团服务方面，基金是在提供服务的同时履行履约责任，并随时间移转按收回全部成本方式确认服务费。

For owners' corporation services provided to related parties, the Fund satisfies its performance obligation as the service is rendered and recognises a service fee over time on a full cost recovery basis.

5. 运作成本

Operating costs

		2019	2018
员工费用	Staff costs	322,894	307,973
一般运作开支	General operating expenses	16,928	15,392
电脑服务开支	Computer service charges	32,782	32,751
租金及管理费	Rental and management charges	25,616	21,491
中央行政费用	Central administrative overheads	3,627	3,528
折旧及摊销	Depreciation and amortisation	16,106	13,556
处置固定资产亏损	Loss on disposal of fixed assets	—	25
审计费用	Audit fees	771	702
总额	Total	418,724	395,418

6. 其他收入

Other income

		2019	2018
利息：	Interest from:		
— 银行存款	— bank deposits	10,925	6,152
— 外汇基金存款	— placement with the Exchange Fund	27,241	20,599
处置固定资产收益	Gain on disposal of fixed assets	4	—
注销确认应付名义利得税及递延税项负债	Derecognition of notional profits tax payable and deferred tax liabilities	—	9,779
总额	Total	38,170	36,530

于二零一七年十二月二十七日前，政府要求所有营运基金向政府支付名义利得税及股息。于二零一七年十二月二十七日，终审法院就一宗关于通讯事务管理局办公室营运基金的司法覆核案作出判决。根据该判决，将《营运基金条例》理解为准许在该营运基金的预算中包括名义税或股息的预计款项是法律上的错误。

Prior to 27 December 2017, the Government had required all trading funds to pay notional profits tax and dividends to the Government. On 27 December 2017, the Court of Final Appeal handed down its judgement in a judicial review case concerning the Office of the Communications Authority Trading Fund. According to the judgement, it was an error of law to construe the Trading Funds Ordinance as permitting the inclusion in budgets of the trading fund of projections for notional tax or dividends.

6. 其他收入(续)

Other income (continued)

政府于判决后更改了财务安排。自二零一七年十二月二十七日起，所有营运基金无须再向政府支付名义利得税及股息。于二零一七年十二月二十七日，为数757.3万港元的应付名义利得税结余及为数220.6万港元的递延税项负债已被注销确认，而相关收入则在截至二零一八年三月三十一日止年度内全面收益表中确认。

Subsequent to the judgement, the Government made a change in financial arrangement whereby all trading funds are no longer required to pay notional profits tax and dividends to the Government with effect from 27 December 2017. The balances of notional profits tax payable of HK\$7.573 million and deferred tax liabilities of HK\$2.206 million as at 27 December 2017 were derecognised, with corresponding income recognised in the statement of comprehensive income for the year ended 31 March 2018.

7. 固定资产回报率

Rate of return on fixed assets

固定资产回报率是以总全面收益(不包括利息收入和利息支出)除以固定资产平均净值计算，并以百分比的方式表达。固定资产包括物业、设备及器材和无形资产。预期基金可以达致财政司司长定下每年固定资产回报率5.9%(二零一八年：5.9%)的目标。

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income and interest expenses) divided by average net fixed assets, and expressed as a percentage. Fixed assets include property, plant and equipment and intangible assets. The Fund is expected to meet a target rate of return on fixed assets of 5.9% (2018: 5.9%) per year as determined by the Financial Secretary.

8. 物业、设备及器材

Property, plant and equipment

		土地及 建筑物	电脑器材	器材、家具 及装置 Equipment, Furniture and Fittings	汽车	总计
		Land and Buildings	Computer Equipment		Motor Vehicles	Total
成本	Cost					
在二零一七年四月一日	At 1 April 2017	350,000	167,903	15,630	244	533,777
添置	Additions	—	9,751	284	—	10,035
出售	Disposals	—	(2,506)	—	—	(2,506)
在二零一八年三月三十一日	At 31 March 2018	350,000	175,148	15,914	244	541,306
在二零一八年四月一日	At 1 April 2018	350,000	175,148	15,914	244	541,306
添置	Additions	—	10,729	5,070	—	15,799
出售	Disposals	—	(1,121)	(1,988)	—	(3,109)
在二零一九年三月三十一日	At 31 March 2019	350,000	184,756	18,996	244	553,996
累计折旧	Accumulated depreciation					
在二零一七年四月一日	At 1 April 2017	91,146	161,458	14,643	244	267,491
年度费用	Charge for the year	3,851	5,105	419	—	9,375
出售	Disposals	—	(2,478)	—	—	(2,478)
在二零一八年三月三十一日	At 31 March 2018	94,997	164,085	15,062	244	274,388
在二零一八年四月一日	At 1 April 2018	94,997	164,085	15,062	244	274,388
年度费用	Charge for the year	3,851	5,914	1,173	—	10,938
出售	Disposals	—	(1,121)	(1,988)	—	(3,109)
在二零一九年三月三十一日	At 31 March 2019	98,848	168,878	14,247	244	282,217
帐面净值	Net book value					
在二零一九年三月三十一日	At 31 March 2019	251,152	15,878	4,749	—	271,779
在二零一八年三月三十一日	At 31 March 2018	255,003	11,063	852	—	266,918

9. 无形资产

Intangible assets

		电脑软件牌照及系统开发成本 Computer software licences and system development costs	
		2019	2018
成本	Cost		
在年初	At beginning of year	203,115	196,806
添置	Additions	8,278	6,386
出售	Disposals	—	(77)
在年终	At end of year	211,393	203,115
累计摊销	Accumulated amortisation		
在年初	At beginning of year	193,013	188,909
年度费用	Charge for the year	5,168	4,181
出售	Disposals	—	(77)
在年终	At end of year	198,181	193,013
帐面净值	Net book value		
在年终	At end of year	13,212	10,102

10. 外汇基金存款

Placement with the Exchange Fund

外汇基金存款结余为6.762亿港元(二零一八年: 6.465亿港元), 其中5.6亿港元为本金及1.162亿港元(二零一八年: 8,650万港元)为报告日已入帐但尚未提取的利息。存款期为六年(由存款日起计), 期内不能提取本金。

The balance of the placement with the Exchange Fund amounted to HK\$676.2 million (2018: HK\$646.5 million), being the principal sums of HK\$560 million and interest paid but not yet withdrawn at the reporting date of HK\$116.2 million (2018: HK\$86.5 million). The term of the placement is six years from the date of placement, during which the amount of principal sums cannot be withdrawn.

外汇基金存款利息按每年1月厘定的固定息率计算。该息率是外汇基金投资组合过去6年的平均年度投资回报, 或3年期政府债券在上一个年度的平均年度收益率, 以0%为下限, 两者取其较高者。二零一九年固定息率为每年2.9%, 二零一八年为每年4.6%。

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Government Bonds for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 2.9% per annum for the year 2019 and at 4.6% per annum for the year 2018.

11. 应收帐款及其他应收款项 Trade and other receivables

		2019	2018
应收帐款	Trade receivables	12,224	12,998
应计利息:	Accrued interest from:		
— 银行存款	— bank deposits	5,536	2,485
— 外汇基金存款	— placement with the Exchange Fund	4,835	7,333
预付款项	Prepayments	3,448	3,129
按金	Deposits	9	7
总额	Total	26,052	25,952

12. 与客户的合约结余

Contract balances with customers

(a) 应收款项和合约资产

Receivables and contract assets

就每月收费而向客户提供的服务而言，在报告日的应收款项结余即载于附注11的应收帐款。至于提供予关连人士的服务，在报告日的应收款项结余即载于财务状况表中的应收关连人士帐款。而基金并没有任何源于这两类服务的合约资产。至于其他服务，由于客户会预缴服务费用，因此基金并没有任何应收款项或合约资产。

For services provided to customers with service fees charged monthly, the balance of receivables at the reporting date is presented as trade receivables in note 11. For services provided to related parties, the balance of receivables at the reporting date is presented as amounts due from related parties in the statement of financial position. The Fund does not have any contract assets arising from these two categories of services. For other services, since customers pay the service fees in advance, the Fund does not have any receivables or contract assets.

(b) 合约负债

Contract liabilities

基金在收取客户预缴的费用后向客户提供服务的责任，会于财务状况表中以递延收入的形式列出，分析如下：

The Fund's obligations to provide services to customers for which the Fund has received advance payments from the customers are presented as deferred revenue in the statement of financial position, as analysed below:

递延收入	Deferred revenue	2019	2018
注册服务费	Registration fees	6,463	7,477
电子提示服务费	e-Alert service fees	5,079	2,213
其他服务费	Other service fees	1,724	1,544
总额	Total	13,266	11,234
代表：	Representing:		
流动负债	Current liabilities	8,505	9,159
非流动负债	Non-current liabilities	4,761	2,075
总额	Total	13,266	11,234

12. 与客户的合约结余(续)

Contract balances with customers (continued)

(b) 合约负债(续)

Contract liabilities (continued)

上述递延收入的结余乃在报告日分摊至未有履行(或部分未有履行)的履约责任的交易价格总额。基金预料,有关电子提示服务的递延收入会于8年内获确认为收入,而其他递延收入则会于1年内获确认为收入。没有任何客户合约的代价未纳入交易价格。

The balances of deferred revenue above represent the aggregate amount of the transaction price allocated to the performance obligations that are unsatisfied (or partially unsatisfied) at the reporting date. For the deferred revenue from e-Alert services, the Fund expects to recognise as revenue within eight years. For other deferred revenue, the Fund expects to recognise as revenue within one year. No consideration from contracts with customers is not included in the transaction price.

年内递延收入结余的重大变动开列如下:

Significant changes in the balances of deferred revenue during the year are shown below:

		2019	2018
因年初结余中的递延收入于年内获确认为收入而减少	Decrease due to recognition as revenue during the year that was included in the balances of deferred revenue at beginning of year	(6,208)	(4,698)
因年内收取预缴费用而增加	Increase due to advance payments received during the year	8,240	8,184

13. 客户按金

Customers' deposits

指向客户提供服务前收取的按金。

This represents deposits received from customers for services to be rendered.

14. 雇员福利拨备

Provision for employee benefits

此为在计至报告日就所提供的服务给予雇员年假的估计负债(见附注2.9)。

This represents the estimated liability for employees' annual leave for services rendered up to the reporting date (also see note 2.9).

15. 营运基金资本

Trading fund capital

此为政府对基金的投资。

This represents the Government's investment in the Fund.

16. 保留盈利

Retained earnings

		2019	2018
在年初的结余	Balance at beginning of year	1,137,397	963,279
年度总全面收益	Total comprehensive income for the year	133,979	131,843
转入自拟发股息	Transfer from proposed dividend	—	42,275
在年终的结余	Balance at end of year	1,271,376	1,137,397

自二零一七年十二月二十七日起，基金无须再向政府支付股息(附注6)。因此，于二零一七年十二月二十七日，为数4,227.5万港元的拟发股息结余已在截至二零一八年三月三十一日止年度内转回至保留盈利。

With effect from 27 December 2017, the Fund is no longer required to pay dividends to the Government (note 6). Accordingly, the balance of proposed dividend as at 27 December 2017 of HK\$42.275 million was transferred back to the retained earnings during the year ended 31 March 2018.

17. 现金及等同现金

Cash and cash equivalents

		2019	2018
现金及银行结余	Cash and bank balances	24,369	22,288
银行存款	Bank deposits	537,000	435,000
小计	Subtotal	561,369	457,288
减：原有期限为3个月以上的银行存款	Less: Bank deposits with original maturities over three months	(537,000)	(435,000)
现金及等同现金	Cash and cash equivalents	24,369	22,288

18. 关连人士交易

Related party transactions

除了在本财务报表的其他部分披露的与关连人士交易外，年内与关连人士进行的其他重大交易摘述如下：

Apart from those separately disclosed in the financial statements, the other material related party transactions for the year are summarised as follows:

- (a) 基金向关连人士提供的服务包括土地文件注册、查阅土地登记册及土地纪录、提供土地纪录副本和业权报告，以及业主立案法团服务。这些服务为基金带来的总收入为1.374亿港元(二零一八年：1.145亿港元)。这金额已计算在附注4的来自客户合约之收入项下。

Services provided to related parties included registration of land documents, search of land registers and records, supply of copies of land records and reports on title, and owners' corporation services. The total revenue derived from these services amounted to HK\$137.4 million (2018: HK\$114.5 million). This amount is included in revenue from contracts with customers under note 4.

- (b) 关连人士向基金提供的服务包括有关电脑、办公地方、中央行政和审计的服务。基金在这些服务方面的总开支为3,400万港元(二零一八年：3,200万港元)。这金额已计算在附注5的运作成本项下。

Services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to HK\$34 million (2018: HK\$32 million). This amount is included in operating costs under note 5.

- (c) 向关连人士购入的固定资产包括装置工程。这些资产的总成本为460万港元(二零一八年：28万港元)。

Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to HK\$4.6 million (2018: HK\$0.28 million).

基金向关连人士提供服务的收费和接受这些人士服务的收费都是按照划一标准计算，即同时提供给公众的服务，收费和公众一样；至于只提供给关连人士的服务，则按收回全部成本方式计算。

Charging for services rendered to or received from related parties was on the same basis, that is, at the rates payable by the general public for services which were also available to the public or on a full cost recovery basis for services which were available only to related parties.

19. 金融风险管理

Financial risk management

(a) 投资政策

Investment policy

基金以审慎保守的方式来投资包括外汇基金存款及银行存款的金融资产。投资的决定是按照由财经事务及库务局局长、香港金融管理局所发出的指引，并符合其他有关规例。

The Fund maintains a conservative approach on investments in financial assets including placement with the Exchange Fund and bank deposits. Investment decisions are made according to the guidelines from the Secretary for Financial Services and the Treasury, the Hong Kong Monetary Authority and other relevant regulations.

(b) 信用风险

Credit risk

信用风险指金融工具的一方将不能履行责任而且会引致另一方蒙受财务损失的风险。

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

基金的信用风险，主要取决于外汇基金存款、应收帐款及其他应收款项、应收关连人士帐款、银行存款及银行结余。基金订有风险政策，并持续监察须承担的信用风险。

The Fund's credit risk is primarily attributable to placement with the Exchange Fund, trade and other receivables, amounts due from related parties, bank deposits and bank balances. The Fund has a credit policy in place and the exposure to these credit risks is monitored on an ongoing basis.

为尽量减低信用风险，所有定期存款均存放于香港的持牌银行。这些金融资产被视为属低信用风险。亏损准备按相等于12个月预期信用亏损的数额计量，基金评定所涉及的亏损并不重大。

To minimise credit risks, all fixed deposits are placed with licensed banks in Hong Kong. These financial assets are considered to have a low credit risk. The loss allowances are measured at amounts equal to 12-month expected credit losses, which are assessed to be immaterial by the Fund.

银行存款及银行结余的信用质素，以穆迪或其等同指定的评级，分析如下：

The credit quality of bank deposits and bank balances, analysed by the ratings designated by Moody's or their equivalents, is shown below:

		2019	2018
信用评级：	Credit rating:		
Aa1 至 Aa3	Aa1 to Aa3	23,495	21,068
A1 至 A3	A1 to A3	286,100	239,100
Baa1 至 Baa3	Baa1 to Baa3	251,000	196,000
总额	Total	560,595	456,168

19. 金融风险管理(续)

Financial risk management (continued)

(b) 信用风险(续)

Credit risk (continued)

虽然其他金融资产须符合减值规定，但其预期信用亏损轻微。

While other financial assets are subject to the impairment requirements, their expected credit losses were minimal.

在报告日基金的金融资产所须承担的最高信用风险数额相当于其帐面值。

The maximum exposure to credit risk of the financial assets of the Fund at the reporting date is equal to their carrying amounts.

(c) 流动资金风险

Liquidity risk

流动资金风险指某一实体将难以履行与金融负债相关的责任的风险。

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.

根据《营运基金条例》，基金须负责其现金管理，包括盈余现金的长短期投资，惟须获财政司司长批准。基金的政策是定期监察即时及预期的流动资金需要，确保能维持足够的现金储备，以符合长短期的流动资金需要。基金的流动资金状况稳健，故其面对的流动资金风险甚低。

Under the Trading Funds Ordinance, the Fund is responsible for its own cash management, including short-term and long-term investment of cash surpluses, subject to approval by the Financial Secretary. The Fund's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term. As the Fund has a strong liquidity position, it has a very low level of liquidity risk.

(d) 利率风险

Interest rate risk

利率风险指因市场利率变动而引致亏损的风险。利率风险可进一步分为公平值利率风险及现金流量利率风险。

Interest rate risk refers to the risk of loss arising from changes in market interest rates. This can be further classified into fair value interest rate risk and cash flow interest rate risk.

公平值利率风险指金融工具的公平值会因市场利率变动而波动的风险。由于基金的银行存款为定息金融工具，当市场利率上升，这些金融工具的公平值便会下跌。然而，由于上述金融资产均按摊销成本值列示，市场利率的变动不会影响相关帐面值及基金的盈利和储备。

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. Since the Fund's bank deposits bear interest at fixed rates, their fair values will fall when market interest rates increase. However, as all these financial assets are stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the Fund's profit and reserves.

19. 金融风险管理(续)

Financial risk management (continued)

(d) 利率风险(续)

Interest rate risk (Continued)

现金流量利率风险指金融工具的未来现金流量会因市场利率变动而波动的风险。基金无须面对重大的现金流量利率风险，因为其持有的主要金融工具都不是浮息金融工具。

Cash flow interest rate risk is the risk that future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Fund is not exposed to material cash flow interest rate risk because it has no major financial instruments bearing interest at a floating rate.

(e) 货币风险

Currency risk

货币风险指金融工具的公平值或未来现金流量会因汇率变动而波动的风险。

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates.

基金的一般业务交易是以港元为单位，因而不会引致货币风险。

The Fund's normal business transactions are denominated in Hong Kong dollars and therefore do not give rise to currency risk.

至于以美元为单位的投资，基于港元与美元挂钩，基金的货币风险甚低。

In respect of investments denominated in United States dollars, owing to the linked exchange rate of the Hong Kong dollar to the United States dollar, the Fund has a very low level of currency risk.

在报告日，以美元为本位的金融资产总计有5仟港元(二零一八年：5仟港元)。剩余的金融资产及所有金融负债均以港元为本位。

At the reporting date, financial assets totalling HK\$5,000 (2018: HK\$5,000) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

(f) 其他金融风险

Other financial risk

基金因于每年一月厘定的外汇基金存款息率(附注10)的变动而须面对金融风险。于二零一九年三月三十一日，假设二零一八年及二零一九年的息率增加／减少50个基点(二零一八年：50个基点)而其他因素不变，估计年度盈利及储备将增加／减少340万港元(二零一八年：320万港元)。

The Fund is exposed to financial risk arising from changes in the interest rate on the placement with the Exchange Fund which is determined every January (note 10). It was estimated that, as at 31 March 2019, a 50 basis point (2018: 50 basis point) increase/decrease in the interest rates for 2018 and 2019, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$3.4 million (2018: HK\$3.2 million).

19. 金融风险管理(续)

Financial risk management (continued)

(g) 公平值

Fair values

在活跃市场买卖的金融工具的公平值是根据报告日的市场报价厘定。如没有该等市场报价，则以现值或其他估值方法以报告日的市况数据评估其公平值。

The fair value of financial instruments traded in active markets is based on quoted market prices at the reporting date. In the absence of such quoted market prices, fair values are estimated using present value or other valuation techniques, using inputs based on market conditions existing at the reporting date.

所有金融工具均以与其公平值相同或相差不大的金额在财务状况表内列帐。

All financial instruments are stated in the statement of financial position at amounts equal to or not materially different from their fair values.

20. 资本承担

Capital commitments

在二零一九年三月三十一日，基金有下列尚未列入财务报表的资本承担：

As at 31 March 2019, the Fund had capital commitments, so far as not provided for in the financial statements, as follows:

		2019	2018
已批准及签约	Authorised and contracted for	8,141	247
已批准惟未签约	Authorised but not yet contracted for	361,082	206,637
总额	Total	369,223	206,884

21. 经营租赁承担

Operating lease commitments

在二零一九年三月三十一日，根据不可撤销的土地及建筑物经营租赁在未来的最低应付租赁款项总额如下：

As at 31 March 2019, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows:

		2019	2018
不超过一年	Not later than one year	7,760	4,056
超过一年但不超过五年	Later than one year but not later than five years	5,548	3,380
总额	Total	13,308	7,436

22. 已颁布但于截至二零一九年三月三十一日止年度尚未生效的修订、新准则及诠释的可能影响

Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2019

直至本财务报表发出之日，香港会计师公会已颁布多项修订、新准则及诠释。该等修订、新准则及诠释在截至二零一九年三月三十一日止年度尚未生效，亦没有在本财务报表中提前采纳。其中包括以下可能与基金有关。

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, new standards and interpretations which are not yet effective for the year ended 31 March 2019 and which have not been early adopted in these financial statements. These include the following which may be relevant to the Fund.

在以下日期或之后
开始的会计期生效
**Effective for
accounting periods
beginning on or after**

香港财务报告准则第16号「租赁」

二零一九年一月一日

HKFRS 16 “Leases”

1 January 2019

基金正就该等修订、新准则及诠释在首次采纳期间预计会产生的影响进行评估。迄今的结论是采纳该等修订、新准则及诠释不大可能会对财务报表有重大影响。

The Fund is in the process of making an assessment of what the impact of these amendments, new standards and interpretations is expected to be in the period of initial adoption. So far it has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.

22. 已颁布但于截至二零一九年三月三十一日止年度尚未生效的修订、新准则及诠释的可能影响 (续)

Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2019 (continued)

**香港财务报告准则第16号 HKFRS 16 “Leases”
「租赁」**

香港财务报告准则第16号取代香港会计准则第17号「租赁」，列载确认、计量、呈报及披露租赁的原则，引入单一的承租人会计模式，要求承租人确认期限超过12个月的所有租赁的资产及负债，惟低价值资产的租赁除外。根据香港财务报告准则第16号，承租人须确认反映其使用租赁资产的权利的使用权资产及反映其支付租金的义务的租赁负债。因此承租人应确认使用权资产折旧及租赁负债利息。使用权资产及租赁负债最初按现值计量。计量包括不可撤销租赁的租金，以及如承租人可合理地确定会行使延长租赁选择权，于延长租赁期间支付的租金。就出租人会计法而言，香港财务报告准则第16号主要延续香港会计准则第17号的出租人会计法。

HKFRS 16 replaces HKAS 17 “Leases” and sets out the principles for the recognition, measurement, presentation and disclosure of leases. It introduces a single lessee accounting model and requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. Under HKFRS 16, a lessee is required to recognise a right-of-use asset representing its right to use the underlying leased asset and a lease liability representing its obligation to make lease payments. Accordingly, a lessee should recognise depreciation of the right-of-use asset and interest on the lease liability. The right-of-use asset and the lease liability are initially measured on a present value basis. The measurement includes non-cancellable lease payments and payments to be made in optional periods if the lessee is reasonably certain to exercise an option to extend the lease. In respect of the lessor accounting, HKFRS 16 substantially carries forward the lessor accounting requirements in HKAS 17.

香港财务报告准则第16号主要影响基金目前分类为物业经营租赁的承租人会计法。预期应用新会计模式会引致资产及负债增加，以及影响在租赁期内于全面收益表内确认支出的时间。正如附注21所披露，于二零一九年三月三十一日，基金拥有不可撤销的物业经营租赁承担为1,330万港元。考虑到涉及的款额，基金预期采纳该新准则不会对其财务报表有重大影响。

HKFRS 16 will primarily affect the Fund’s accounting as a lessee of leases for premises which are currently classified as operating leases. The application of the new accounting model is expected to lead to an increase in both assets and liabilities and to impact on the timing of the expense recognition in the statement of comprehensive income over the period of the leases. As disclosed in note 21, the Fund had non-cancellable operating lease commitments of HK\$13.3 million as at 31 March 2019. In view of the amount involved, the Fund expects that the adoption of this new standard is unlikely to have a significant effect on its financial statements.

ANNEXES

附件



(a) 2018/19年度服务承诺
Performance Pledges 2018/19

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
1. 办理土地文件注册 Registration of land documents	15 (a+b)		92	99.7 ^(注2 See Note 2)
(a) 由收到文书至根据已注册的文书更新土地 登记册 ^(注1) ；以及 From receipt of an instrument to updating the land register with the registered instrument ^(See Note 1) ; and	(a) 11			
(b) 完成影像处理程序并把已注册的文书送回 交契人士 ^(注1) Completion of imaging and return of the registered instrument to the lodging party ^(See Note 1)	(b) 4			
2. 在柜位查阅土地登记册 Counter search of land registers		15	97	99.8
3. 提供土地纪录影像处理副本 Supply of imaged copies of land records				
(a) 在柜位索取 Over the counter				
(i) 不连过大图则 Without oversized plans		15	97	99.5
(ii) 附连过大图则 With oversized plans	5		97	100
(b) 透过网上服务订购 Order via online services				
(i) 亲身领取 Collection in person				
• 不连颜色图则 Without coloured plans	1		97	100
• 附连颜色图则 With coloured plans	3		97	100
• 附连过大图则 With oversized plans	5		97	100

附件 I
ANNEX I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
(ii) 邮寄或由传递公司送递 Delivery by post or courier				
• 不连颜色图则 Without coloured plans				
— 下午6时前订购 Orders placed before 6 pm	1		97	100
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 附连颜色图则 With coloured plans	3		97	100
• 附连过大图则 With oversized plans	5		97	100
4. 提供土地纪录认证本 Supply of certified copies of land records				
(a) 在柜位办理 Over the counter				
(i) 土地登记册 Land registers		35	97	99.3
(ii) 不连过大图则的影像处理副本 Imaged copies without oversized plans		35	97	99.6
(iii) 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97	100
(b) 透过网上服务订购 Order via online services				
(i) 亲身领取 Collection in person				
• 土地登记册 Land registers	1		97	100
• 影像处理副本 Imaged copies				
— 不连过大图则 Without oversized plans	3		97	100
— 附连过大图则 With oversized plans	5		97	99.5

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
(ii) 邮寄或由传递公司送递 Delivery by post or courier				
• 土地登记册 Land registers				
— 下午6时前订购 Orders placed before 6 pm	1		97	100
— 下午6时后或在星期六、星期日及 公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 不连过大图则的影像处理副本 Imaged copies without oversized plans	3		97	100
• 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97	100
5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)				
(a) 批阅注册摘要日志的申请 Approval of MDB applications	2		98	100
(b) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98	100
6. 销售按揭注册摘要月志 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)				
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98	100
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98	100
7. 电话查询服务 Telephone enquiry services				
(a) 办公时间收到留言 Voice mail left during office hours	收到留言后40分钟内回复 Return calls within 40 minutes after receiving the voice mail		94	98
(b) 非办公时间收到留言 Voice mail left after office hours	下一个工作天早上10时前回复 Return calls before 10 am on the next working day		94	100

附件 I
ANNEX I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
8. 修订土地登记册资料 Amendment of registered data				
(a) 一般个案(即根据注册摘要资料更正土地登记册) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		94	96.8
(b) 复杂个案 Complicated cases	10		93	97.9
9. 为再交付注册的中止注册文书办理注册 Registration of withheld instruments redelivered for registration	16 (a+b)		92	99.9
(a) 由收到再交付注册的中止注册文书至根据 已注册的文书更新相关土地登记册; 以及 From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and	(a) 12			
(b) 完成影像处理程序并把已注册的文书送回 交契人士 Completion of imaging and return of the registered instrument to the lodging party	(b) 4			
10. 处理建议/投诉 Handling of suggestions/complaints	本处会在收到建议或投诉后的 十天内容答复。如果不可能 在这限期内详尽作复， 也会给予初步回复。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		—	—

注1： 不包括复杂个案及被中止注册的文书

Note 1: Excluding complicated cases and instruments withheld from registration

注2： 实际表现是根据每个月最后一个工作天将已注册的文书送回交契人士作计算

Note 2: The actual performance is measured by the registered documents dispatched to the lodging parties on the last working day of each month

(b) 2019/20年度服务承诺(生效日期为2019年4月1日起)
Performance Pledges 2019/20 (with effect from 1 April 2019)

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target
	工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)
1. 办理土地文件注册 Registration of land documents	15 (a+b)		92
(a) 由收到文书至根据已注册的文书更新土地 登记册 ^(注1) ；以及 From receipt of an instrument to updating the land register with the registered instrument (See Note 1); and	(a) 11		
(b) 完成影像处理程序并把已注册的文书送回 交契人士 ^(注1) Completion of imaging and return of the registered instrument to the lodging party (See Note 1)	(b) 4		
2. 在柜位查阅土地登记册 Counter search of land registers		15	97
3. 提供土地纪录影像处理副本 Supply of imaged copies of land records			
(a) 在柜位索取 Over the counter			
(i) 不连过大图则 Without oversized plans		15	97
(ii) 附连过大图则 With oversized plans	5		97
(b) 透过网上服务订购 Order via online services			
(i) 亲身领取 Collection in person			
• 不连颜色图则 Without coloured plans	1		97
• 附连颜色图则 With coloured plans	3		97
• 附连过大图则 With oversized plans	5		97

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
(ii) 邮寄或由传递公司送递 Delivery by post or courier			
• 不连颜色图则 Without coloured plans			
— 下午6时前订购 Orders placed before 6 pm	1		97
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 附连颜色图则 With coloured plans	3		97
• 附连过大图则 With oversized plans	5		97
4. 提供土地纪录认证本 Supply of certified copies of land records			
(a) 在柜位办理 Over the counter			
(i) 土地登记册 Land registers		35	97
(ii) 不连过大图则的影像处理副本 Imaged copies without oversized plans		35	97
(iii) 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97
(b) 透过网上服务订购 Order via online services			
(i) 亲身领取 Collection in person			
• 土地登记册 Land registers	1		97
• 影像处理副本 Imaged copies			
— 不连过大图则 Without oversized plans	3		97
— 附连过大图则 With oversized plans	5		97

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
(ii) 邮寄或由传递公司送递 Delivery by post or courier			
• 土地登记册 Land registers			
— 下午6时前订购 Orders placed before 6 pm	1		97
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 不连过大图则的影像处理副本 Imaged copies without oversized plans	3		97
• 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97
5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)			
(a) 批阅注册摘要日志的申请 Approval of MDB applications	2		98
(b) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98
6. 销售按揭注册摘要月志 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)			
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98
7. 电话查询服务 Telephone enquiry services			
(a) 办公时间收到留言 Voice mail left during office hours	收到留言后40分钟内回复 Return calls within 40 minutes after receiving the voice mail		94
(b) 非办公时间收到留言 Voice mail left after office hours	下一个工作天早上10时前回复 Return calls before 10 am on the next working day		94

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
8. 修订土地登记册资料 Amendment of registered data			
(a) 一般个案(即根据注册摘要资料更正土地登记册) Simple Cases (i.e. Rectification of land registers based on Memorial information)	3		94
(b) 复杂个案 Complicated Cases	10		93
9. 为再交付注册的中止注册文书办理注册 Registration of withheld instruments redelivered for registration	16 (a+b)		92
(a) 由收到再交付注册的中止注册文书至根据已注册的文书更新相关土地登记册；以及 From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and	(a) 12		
(b) 完成影像处理程序并把已注册的文书送回交契人士 Completion of imaging and return of the registered instrument to the lodging party	(b) 4		
10. 业主立案法团服务 Owners' corporation services			
(a) 办理业主立案法团注册 ^(注2) Registration of owners' corporations (See Note 2)	30		90
(b) 提供业主立案法团纪录副本 Supply of copies of owners' corporation records		30	90
11. 处理建议／投诉 Handling of suggestions/complaints	<p>本处会在收到建议或投诉后的十天内答复。如果不可能在这限期内详尽作复，也会给予初步回复。</p> <p>Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.</p>		

注1： 不包括复杂个案及被中止注册的文书

Note 1: Excluding complicated cases and instruments withheld from registration

注2： 不包括复杂个案或需要提供附加证明文件的申请

Note 2: Excluding complicated cases and applications that require further supporting documents for processing

(a) 2018/19年度土地注册处联合常务委员会委员
Membership of the Land Registry Joint Standing Committee 2018/19

主席 Chairperson

土地注册处
The Land Registry

张美珠女士

Ms Doris CHEUNG Mei-chu

委员 Members

土地注册处
The Land Registry

方吴淑仪女士
许国鸿先生
李群女士
(截至2018年11月)
涂扬梅女士
(生效日期为2018年11月)

Mrs Amy FONG NG Suk-yee
Mr Joseph HUI Kwok-hung
Ms Vivian LEE Kwan
(Until November 2018)
Ms Rose TO Yeung-mui
(With effect from November 2018)

香港律师会
The Law Society of Hong Kong

林月明女士
马华润先生
萧咏仪女士
杨宝林先生

Ms Emily LAM Yuet-ming
Mr Billy MA Wah-yan
Ms Sylvia SIU Wing-yee
Mr Terry YEUNG Po-lam

秘书 Secretary

土地注册处
The Land Registry

原伟铨先生

Mr Isaac YUEN Wai-chuen

(b) 2018/19年度土地注册处客户联络小组(私营机构)委员
Membership of the Land Registry Customer Liaison Group
(Private Sector) 2018/19

主席 Chairperson

土地注册处
The Land Registry

方吴淑仪女士

Mrs Amy FONG NG Suk-yee

委员 Members

香港会计师公会
Hong Kong Institute of Certified
Public Accountants

蔡子杰先生
靳润芳女士
(截至2019年2月)
李浩尧先生
黄俊硕先生
(生效日期为2019年2月)

Mr Sammy CHOI Tze-kit
Ms Helen KUN Yun-fong
(Until February 2019)
Mr Thomas LEE Ho-yiu
Mr Edmund WONG Chun-sek
(With effect from February 2019)

香港地产代理商总会
Hong Kong Real Estate Agencies
General Association

陈炳才先生
(截至2019年2月)
施明如女士
(生效日期为2019年2月)

Mr CHAN Ping-choi
(Until February 2019)
Ms SZE Ming-yu
(With effect from February 2019)

香港地产代理专业协会有限公司
Society of Hong Kong Real Estate
Agents Limited

区奕明先生
(截至2019年2月)
郭昶先生
(生效日期为2019年2月)

Mr Franklin AU Yick-ming
(Until February 2019)
Mr Anthony KWOK Chong
(With effect from February 2019)

香港银行公会
The Hong Kong Association of
Banks

刘淑敏女士
卢永欣女士
吴克钟先生
胡婵卿女士
叶志成先生

Ms Josephine LAU Shuk-man
Ms Christine LO Wing-yun
Mr Andy NG Hak-chung
Ms Daisy WU Sim-hing
Mr Philip YIP Chi-shing

香港测量师学会
The Hong Kong Institute of
Surveyors

赵锦权先生
(截至2019年2月)
林增荣先生
(生效日期为2019年2月)
邓康伟博士

Mr CHIU Kam-kuen
(Until February 2019)
Mr Alexander LAM Tsan-wing
(With effect from February 2019)
Dr Conrad TANG Hong-wai

(b) 2018/19年度土地注册处客户联络小组(私营机构)委员(续)
Membership of the Land Registry Customer Liaison Group
(Private Sector) 2018/19 (continued)

土地注册处
The Land Registry

霍伟勤女士
林谢淑仪女士
李群女士
(截至2018年11月)
梁慧娴女士
(生效日期为2018年10月)
李芳群女士
彭嘉辉先生
潘辉耀先生
谢少卿女士
涂扬梅女士
(生效日期为2018年11月)
温锡麟先生
原伟铨先生

Ms Emily FOK Wai-kan
Mrs LAM TSE Shuk-yee
Ms Vivian LEE Kwan
(Until November 2018)
Ms Alice LEUNG Wai-han
(With effect from October 2018)
Miss Fion LI Fong-kwan
Mr PANG Ka-fai
Mr Kenneth POON Fai-yiu
Ms Ada TSE Siu-hing
Ms Rose TO Yeung-mui
(With effect from November 2018)
Mr Francis WAN
Mr Isaac YUEN Wai-chuen

香港律师会
The Law Society of Hong Kong

区健雯女士
区曼珍女士
齐雅安先生
江玉欢女士
林敏仪女士
梁智维先生

Ms AU Kin-man
Ms Stella AU Man-chun
Mr Alson CHAI
Ms Doreen KONG Yuk-foon
Ms LAM Man-yee
Mr LEONG Chi-wai

秘书 Secretary

土地注册处
The Land Registry

刘少雯女士

Ms Eva LAU Siu-man

(c) 2018/19年度土地注册处客户联络小组(公营机构)委员
Membership of the Land Registry Customer Liaison Group
(Public Sector) 2018/19

主席 Chairperson

土地注册处
The Land Registry

方吴淑仪女士

Mrs Amy FONG NG Suk-yee

委员 Members

渔农自然护理署
Agriculture, Fisheries and
Conservation Department

张国伟先生
陆俊彦博士

Mr CHEUNG Kwok-wai
Dr James LUK Chun-yin

屋宇署
Buildings Department

区琬灵女士

Miss Stephanie AU Yuen-ling

香港海关
Customs and Excise Department

张大安先生
李建文先生

Mr CHEUNG Tai-on
Mr David LEE Kin-man

律政司
Department of Justice

陈祖赐先生
张聪玲女士
黄远娇女士
胡淳禧女士
杨景珊女士

Mr Joseph CHAN Cho-chee
Miss Charlene CHEUNG Chung-ling
Ms Winnie WONG Yuen-kiu
Miss Veronica WOO Shun-hay
Miss Anissa YANG King-shan

环境保护署
Environmental Protection
Department

何雨弘先生
郭伟忠先生

Mr Herrick HO Yu-wang
Mr Calvin KWOK Wai-chung

食物环境卫生署
Food and Environmental
Hygiene Department

梅静文女士
姚敬贤先生

Ms Ann MUI Ching-man
Mr YIU King-yin

政府产业署
Government Property Agency

霍宝桦女士

Ms Kathy FOK Po-wa

民政事务总署
Home Affairs Department

黄月娥女士

Ms Joey WONG Yuet-ngo

香港房屋协会
Hong Kong Housing Society

陈丽娟女士

Ms Fanny CHAN Lai-kuen

香港警务处
Hong Kong Police Force

李德祯女士
邓子轩先生

Ms Joanna LEE Tak-ching
Mr Wallace TANG Tsz-hin

(c) 2018/19年度土地注册处客户联络小组(公营机构)委员(续)
Membership of the Land Registry Customer Liaison Group
(Public Sector) 2018/19 (continued)

房屋署 Housing Department	陈伟成先生 刘佩霞女士 魏敏鸿先生	Mr CHAN Wai-seng Ms Winnie LAU Pui-ha Mr NGAI Man-hung
廉政公署 Independent Commission Against Corruption	王纯聪先生	Mr Paul WONG Shun-chung
税务局 Inland Revenue Department	朱志强先生	Mr CHU Chi-keung
地政总署 Lands Department	曾丽华女士	Ms Judith TSANG Lai-wah
破产管理署 Official Receiver's Office	赵慧中女士 杨玉云女士	Ms Cecilia CHIU Wai-chung Ms Annie YEUNG Yuk-wan
规划署 Planning Department	廖懿珍女士 黄一烈先生	Miss Alice LIU Yee-chun Mr WONG Yat-lit
差饷物业估价署 Rating and Valuation Department	区振耀先生	Mr Calvin AU Chun-yiu
土地注册处 The Land Registry	霍伟勤女士 林谢淑仪女士 李群女士 (截至2018年11月) 梁慧娴女士 (生效日期为2018年10月) 李芳群女士 彭嘉辉先生 潘辉耀先生 涂扬梅女士 (生效日期为2018年11月) 谢少卿女士 温锡麟先生 原伟铨先生	Ms Emily FOK Wai-kan Mrs LAM TSE Shuk-yee Ms Vivian LEE Kwan (Until November 2018) Ms Alice LEUNG Wai-han (With effect from October 2018) Miss Fion LI Fong-kwan Mr PANG Ka-fai Mr Kenneth POON Fai-yiu Ms Rose TO Yeung-mui (With effect from November 2018) Ms Ada TSE Siu-hing Mr Francis WAN Mr Isaac YUEN Wai-chuen

秘书 Secretary

土地注册处 The Land Registry	刘少雯女士	Ms Eva LAU Siu-man
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(d) 2018/19年度《土地业权条例》督导委员会委员 Membership of the Land Titles Ordinance Steering Committee 2018/19

主席 Chairperson

土地注册处 The Land Registry	张美珠女士	Ms Doris CHEUNG Mei-chu
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委员 Members

消费者委员会 Consumer Council	欧阳嘉慧女士	Ms Terese AU-YEUNG Kar-wai
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律政司 Department of Justice	李伯诚先生 (截至2018年5月) 戴思劲先生 (生效日期为2018年5月)	Mr Simon LEE Pak-sing (Until May 2018) Mr Clifford Joseph TAVARES (With effect from May 2018)
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发展局 Development Bureau	罗淦华先生	Mr Maurice LOO Kam-wah
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地产代理监管局 Estate Agents Authority	梁德丽女士	Ms Juliet LEUNG Tak-lai
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新界乡议局 Heung Yee Kuk New Territories	林国昌先生	Mr Alfred LAM Kwok-cheong
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香港按揭证券有限公司 Hong Kong Mortgage Corporation Limited	张少慧女士	Ms Feliciana CHEUNG Siu-wai
--	-------	-----------------------------

地政总署 Lands Department	方剑峯先生 (生效日期为2019年1月) 林梁曼华女士 (截至2019年1月)	Mr Alan FONG Kim-fung (With effect from January 2019) Mrs Maria LAM LEUNG Man-wah (Until January 2019)
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香港银行公会 The Hong Kong Association of Banks	麦杰良先生 (生效日期为2019年2月) 申泰蒙娜女士 (由2018年10月至2019年1月) 王维宪先生 (截至2018年10月)	Mr Mathew MAK Kit-leung (With effect from February 2019) Ms Mona SENGUPTA (From October 2018 to January 2019) Mr Teddy WONG Wai-hin (Until October 2018)
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土地注册处 The Land Registry	方吴淑仪女士 许国鸿先生	Mrs Amy FONG NG Suk-yee Mr Joseph HUI Kwok-hung
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(d) 2018/19年度《土地业权条例》督导委员会委员^(续)
Membership of the Land Titles Ordinance Steering Committee
2018/19 (continued)

香港律师会
The Law Society of Hong Kong

蒋瑞福女士
(生效日期为2018年8月)
戴永新先生
(截至2018年8月)

Ms Lilian CHIANG Sui-fook
(With effect from August 2018)
Mr Eric John DAVISON
(Until August 2018)

香港地产建设商会
The Real Estate Developers
Association of Hong Kong

龙汉标先生

Mr Louis LOONG Hon-biu

秘书 Secretary

土地注册处
The Land Registry

高倩雯女士

Miss Shirley KO Sin-man

(e) 2018/19年度《土地业权条例》检讨委员会委员 Membership of the Land Titles Ordinance Review Committee 2018/19

主席 Chairperson

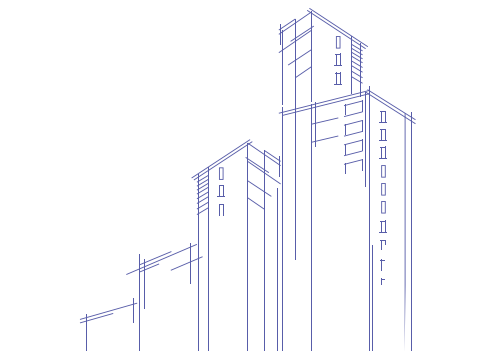
土地注册处 The Land Registry	许国鸿先生	Mr Joseph HUI Kwok-hung
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委员 Members

土地注册处 The Land Registry	方吴淑仪女士 乔美琴女士	Mrs Amy FONG NG Suk-yee Ms Queenie KIU Mei-kam
发展局 Development Bureau	蔡雪蓉女士 伍柴廷女士	Ms Jasmine CHOI Suet-yung Ms Nettie NG Kai-ting
地政总署(法律咨询及 田土转易处) Lands Department (Legal Advisory and Conveyancing Office)	方剑峯先生 (生效日期为2019年1月) 关铭善女士 (截至2018年12月) 林梁曼华女士 (截至2019年1月) 黄佩雯女士 (生效日期为2018年12月)	Mr Alan FONG Kim-fung (With effect from January 2019) Ms Valerie KWAN Ming-sin (Until December 2018) Mrs Maria LAM LEUNG Man-wah (Until January 2019) Ms Katrina WONG Pui-man (With effect from December 2018)
律政司 Department of Justice	陈佩珊女士 许行嘉女士 林思敏女士	Miss Joyce CHAN Pui-shan Ms Frances HUI Hang-ka Ms Francoise LAM See-man
香港律师会 The Law Society of Hong Kong	夏向能先生 江玉欢女士 (生效日期为2018年8月) 颜安德先生 — (截至2018年8月) 黄文华先生	Mr Peter AHERNE Ms Doreen KONG Yuk-foon (With effect from August 2018) Mr Andy NGAN On-tak Ms Judith SIHOMBING (Until August 2018) Mr Raymond WONG Man-wa
香港大律师公会 Hong Kong Bar Association	梅茂勤先生 唐思佩女士	Mr Malcolm MERRY Ms Sara TONG

秘书 Secretary

土地注册处 The Land Registry	乔美琴女士 (截至2018年9月) 李宝君女士 (生效日期为2018年9月)	Ms Queenie KIU Mei-kam (Until September 2018) Ms Shirley LEE Po-kwan (With effect from September 2018)
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香港土地注册处营运基金
The Land Registry Trading Fund Hong Kong

香港金钟道六十六号
金钟道政府合署二十八楼
Queensway Government Offices,
28/F., 66 Queensway, Hong Kong.
电话 Tel : (852) 3105 0000
传真 Fax : (852) 2523 0065
电邮 E-mail : csa@landreg.gov.hk
网址 Website : www.landreg.gov.hk



短片 Video



网址 Website