



香港土地注册处营运基金
The Land Registry Trading Fund Hong Kong



保障市民财产 · 支持公开市场

Securing Your Property
Supporting an Open Market

2020-21 年 ANNUAL
报 REPORT

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年报设计概念 Design Concept of the Annual Report



土地注册处扎根香港，一直为社会提供超过170年的土地注册服务，承诺为市民大众提供稳妥及方便易用的土地注册及资讯服务。

设计以科技感线条勾勒画面，整体突显出土地注册处一直与时俱进、守正出新，坚持不断提升服务质素，在新时代下坚守己任，持续提倡及循序落实香港土地业权注册制度，在变化多端的市场中茁壮成长。

The Land Registry, deeply rooted in Hong Kong, has been responsible for providing land registration services for the community for over 170 years with the commitment of providing secure and customer-friendly land registration and information services for members of the public.

The use of cyber lines and images conveys the idea that the Land Registry always keeps pace with the times and fosters innovation without compromising integrity by unceasingly enhancing service quality and demonstrating professionalism in the new era, and continues to advocate reform of Hong Kong's land registration system through introduction of title registration for the purpose of achieving steady and robust growth in a fast-changing market.

2020/21年度重要事项 HIGHLIGHTS OF 2020/21



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

449,266



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

5,792,636



「综合注册资讯系统」网上服务使用率：
Usage of Integrated Registration
Information System (IRIS)
Online Services:

96%



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

75%



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

93



接待访客及参与简介会人数：
No. of visitors received and
participants of briefing sessions:

70

财务管理 FINANCIAL MANAGEMENT



收入：
Revenue:

\$448.7 百万元
million



盈利：
Profit:

\$36.6 百万元
million



运作成本：
Operating costs:

\$449.8 百万元
million



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

-0.3%



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:

805,550



《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
Street Index and New Territories Lot/
Address Cross Reference Table:

**9,996 &
15,027**



服务及运作 SERVICES AND OPERATIONS



为认可机构提供的电子
提示服务于2020年7月
推出第二阶段的电子渠道
Launched Phase two

of the e-Channel for e-Alert Service for
Authorized Institutions (AIs) in July 2020

为认可机构提供的电子提示服务于2021年
2月全面实施电子渠道

Full implementation of the e-Channel for
e-Alert Service for AIs in February 2021

工作成果 ACHIEVEMENTS



2020年「公务员事务局局长嘉许状」计划
The Secretary for the Civil Service's Commendation Awards 2020



《土地注册处营运基金2018/19年报》
荣获四个国际及本地比赛奖项
Four international and local competition awards for the Land Registry Trading Fund Annual Report 2018/19



2020年「申诉专员嘉许奖」
The Ombudsman's Awards 2020



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



获颁连续15年或以上
「同心展关怀」标志
Award of 15 Years Plus
Caring Organisation Logo

人力资源管理 HUMAN RESOURCES MANAGEMENT



雇员人数：
No. of employees:

601



培训天数：
No. of training days:

>1,210

企业管治 CORPORATE GOVERNANCE



客户表扬数目：
No. of commendations:

27



投诉项目：
No. of complaints:

17

资讯科技管理 IT MANAGEMENT



「综合注册资讯系统」的
重要提升项目：
No. of major
enhancements to IRIS:

4



于2020年6月提升及更新
「土地查册系统」的技术基础设施
Upgraded and revamped the
technical infrastructure of the Land
Search System in June 2020

企业社会责任 CORPORATE SOCIAL RESPONSIBILITY



慈善活动数目：
No. of charity
programmes:

3



义工活动数目：
No. of volunteer activities:

2



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

43

处长的话

MESSAGE FROM THE LAND REGISTRAR



我很高兴向大家提交截至2021年3月31日止财政年度的土地注册处营运基金报告，这也是我在2021年8月就任土地注册处处长后的首份年报。

在2020年，香港的住宅物业交易宗数和价格大致平稳。尽管2019冠状病毒病疫情对环球和本地经济活动造成重大影响，导致市场气氛摇摆不定，但世界各地大规模的货币刺激政策令本地处于低息环境，加上长远的住屋需求，皆为市场带来支持。

与2019/20年度比较，本年度文件注册及查阅土地登记册的总宗数分别减少4.3%及增加8.0%。本处的收入及盈利分别下跌0.8%至4.487亿元及6.4%至3,660万元，其主要原因是办理文件注册、业主立案法团服务及向政府部门提供服务的业务量有所减少。土地注册处营运基金一向紧守财政纪律及严格控制开支，惟2019冠

I am pleased to present the report of the Land Registry Trading Fund (LRTF) for the financial year ending 31 March 2021, which is also the first report since I assumed the post of the Land Registrar in August 2021.

The Hong Kong residential property transactions and prices were broadly steady in 2020. While the Coronavirus Disease 2019 (COVID-19) pandemic caused significant impacts on global and local economic activities and swayed market sentiment, the low local interest rate environment resulting from massive monetary stimulus around the world and the long term housing demand rendered support to the market.

As compared to 2019/20, the total number of documents registered and searches of land registers decreased by 4.3% and increased by 8.0% respectively. Our revenue and profit registered a decrease of 0.8% to \$448.7 million and 6.4% to \$36.6 million respectively, mainly due to a decrease in business volume of registration of documents, owners' corporation services as well as services provided to Government departments. The LRTF has been exercising strict financial discipline to contain its

病毒疫情影响我们的业务收入，令2020/21年度土地注册处营运基金的固定资产回报率出现-0.3%的轻微亏损。

为减低2019冠状病毒病在社区传播的风险，本处于2020/21年度按照政府的措施实施数轮的特别工作安排，在有关安排下，本处继续为公众提供全面但有限度的服务。尽管受到2019冠状病毒病疫情的严重影响，我们仍致力为市民优化服务。

本处自2019年1月起为业主推出「物业把关易」服务，以及自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」后，便不断推出优化措施，使服务更加便于使用，例如为「物业把关易」服务增设一次过订购服务方式，以及为「电子提示服务」实施电子渠道。我们会继续优化及推广有关服务，让更多用家受惠。

我们继续积极落实在新批出的土地先行实施业权注册制度的方案(「新土地先行」方案)，以期尽早于香港实行业权注册制度。本处会继续与主要持份者紧密合作，务求就实施「新土地先行」方案的主要议题达成共识，然后订定具体的实施时间表。

我们预期香港经济会恢复增长，但复苏的广度和强度则受到疫情、中美关系及其他如地缘政治紧张局势等高度不确定性因素影响。在2019冠状病毒病疫情的阴霾下，本处同事仍保持卓越表现，其克尽厥职和专业精神更备受客户赞赏，我谨借此机会向他们表达谢意。能够成为这支优秀团队的一份子，我深感荣幸和自豪。在往后的日子，我期望继续得到各伙伴和持份者的鼎力支持。

谭惠仪女士，JP
土地注册处处长
土地注册处营运基金总经理

expenditures. Nevertheless, the adverse impact of the COVID-19 pandemic on our business revenue led to a slightly negative financial return on fixed assets of -0.3% in 2020/21.

To reduce the risk of the spread of COVID-19 in the community, we implemented several rounds of special work arrangement in 2020/21 in line with the Government's measures. Under the arrangement, we continued to provide the full range of services to members of the public, albeit on a limited scale. Notwithstanding the severe disruption caused by the COVID-19 pandemic, we remained committed to enhancing our services for the public.

Since the launch of the Property Alert service for property owners in January 2019 and the e-Alert Service for Authorized Institutions under the Banking Ordinance (Cap. 155) in February 2017, we have introduced continuous service improvement to enhance user-friendliness of the services, such as the one-off subscription option for the Property Alert service and the e-Channel for the e-Alert Service. We will continue to enhance and promote the services to benefit more users.

We have continued to actively pursue the proposal of implementing title registration on newly granted land first ("new land first" proposal) in order to enable the early implementation of the title registration system in Hong Kong. We will continue to work closely with the key stakeholders to forge consensus on the main issues concerning the "new land first" proposal and then work out a concrete implementation timetable.

While the Hong Kong economy is expected to resume growth, the breadth and strength of the recovery are subject to the high uncertainty associated with the pandemic, the China-US relations as well as other factors such as geopolitical tensions. Taking this opportunity, I wish to thank my colleagues for another year of excellent work despite of the difficult time under the COVID-19 pandemic. Their dedication and professionalism have won the appreciation of our customers. I feel honoured and privileged to be part of this great team. I also look forward to the continued support of our partners and stakeholders in the years to come.

Ms Joyce TAM, JP
Land Registrar
General Manager, LRTF



土地注册处

The **LAND** 概
REGISTRY 览

At a **GLANCE**

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 (LRTF)

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 LRTF.

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

VISION, MISSION, VALUES AND FUNCTIONS

我们的理想

我们竭尽所能，凡事做到最好。

Our Vision

To be the best in all that we do.

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。

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 land title registration system.

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。

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

- 香港有超过半数家庭是物业的注册业主。
- 截至2021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33,870亿港元。
- 2020/21年度查阅注册资料超逾500万宗。
- 超过115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。

Our Value to Hong Kong

- Over half of all Hong Kong families are registered property owners.
- Banks and financial institutions loaned about HK\$3,387 billion as at March 2021 against the security of registered land and property.
- Over five million searches of registered information took place in 2020/21.
- Over 115 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.

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。

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).

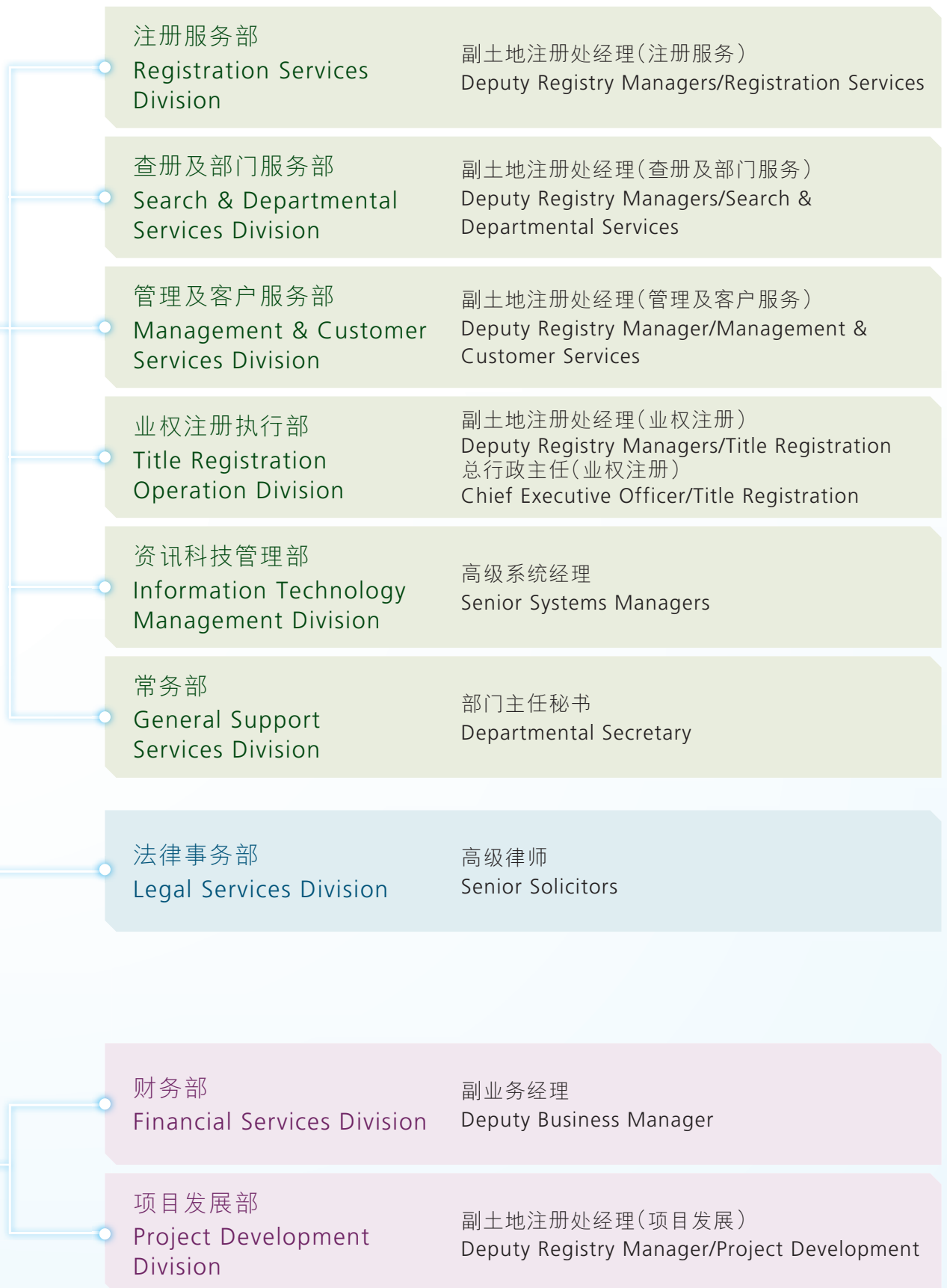
架构及管理

STRUCTURE AND MANAGEMENT

土地注册处的组织架构图(截至2021年3月31日)

Organisation Chart of the Land Registry (as at 31 March 2021)





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。

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.

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。

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 customers' needs; and to develop human resources through training and development programmes to meet the business needs of the Land Registry.



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》(第 585 章)相关的主要委员会提供秘书支援服务。

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。

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。

法律事务科

法律事务部

- 就《土地注册条例》、《建筑物管理条例》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。

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。

项目发展部

- 策划及推行新的管理措施，以提升部门的服务素质。

Title Registration Operation Division

- To design operational processes, procedures and forms for the Title Registration System (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 Land Titles Ordinance (Cap. 585) (LTO).

Information Technology Management Division

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

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.

Legal Services Branch

Legal Services Division

- To provide legal advisory and support services relating to the LRO, the BMO 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.

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.

Project Development Division

- To plan and implement new management initiatives for improvement of service quality of the department.

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 谭惠仪女士，JP**（土地注册处处长）
(生效日期为2021年8月23日)
Ms Joyce TAM, JP (Land Registrar)
(With effect from 23 August 2021)
- 2 方吴淑仪女士，JP**（土地注册处经理）
Mrs Amy FONG, JP (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）
Ms Venelie POON (Business Manager)





契约注册及部门服务科

Deeds Registration and Departmental Services Branch

- 1 方吴淑仪女士，JP（土地注册处经理）
Mrs Amy FONG, JP (Registry Manager)
- 2 麦振威先生（高级系统经理）
Mr Andrew MAK (Senior Systems Manager)
- 3 梁慧娴女士（副土地注册处经理）
Ms Alice LEUNG (Deputy Registry Manager)
- 4 彭嘉辉先生（副土地注册处经理）
Mr K. F. PANG (Deputy Registry Manager)
- 5 霍伟勤女士（高级系统经理）
Ms Emily FOK (Senior Systems Manager)
- 6 任美琼女士（部门主任秘书）
Ms Tina YAM (Departmental Secretary)
- 7 原伟铨先生（副土地注册处经理）
Mr W. C. YUEN (Deputy Registry Manager)
- 8 潘辉耀先生（副土地注册处经理）
Mr Kenneth POON (Deputy Registry Manager)
- 9 温锡麟先生（副土地注册处经理）
Mr Francis WAN (Deputy Registry Manager)
- 10 林谢淑仪女士（副土地注册处经理）
Mrs Cindy LAM (Deputy Registry Manager)
- 11 刘润霞女士（副土地注册处经理）
Miss Kathy LAU (Deputy Registry Manager)





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)
- 2 李宝君女士 (高级律师)
Ms Shirley LEE (Senior Solicitor)
- 3 廖湘桥女士 (高级律师)
Ms Louisa LIU (Senior Solicitor)
- 4 陆钧韦先生 (高级律师)
Mr Wesley LUK (Senior Solicitor)
- 5 黄颂诗女士 (高级律师)
(生效日期为2021年7月26日)
Ms Joyce WONG (Senior Solicitor)
(With effect from 26 July 2021)
- 6 陈小玲女士 (高级律师)
Miss Urania CHAN (Senior Solicitor)



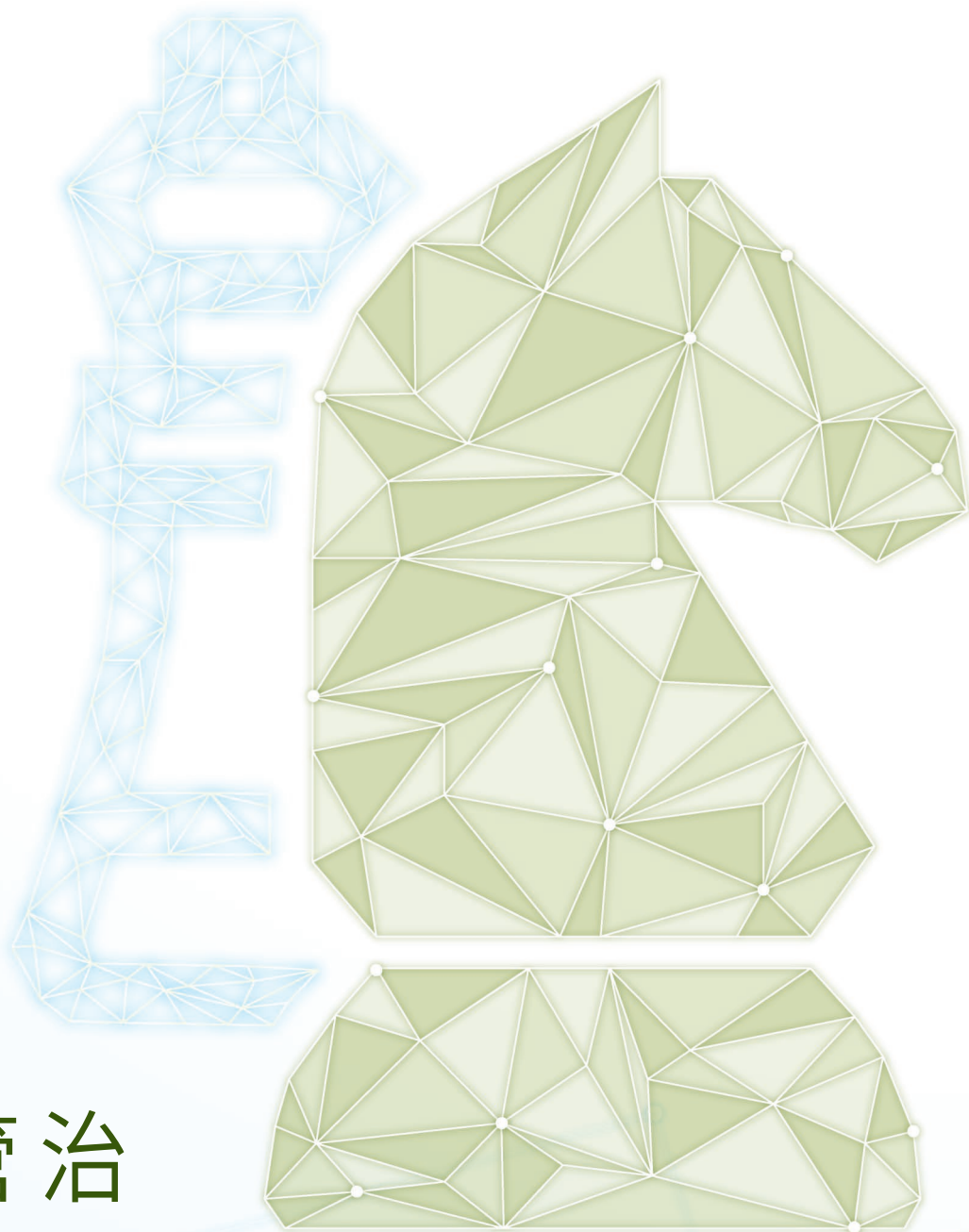
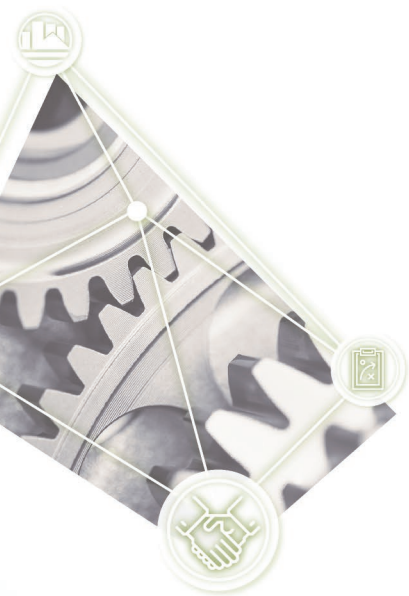


财务科 Financial Services Branch

- 1 潘雪聪女士 (业务经理)
Ms Venelie POON (Business Manager)
- 2 梅竹辉先生 (副业务经理)
(生效日期为2020年10月12日)
Mr Eddie MUI (Deputy Business Manager)
(With effect from 12 October 2020)

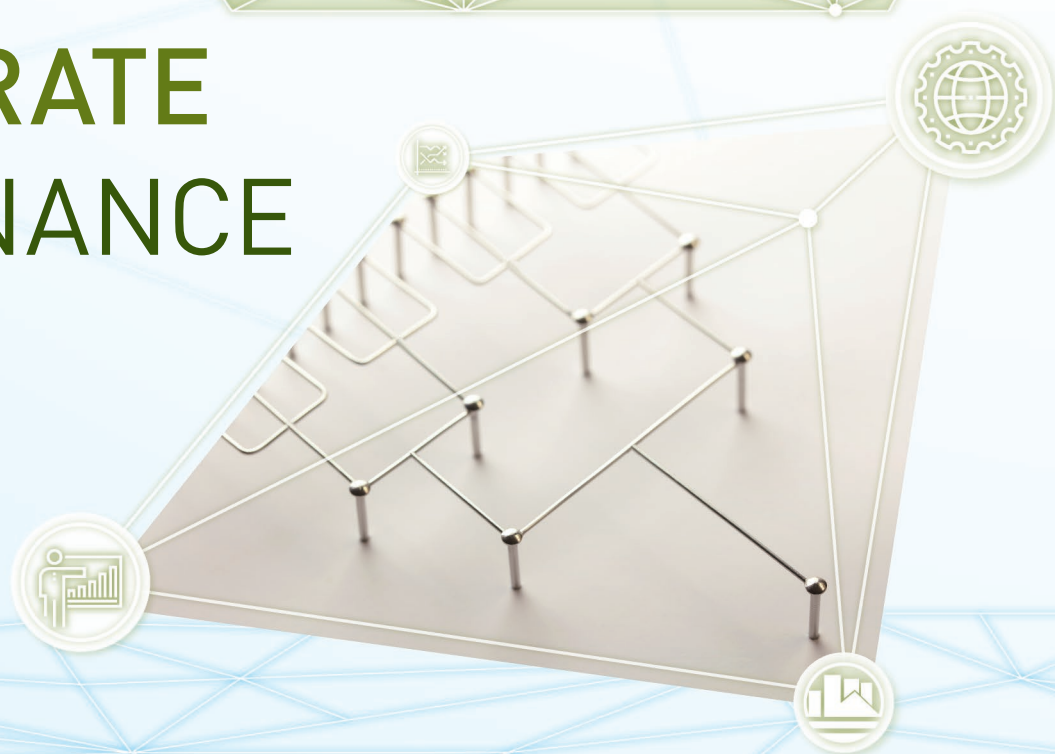
- 3 马秀文女士 (副土地注册处经理)
(生效日期为2020年10月5日)
Ms Delphine MA (Deputy Registry Manager)
(With effect from 5 October 2020)





企业管治

CORPORATE
GOVERNANCE



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。发展局亦会为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。

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。

因应政府为减低2019冠状病毒病在社区传播的风险而采取的措施，本处于2020/21年度实施数轮的特别工作安排。鉴于我们在这安排下只能提供有限度的公共服务，因此部分服务未能达到承诺的目标。附件I (a)列出本处于年内的服务承诺和实际表现，而2021/22年度将维持2020/21年度的服务承诺。2021/22年度的服务承诺见附件I (b)。

Transparency

The Land Registry's operation is also guided by the principle of transparency. As provided under the TFO, the Trading Fund's annual report together with the financial statements audited by the Director of Audit is required to be tabled in the Legislative Council each year. To help keep the public apprised of our work and the situation in the property market, we publish statistics on land registration and search on a monthly basis.

We maintain close contact with our customers of the private and public sectors through our regular Customer Liaison Group meetings.

PERFORMANCE PLEDGES

As part of our continuing commitment to improving the quality and efficiency of services, we have been conducting review of our performance pledges annually since the establishment of the Trading Fund in 1993.

In accordance with the Government's measure to lower the risk of the spread of COVID-19 in the community, the Land Registry implemented several rounds of special work arrangement in 2020/21. Given that the public services were provided on a limited scale under the special work arrangement, the performance of some services could not meet the targets pledged. Annex I (a) sets out the pledges and our actual performance for the year. The performance pledges of 2020/21 are maintained for 2021/22. The performance pledges for 2021/22 are at Annex I (b).

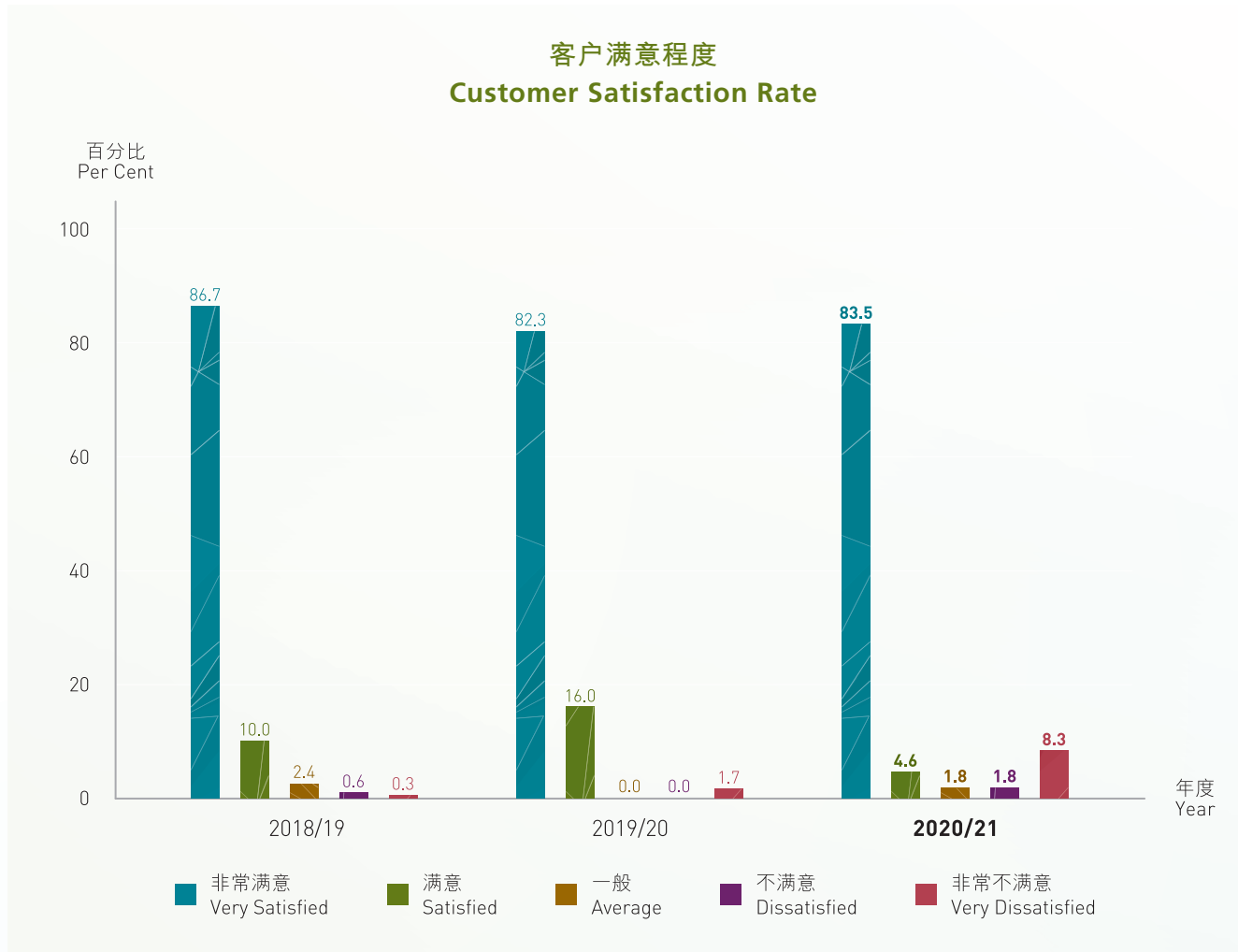


客户意见

在2020/21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27个客户表扬。

CUSTOMER FEEDBACK

In 2020/21, the Land Registry received 27 commendations through various channels, including our customer service hotline, the Land Registry website, comment cards, letters and emails.



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17项投诉，其中有三宗个案并不属于本处的职权范围。所有建议和投诉均已获迅速回应及圆满处理。

There were also 17 complaints received by us or referred to us by other Government offices, among which three cases were outside our jurisdiction. All the suggestions and complaints were promptly addressed and fully responded to.

企业社会责任

CORPORATE SOCIAL RESPONSIBILITY



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八个主要范畴：

服务社会

本处一向鼓励同事腾出私人时间，以组织及参与不同的义工和社区活动。自2005年起，土地注册处义工队与其他政府部门的义工队积极参与义工服务。纵使2019冠状病毒病疫情肆虐，我们仍继续参与社区服务，惟举办的义工活动规模在遵守社交距离的措施下有所调整。在2020/21年度，我们的义工队为长者筹办了两项义工活动。

在2021年2月，香港社会服务联会向本处颁发连续15年或以上「同心展关怀」标志，以表扬我们持续为社会服务的承诺。

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 eight main areas.

Serving the Community

Our staff have all along been encouraged to contribute their own time to organise and participate in various volunteer activities and community programmes. Since 2005, the Land Registry Volunteer Team has been working with the volunteer teams of other Government departments to actively participate in voluntary service. While continued efforts were made to take part in community service, volunteer activities were organised on a limited scale in view of the social distancing measures under the COVID-19 pandemic. In 2020/21, the Volunteer Team organised two volunteer activities for the elderly.

In recognition of our sustained efforts in serving the community, the Hong Kong Council of Social Service awarded the "Fifteen Years Plus Caring Organisation" logo to the Land Registry in February 2021.



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2020/21年度，本处同事参加由公益金举办的各项慈善活动，包括「绿色低碳日」、「公益金便服日」及「公益爱牙日」。

Participating in Charity Activities

We are committed to promoting charity activities by encouraging staff and their families to participate in charity events. In 2020/21, our staff participated in a variety of charity events organised by the Community Chest, including the Green Low Carbon Day, Dress Casual Day and Love Teeth Day.



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。

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.

在2020/21年度，我们共有23名残疾员工，占本处员工总人数的3.8%。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。

In 2020/21, we had a total of 23 staff members with disabilities, representing 3.8% 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.

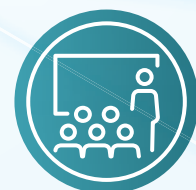
本处也致力为市民提供无障碍设施，委任了无障碍主任和助理无障碍主任为到访各办事处的残疾人士提供协助，并为无障碍主任、助理无障碍主任和场地有关的职员安排相关的讲座。我们亦定期检讨这些设施的便利程度，务求不断作出改善。鉴于本处致力为残疾人士提供无障碍设施，香港社会服务联会已把我们的客户服务中心列入「无障碍友善企业／机构名单」上。

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. We also conducted regular reviews of the accessibility of our facilities for continuous improvement. Given our dedicated efforts in providing barrier-free facilities for members of the public with disabilities, our Customer Centre has been included in the List of Barrier-free Companies/Organisations by the Hong Kong Council of Social Services.



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 Gender 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 visitors to 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.



在2021年，我们亦继续参与公务员事务局的「残疾学生实习计划」和「非华裔学生实习计划」，为有需要人士提供培训实习机会。

We also continued to provide placement opportunities for people in need through participating in the Civil Service Bureau's Internship Scheme for Students with Disabilities and Internship Programme for Non-ethnic Chinese Students in 2021.



我们继续邀请社会企业竞投本处办公室的清洁服务合约，以促进弱势社群的就业机会。

For promoting job opportunities for the socially disadvantaged groups, we continued to invite social enterprises to bid for our office cleansing service contracts.

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2020/21年度，我们就相关课题为员工举办了13个讲座／工作坊，包括急救训练、预防筋肌劳损、体力处理操作、运动与健康的生活模式、压力管理和职业安全健康等。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。

我们也致力为员工提供舒适的工作环境。在2020/21年度，我们持续并进一步改善办公室环境，包括透过重整各办公室的布局、绿化环境和为员工提供多用途的共享空间，以促进同事之间的互动，并借着可供灵活使用的共享空间营造有利员工互相交流讨论的环境。



此外，我们继续透过部门刊物、讲座及员工康乐会举办的兴趣班，加强员工对维持工作和生活中取得平衡，以及健康生活方式的认识。

Caring for Employees

As a caring employer, we strive to maintain a healthy workforce. In 2020/21, we organised a total of 13 seminars/workshops for staff on relevant subjects, including first aid, prevention of musculoskeletal disorders, manual handling operation, exercise and healthy lifestyle, stress management and occupational safety and health. We also provided counseling services through external specialists to assist staff facing work-related or personal issues.

We also strive to provide a comfortable working environment for our staff. In 2020/21, continued efforts were made to further improve the office environment by internal office reshuffling, greenery and provision of multi-purpose connecting space for staff so as to promote interactions and render flexibility for our staff to use the connecting space for discussions in a conducive environment.

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

本处也致力促进员工的精神健康，举办压力管理工作坊，以提升员工处理压力的能力。

The Land Registry is also dedicated to promoting the mental well-being of our staff. Workshops on stress management were organised to enhance the capabilities of our staff to cope with stress.



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：

- 制定环保政策，订明须采取行动的主要范畴；
- 公布环保管理指引，以供员工遵守；
- 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；
- 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；
- 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；

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:

- set out an environmental policy with key areas for actions;
- promulgated green housekeeping guidelines for observance by staff;
- conducted regular environmental audit and surprise checks at various offices to sustain the momentum in environmental protection;
- continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
- 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；
- 实行土地文件副本双面列印；
- 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；
- 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；
- 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量，并向员工宣扬绿化信息；以及
- promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine;
- implemented double-sided printing of land document copies;
- used recycled paper or the blank side of used paper for printing and photocopying as far as practicable;
- installed lighting motion sensors in the officers' rooms, where appropriate, to reduce energy consumption;
- 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



- 在办公室的茶水间提供可给员工循环使用的餐具。
- provided reusable tableware sets in office pantries.

公众人士可到[土地注册处的网站](#)浏览《2020年管制人员环保报告》，了解我们的环保成绩。

The Controlling Officer's Environmental Report 2020 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。

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.

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.

健康生活資訊

優質健行

步行可說是最安全有效的有氧體能活動，在日常生活中可隨時進行，既簡單，又能增強體魄。約同朋友一起步行（即健步行），所帶的裝備十分簡單，最主要的是有一雙能夠保護足部的健行鞋。要享受活力健康人生，請踏出優質健行第一步。

健行的好處

1. 促進血液循環，增強心肺功能。
2. 保持健康體魄，有助增強自信。
3. 消耗熱量，有助維持健康體重。
4. 有助控制血壓、血脂、膽固醇和血糖水平，以及減低患上心血管病、高血壓和糖尿病的風險，並可預防部分癌症（例如：大腸癌）。
5. 有助鞏固骨骼，預防骨質疏鬆症，更可強化肌肉和關節。
6. 有助紓緩壓力，使頭腦靈活及加強記憶力。
7. 有助長者強身健體，改善身體靈活度和平衡力。
8. 改善孕婦和產後婦女的健康狀況。

開始健行要注意事項

1. 健行是男女老幼都能做到的體能活動，持續健行能有效改善心肺功能和增強耐力。開始前應按個人健康狀況和體能制定練習計劃，一般是每星期3至5次，每次不少於30分鐘。初習者可按個人體能由每節不少於10分鐘做起。
2. 練習頻率：每星期3至5次，練習後需要充分休息。
3. 運動強度：透過調節步速和步幅來調整運動強度。在運動強度方面，可利用自覺努力程度評分和目標心率區域來評估。
4. 練習時間：初次練習時，每次30分鐘，可分段進行，但建議每節不少於10分鐘，隨後按能力逐步加長時間。

正確步法

1. 開始時嘗試較短的路程，然後循序漸進。
2. 呼吸與心跳率應自然地隨步速增加。
3. 因應步行強度調整呼吸。適當的步速是指你的呼吸在步行時有加快，但仍能保持說話自如。
4. 如果提高步行強度，可增加步頻和加大步幅，但不可影響姿勢和呼吸，並要保持動作對稱。
5. 隨著步行的速度增加，手臂的擺動幅度亦會增加。
6. 先選擇在平路健行。

健行是有氧運動，若能持之以恆，既可以改善健康指標，亦有助提升體能水平。進行有氧運動訓練，建議由中等強度訓練開始，然後逐步增加至劇烈強度的訓練。要知道怎樣才達到中等強度訓練及劇烈強度訓練，可參考以下目標心率及自覺努力程度，以找出適合自己活動強度。

目標心率區域計算方法
註：目標心率區域的百分比

$(220 - \text{年齡}) \times 60\% - (220 - \text{年齡}) \times 90\%$
 $(200 - 20) \times 60\% - (200 - 20) \times 90\%$
 心率：120 - 180 bpm

範圍：20歲步行者，目標心率區域為120至180次

自覺努力程度評分	0	1	2	3	4	5	6	7	8	9	10
自覺努力程度	休息	非常輕鬆	輕鬆	中等	吃力	非常吃力	極度吃力	極度吃力	極度吃力	極度吃力	極度吃力

步行對我們健康有長遠的益處，除了在合適的路徑健行外，日常亦可以步行代替乘車；或在目的地前一、兩站下車，步行前往。在清早和黃昏出外步行，更有助減肥，鬆弛神經。

健行小貼士

1. 了解自己的身體狀況（尤其是慢性病患者）。由於個人的健康及體能狀態各異，應選擇自己能應付的運動強度、練習時間及練習頻率。
2. 平時疏於體能活動的人，開始時應選擇低難度的路徑，並以較慢的速度健行；熟練後再逐步提升運動強度、時間及頻率。
3. 如因身體狀況而未能依照上述指引練習，切勿強行練習，請先徵詢醫生或專業人士的意見。
4. 如在練習期間或之後感到身體不適或有任何不良反應，請立即停止練習，並尋求醫護人員協助。
5. 應穿著合適的休閒運動服裝及健行鞋。即使鞋子舒適，也應穿上襪子。健行鞋的主要特色如下：
 - 鞋頭要寬闊，鞋跟要舒適地緊貼腳跟
 - 鞋的內部要提供良好的承托力和保護功能
 - 鞋跟部位要穩固結實，提供足夠防護
 - 鞋底要防滑，鞋身要柔軟
6. 練習前，先做熱身及伸展運動；練習後，做整理及緩和運動。健行前後和健行期間，都必需補充充足水份。

資料來源：康樂及文化事務署 - 《優質健行》小冊子

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」，我们位于九龙湾「一号九龙」的办事处及其他所有办事处在2020年分别获得「卓越级」和「良好级」证书。

In addition, we have participated in the Indoor Air Quality Certification Scheme organised by the Environmental Protection Department since 2003. Our office at One Kowloon, Kowloon Bay obtained the "Excellent" Class and all other offices achieved the "Good" Class under the Scheme in 2020.



同心抗疫

为减低2019冠状病毒病的传播风险，本处在2020/21年度的办公时间不时因应政府的特别工作安排作出调整。尽管如此，本处仍按特别工作安排竭力提供全面但有限度的服务，并维持供客户交付文书办理注册的正常服务时间。

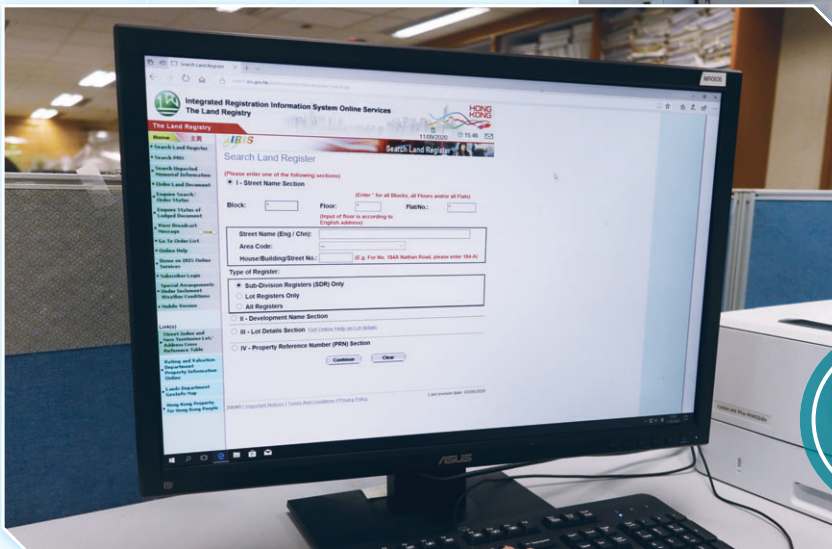
Together, We Fight the Virus

To reduce the risk of the spread of the COVID-19, the opening hours of our offices were adjusted from time to time in line with the Government's special work arrangement in 2020/21. Notwithstanding that, the Land Registry endeavoured and managed to provide the full range of services, albeit on a limited scale, and maintain full service hours for delivering instruments for registration under the special work arrangement.



本处亦采取各种防疫措施，包括加强各办事处的清洁／消毒工作、在服务柜位加装防护胶板、提供酒精搓手液和消毒地毯，以及把客户服务中心的长椅和排队位置妥为分隔。此外，我们鼓励客户尽量透过本处的网上查册服务(www.iris.gov.hk)进行土地查册及使用文件投递箱，并只在有急切需要服务时才前往各办事处。

We have also implemented various precautionary measures, such as enhancing office cleansing/disinfection, installing acrylic shielding screens at our service counters, providing alcohol hand sanitisers and sanitising mats, as well as spacing out benches and the queuing area in the Customer Centre. Besides, customers were encouraged to conduct land searches through the Land Registry online search service (www.iris.gov.hk), use the drop-in box as much as possible and visit our offices only if they require services urgently.



为配合政府的感染控制政策，由2021年3月1日起，所有雇员和公众人士在进入本处各办事处前须使用「安心出行」流动应用程式或登记其姓名、联络电话号码及到访日期和时间。为响应2019冠状病毒病疫苗接种计划，本处向业务伙伴推广有关计划，并鼓励员工尽早接种，以保障自己和他人。

Pursuant to the Government's infection control policy, all employees and members of the public entering our offices have to use the "LeaveHomeSafe" mobile app or have their names, contact number and the date and time of visit recorded with effect from 1 March 2021. In support of the COVID-19 Vaccination Programme, we promoted the programme to our business partners and encouraged our staff to receive vaccination as early as possible in order to protect themselves and others.



本处于2020年暂调职员到卫生署和政府资讯科技总监办公室设立的热线中心协助执行检疫令。此外，本处注册组职员在抗疫期间仍竭诚为市民提供必须的服务。当中共有29名职员获颁政务司司长发出的感谢状，以表扬他们的贡献。

In recognition of the contribution of our staff who were temporarily deployed to the call centres of the Department of Health and the Office of the Government Chief Information Officer to render support for the enforcement of the quarantine orders in 2020, as well as the dedication of our registration staff in maintaining essential services to the public during our fight against the pandemic, a total of 29 staff of the Land Registry were awarded the Certificate of Appreciation issued in the name of the Chief Secretary for Administration.



公众教育

作为本处公众教育活动的一部分，我们持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。

我们于2020年7月安排香港专业教育学院(沙田分校)的法律及行政课程学生参观本处。是次参观令同学更加了解土地注册处的服务。他们的反应非常正面，并对我们的工作甚感兴趣。

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.

A visit to the Land Registry was arranged for the Law and Administration students of the Hong Kong Institute of Vocational Education (Sha Tin) in July 2020. The visits had enriched the students' understanding of the services provided by the Land Registry. The feedback from the visits was very positive and the students showed great interest in our work.



此外，五名参加2020年政务职系暑期实习计划的实习生获安排在发展局实习，并于2020年9月到访本处。期间，我们向他们简介就先行在新批出土地落实业权注册制度建议的最新发展，并介绍本处的职能、服务和运作，以及安排他们参观客户服务中心。各实习生均认为是次参观有助他们了解政府部门的运作安排，并加深他们对公共行政的认识。

Besides, five interns under the Administrative Service Summer Internship Programme 2020 of the Development Bureau visited the Land Registry in September 2020. During the visit, we briefed them on the latest developments regarding the proposal of implementing title registration on newly granted land first and introduced the functions, services and operation of the Land Registry, dovetailing it with a guided tour to our Customer Centre. The interns remarked that the visit had given them insights into the operations of a Government department as well as deepened their understanding of public administration.





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.



服务及运作
SERVICES and
OPERATIONS

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。

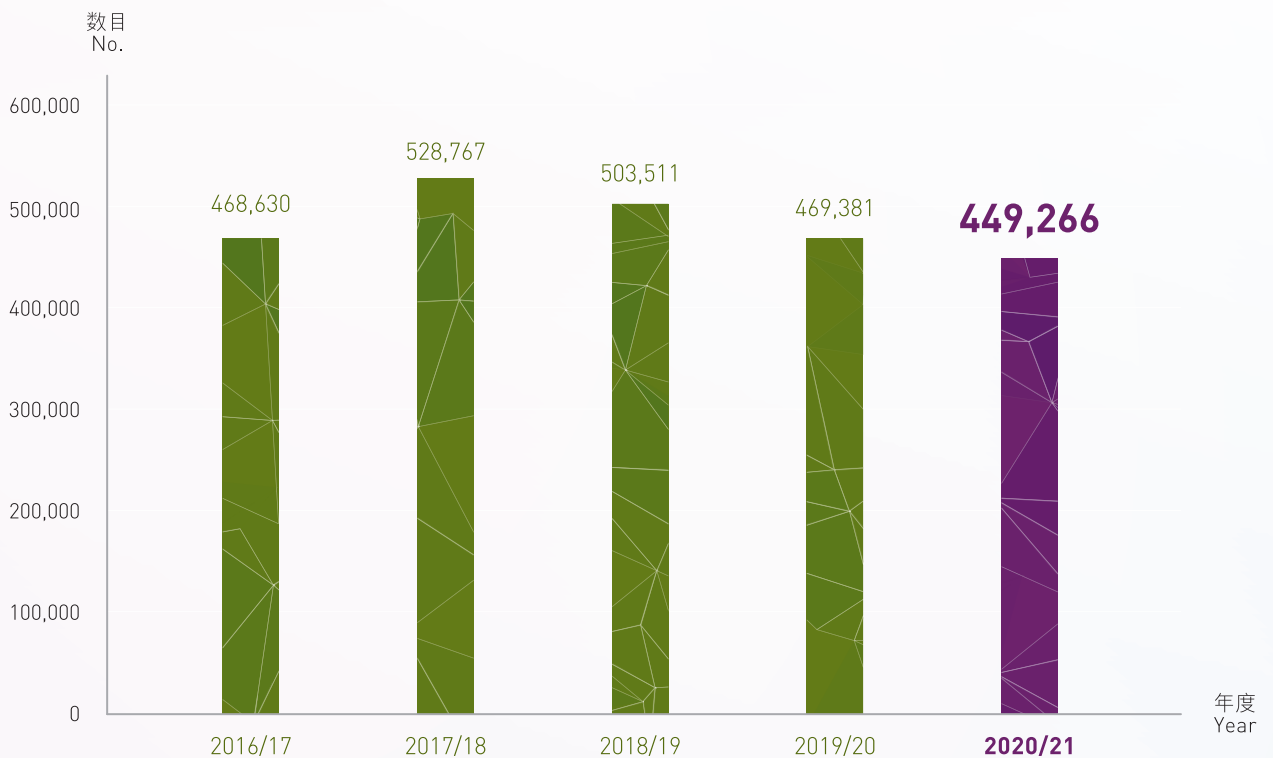
在2020/21年度，送交注册的土地文件共449,266份，较2019/20年度减少4.3%。

REGISTRATION OF LAND DOCUMENTS

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

In 2020/21, 449,266 land documents were delivered for registration, representing a decrease of 4.3% when compared with 2019/20.

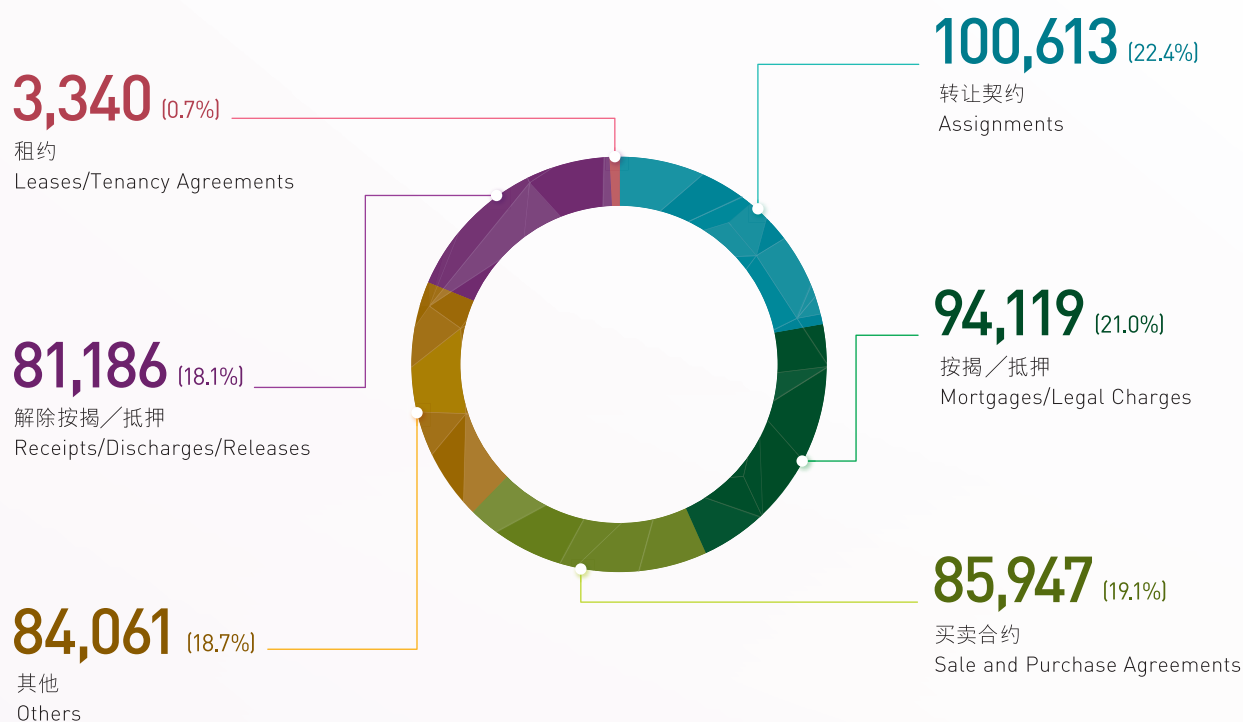
送交注册的土地文件数目
NO. OF LAND DOCUMENTS DELIVERED FOR REGISTRATION



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／抵押及解除按揭／抵押，占全年收到文件总数的81%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 81% of all documents received during the year.

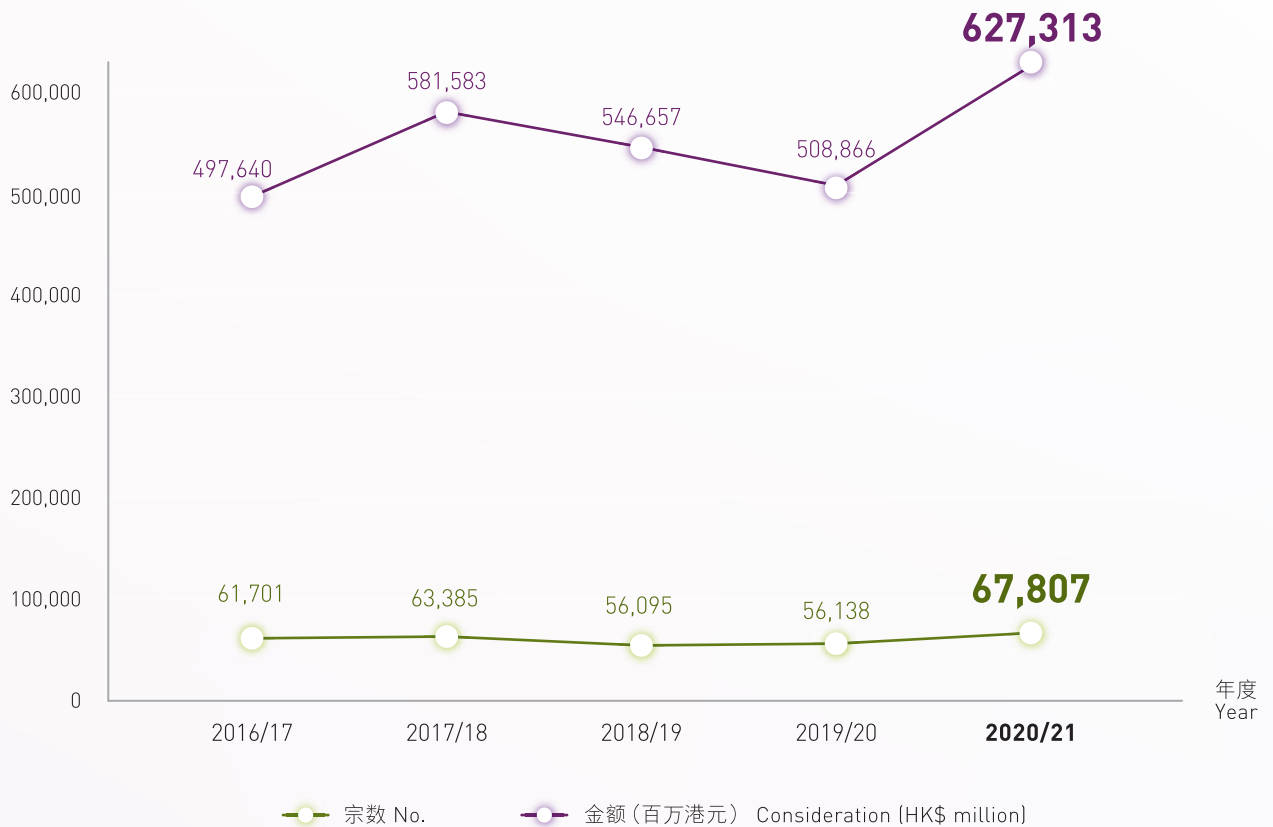
2020/21 年度送交注册的土地文件类别
DISTRIBUTION OF LAND DOCUMENTS LODGED FOR REGISTRATION IN 2020/21



在2020/21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67,807份（较去年增加20.8%）及6,273.13亿元（较去年增加23.3%）。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 2020/21, the number of SPAs of residential units and its total consideration were 67,807 (+20.8% from last year) and \$627,313 million (+23.3% 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**



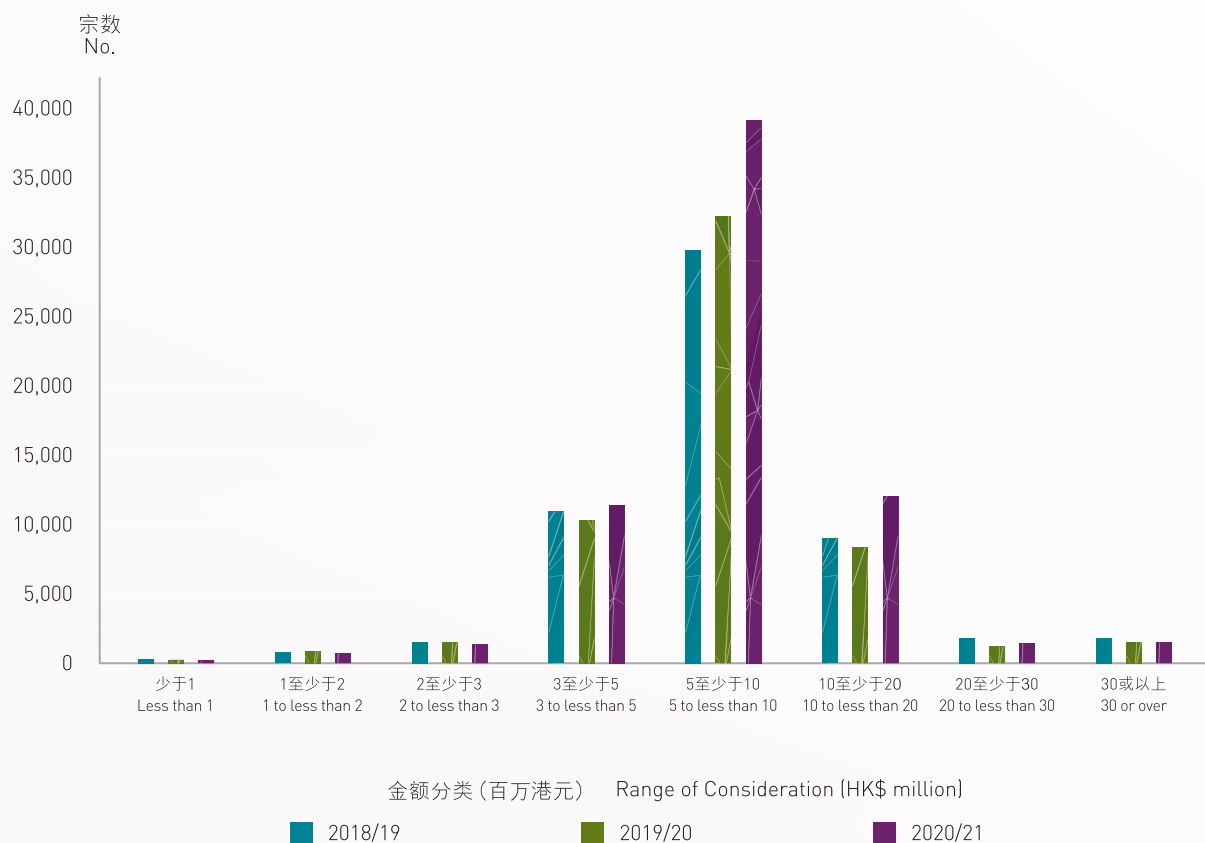
注：上述统计数字并不包括居者有其屋、私人机构参建居屋及租者置其屋等计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

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

在2020/21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 2020/21 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2020/21 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 AND PURCHASE AGREEMENTS OF
RESIDENTIAL UNITS BY RANGE OF CONSIDERATION



金额分类 Range of Consideration (百万港元) (HK\$ million)		2018/19		2019/20		2020/21	
		宗数 No.	%	宗数 No.	%	宗数 No.	%
少于1	Less than 1	249	0.4	215	0.4	169	0.2
1至少于2	1 to less than 2	784	1.4	823	1.5	758	1.1
2至少于3	2 to less than 3	1,582	2.8	1,478	2.6	1,305	1.9
3至少于5	3 to less than 5	10,936	19.5	10,312	18.4	11,493	16.9
5至少于10	5 to less than 10	29,753	53.0	32,240	57.4	39,203	57.8
10至少于20	10 to less than 20	8,984	16.0	8,294	14.8	12,033	17.7
20至少于30	20 to less than 30	1,936	3.5	1,228	2.2	1,454	2.1
30或以上	30 or over	1,871	3.3	1,548	2.8	1,392	2.1
总数	Total	56,095	100.0	56,138	100.0	67,807	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.

本处的文件影像处理工作原先是在沙田的中央影像处理中心进行，与其他在金钟道政府合署进行的注册工序分开处理。随着中央影像处理中心在2020年10月迁回金钟道政府合署后，整个注册工作流程现可于同一办事处进行，有助提升服务效率、文件安全程度和成本效益。

Imaging of documents was previously processed at the Central Imaging Centre (CIC) in Sha Tin which was separated from other registration work processes conducted at the QGO. With the relocation of the CIC from Sha Tin to the QGO in October 2020, the whole registration work process is now conducted under one roof, thus enhancing efficiency, security and cost-effectiveness in service delivery.



中央影像处理中心备有先进设施，提供优质高效的电子影像处理服务，以便为客户提供快捷方便的文件检索服务。

The CIC is equipped with modern facilities to provide quality and efficient document imaging services which can offer our customers the benefits of fast and convenient document retrieval.



为增加公众对契约注册服务的认识，介绍相关工作的短片和文章已于2021年5月上载至《发展局局长随笔》网志。

To enhance public understanding of the deeds registration service, a video together with an article was posted on the [Blog of the Secretary for Development](#) in May 2021 to introduce our work.

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。

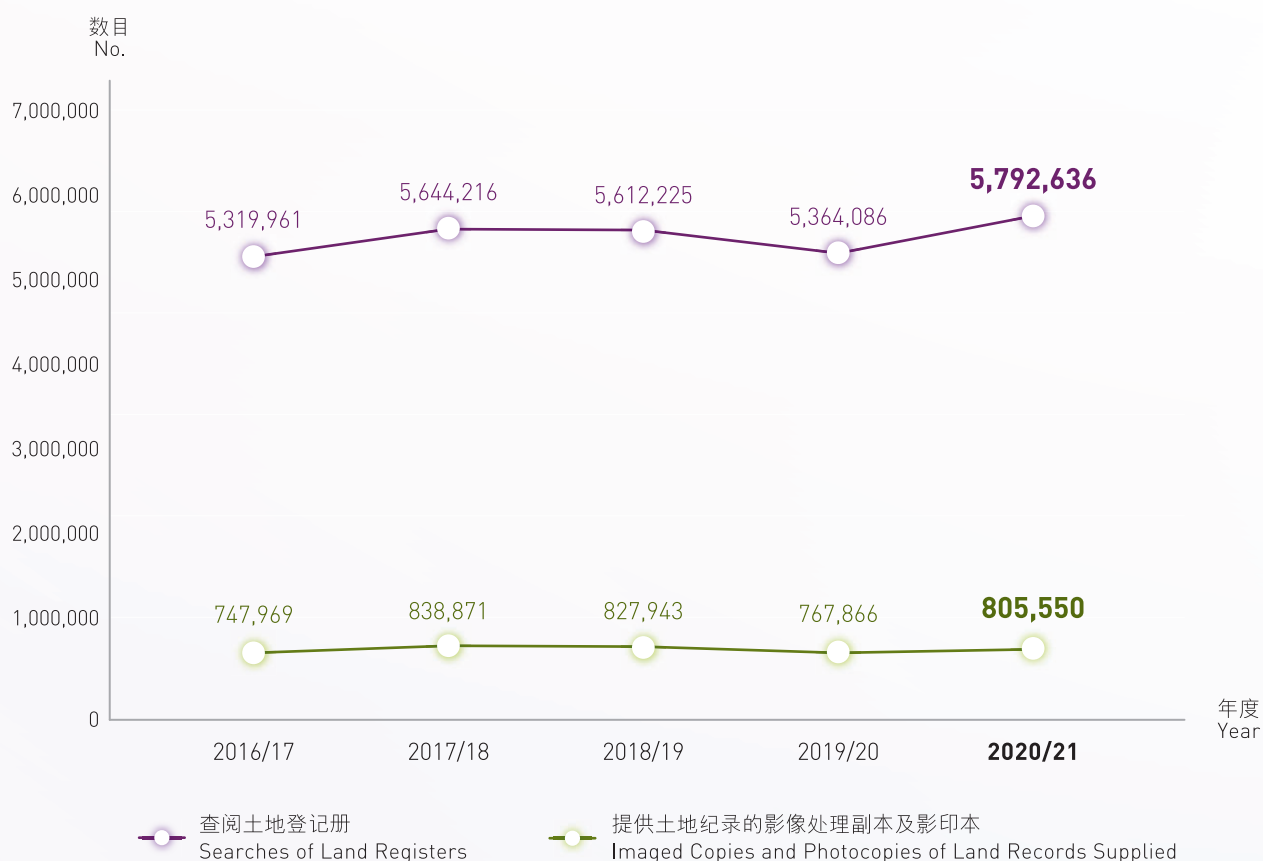
在2020/21年度，查阅土地登记册的宗数，以及提供土地纪录的影像处理副本和影印本的总数分别为5,792,636宗（较去年增加8.0%）及805,550份（较去年增加4.9%）。

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 2020/21, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,792,636 (+8.0% from previous year) and 805,550 (+4.9% from previous year) respectively.

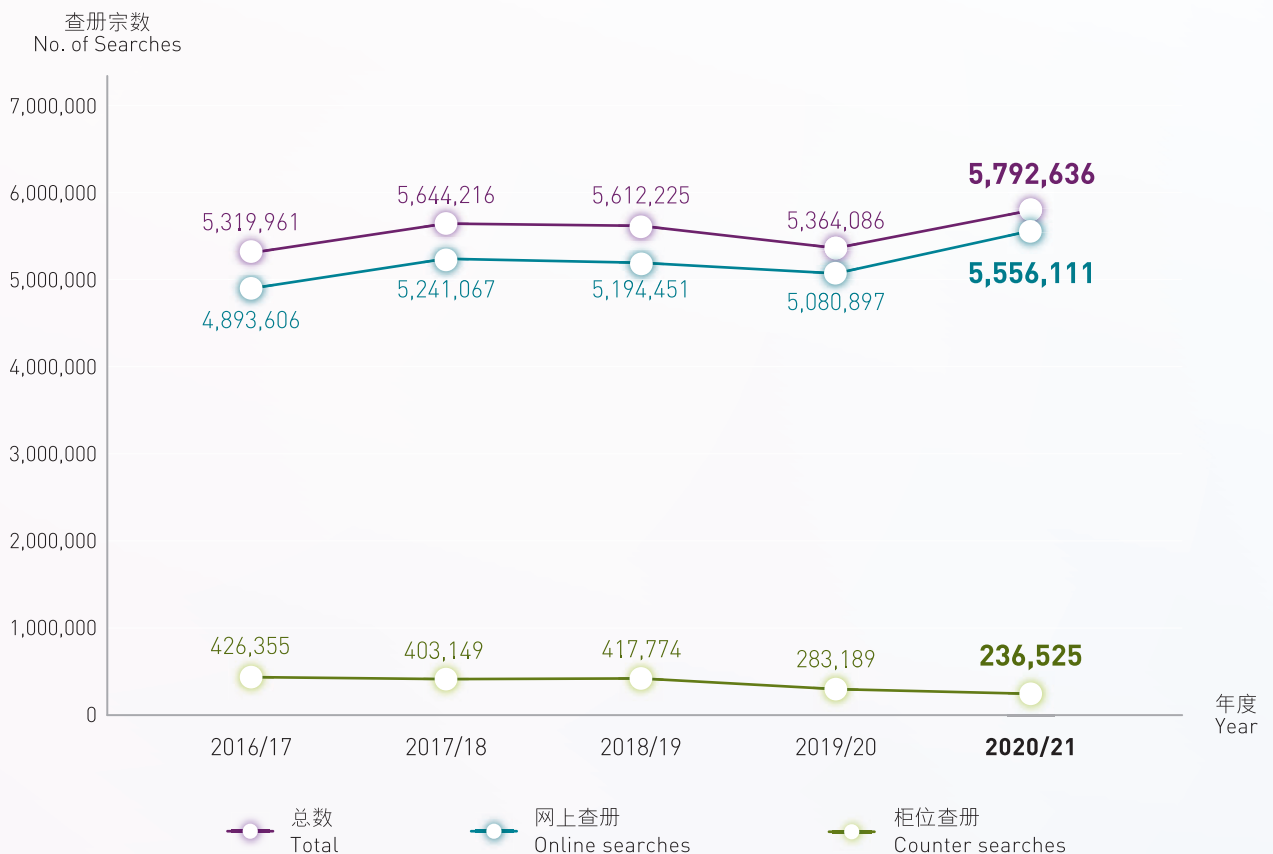
查阅土地登记册宗数和提供土地纪录的影像处理副本及影印本份数
NO. OF SEARCHES OF LAND REGISTERS & IMAGED COPIES AND PHOTOCOPIES OF LAND RECORDS SUPPLIED



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7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2020/21年度，登记用户的数目增加了26个(上升1.8%)，总数达1,442个。年内，网上查阅土地登记册约占总查册量的96%，其余约4%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 Integrated Registration Information System (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 26 (+1.8%) and reached 1,442 during 2020/21. Searches of land registers conducted online constituted about 96% of the total search volume in the year. The remaining 4% were conducted over the counter. Counter search service is available at our Customer Centre at the QGO and the New Territories Search Offices 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」网上服务网站的超连结，免费浏览《街道索引》及《对照表》的网上版本。截至2021年3月31日，在2020年4月29日推出的《街道索引》及《对照表》网上版本已录得超过25,000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 website. Up to 31 March 2021, over 25,000 visits to the online versions of the SI and the CRT released on 29 April 2020 were recorded.



业主立案法团服务

根据《建筑物管理条例》(第344章)，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2020/21年度，新注册的业主立案法团共有93个，全港的业主立案法团总数增至11,136个。

OWNERS' CORPORATION (OC) SERVICES

The Land Registry is responsible for registration of OCs and provision of filing and search services for OC records under the Building Management Ordinance (Cap. 344). In 2020/21, 93 new OCs were registered. The total number of OCs in the territory reached 11,136.

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 Title Registration System (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。

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)。

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.

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 (私营机构)
Customer Liaison Group (Private Sector)



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

访问

土地注册处与海外的同业机构维持紧密联系。在2020年11月，时任土地注册处处长张美珠女士、土地注册处经理方吴淑仪女士、副首席律师许国鸿先生和助理土地注册处经理邓慧颖女士参与以线上视像形式举行的第47届「业权注册处长会议」。是次虚拟活动为来自不同海外司法管辖区的注册处处长及其代表提供一个有效平台，与各海外伙伴建立联系，并因应2019冠状病毒病的疫情，就土地注册工作的创议、优良措施和最新发展互相交流意见及分享经验。

Visits

The Land Registry maintains close connection with its overseas counterparts. In November 2020, Ms Doris CHEUNG, the then Land Registrar, Mrs Amy FONG, Registry Manager, Mr Joseph HUI, Deputy Principal Solicitor and Miss Cynthia TANG, Assistant Registry Manager attended the 47th Registrars of Title Conference held through an online video platform. The virtual event brought together Registrars and their delegates from various overseas jurisdictions, which provided an effective forum for the Conference participants to network with overseas counterparts as well as to exchange views and share experiences of the initiatives, best practices and latest development of land registration in face of the COVID-19 pandemic.



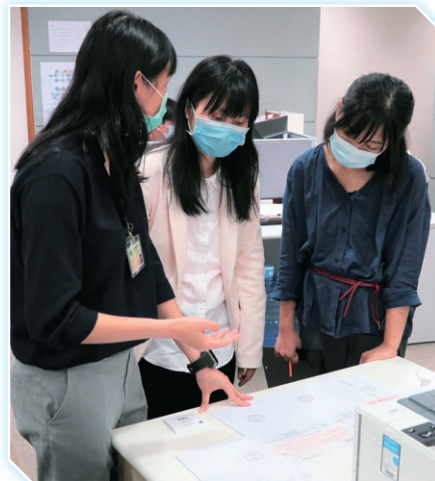
在加拿大卑斯省的土地业权及测量局的邀请下，本处于2020年6月16日与该局的土地业权总监 Carlos MacDonald 先生及其同事就土地注册办事处的运作和服务举行视像会议。是次会议提供了契机，让双方就土地注册办事处在2019冠状病毒病之下的运作情况分享经验，并就土地注册工作的未来发展交流意见。

As invited by Land Title and Survey Authority of British Columbia, Canada, a video conference on the operation and service delivery of the land registries was held on 16 June 2020 with the attendance of Mr Carlos MacDonald, Director of Land Titles, together with his colleagues. The conference provided a useful opportunity for sharing experiences in the operation of the land registries during the COVID-19 pandemic as well as exchanging insights into the future development of land registration work.



此外，江西省司法厅的蔡洁女士参加由律政司举办的「2019/20年度内地法律工作人员普通法训练计划」，在2020年5月25至29日暂驻本处的法律事务部。在暂驻期间，本处向蔡女士简介根据《土地业权条例》(第585章)实行业权注册制度的建议和该条例制定后的检讨工作，并安排她参观客户服务中心，以了解本处的注册、查册和业主立案法团服务。她认为是次暂驻为她提供了学习本处工作的宝贵经验。

Besides, Ms CAI Jie of the Department of Justice of Jiangxi Province was attached to the Legal Services Division of the Land Registry from 25 to 29 May 2020 under the Training Scheme in Common Law for Mainland Legal Officials 2019/20 organised by the Department of Justice. During the attachment, Ms CAI was briefed on the proposed introduction of TRS under the Land Titles Ordinance (Cap. 585) (LTO) and the post-enactment review of the LTO as well as attended a guided tour to our Customer Centre for familiarisation of our registration, search and OC services. She regarded the attachment a valuable learning experience about the Land Registry's work.



沟通渠道

土地注册处通函

在2020/21年度，我们发出了一份通函，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2020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。

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。

Communication Channels

Land Registry Circular Memoranda

In 2020/21, we issued a Land Registry Circular Memorandum 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 2020 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.

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，并于2020年12月发布第三个由2021至23年度的开放数据计划。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有用的原料。

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 third annual open data plan for 2021-23 was released in December 2020. 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 useful 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1,410万人次浏览本处网站，当中有68%的人次浏览中文网页，32%的人次浏览英文网页。

奖项

2020年「公务员事务局局长嘉许状」

我们谨此祝贺本处的高级土地注册主任刘少雯女士获颁发2020年「公务员事务局局长嘉许状」，以嘉许她持续表现优秀及竭诚提供客户服务。

Land Registry Website

During the year, there were 14.1 million visits (68% in the Chinese language and 32% in the English language) to the Land Registry website.

Awards

The Secretary for the Civil Service's Commendation Award 2020

Congratulations to our Senior Land Registration Officer, Ms LAU Siu-man, Eva, who was awarded "The Secretary for the Civil Service's Commendation Award 2020" for her consistently outstanding performance and firm commitment towards customer service.



2020年「申诉专员嘉许奖」

我们谨此祝贺本处的一级土地注册主任黄昊箕女士及文书主任赵陈燕仪女士获颁发2020年「申诉专员嘉许奖—公职人员奖」，以表扬她们致力为客户提供优质及专业的服务。

The Ombudsman's Awards 2020

Congratulations to our Land Registration Officer I, Miss WONG Ho-kei, Ceci, and Clerical Officer, Mrs CHIU CHAN Yin-yi, Jessica, who were awarded "The Ombudsman's Awards 2020 for Officers of Public Organisations" for their dedication in providing high quality customer 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」，表扬在人才培养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2019年4月1日至2021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” 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 2019 to 31 March 2021.



《土地注册处营运基金2018/19年报》奖项

《土地注册处营运基金2018/19年报》荣获四个国际和本地奖项：

- 「2019/20年度Mercury Excellence Awards」之「年报整体表现－政府机构及办事处」组别的荣誉奖；
- the Honors Award in the Mercury Excellence Awards 2019/20 under the category of “Annual Reports – Overall Presentation – Government Agencies & Offices”;

Awards for Land Registry Trading Fund (LRTF) Annual Report 2018/19

The LRTF Annual Report 2018/19 won four international and local awards:





- 美国传媒专业联盟颁发的「2019 Vision Awards」之「印刷本年报—市／州／国家政府组别」的白金奖；
- the Platinum Award of the League of American Communications Professionals 2019 Vision Awards under the category of “Print-Based Annual Reports – Government – City/State/National”;

- 「2020国际年报比赛大奖」之「非牟利机构(印刷年报)—政府机构及办事处组别」的荣誉奖；以及
- the Honors Award in the International Annual Report Competition Awards 2020 under the category of “Non-Profit Organisations – Print Annual Reports – Government Agencies & Offices”;



- 2020年香港管理专业协会「最佳年报奖」之「非牟利及慈善机构」组别的优异奖。
- the Honourable Mention in the category of “Non-profit making and charitable organisations” of the Hong Kong Management Association Best Annual Reports Awards 2020.

这些奖项肯定了我们在制作优质年报方面的努力。

These awards recognised our efforts in production of quality 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透过其网站供用户在网上填写及打印注册摘要的电子范本，以使用户可更快捷和有效率地拟备注册摘要。

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。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载于电脑試算表的相关资料下载并同时汇入电子表格以制备多份注册摘要表格。

电子注册摘要表格的使用率正稳步上升，于2020/21年度，在所有连同文书一并递交注册的注册摘要中，该表格的使用率约为75%。本处会继续留意用户的回应，以期进一步优化服务。

电子提示服务

物业把关易

自2019年1月推出的「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。

本处提供两种订购方式让客户选择。与24个月的订购期相比，一次过订购方式的服务有效期会直至物业转手为止，免却业主要为服务申请续期，因此深受新用户欢迎。现时逾90%的服务订单均选用一次过订购方式。

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 on our homepage for online completion and printing to facilitate users to prepare the memorials in a more speedy and 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 (PRNs) from the IRIS for reference when they are filling out the memorial form. 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 and has accounted for around 75% of the total number of memorials delivered with the instruments for registration in 2020/21. The Land Registry will continue to keep in view users' feedback to identify room for enhancements.

e-Alert Service

Property Alert

Since service rollout in 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.

The Land Registry offers two subscription options. Comparing to the 24-month subscription, the one-off subscription option which remains valid until a change of property ownership is most popular among the new subscribers as it will obviate the need for property owners to renew subscription. Over 90% of the orders received have opted for one-off subscription.

该服务的订购方法简单方便，业主除可亲临土地注册处各办事处递交服务申请外，亦可以邮寄方式递交，这方法尤其适合长期居于海外或逗留香港境外的人士。此外，业主若不知道相关物业土地登记册的物业参考编号，亦可在申请表格内填写该物业的地址。

Subscription to the service is easy and convenient. Apart from submitting applications in person at the offices of the Land Registry, property owners may send in applications by post which is particularly suitable for those residing overseas or staying outside Hong Kong for extended periods of time. Besides, property owners can simply put down the address of the property concerned on the application form in case they do not know the PRN of the concerned land register.

鉴于2019冠状病毒病的疫情，本处于年内未有安排外展宣传活动，尽管如此，我们仍继续透过不同的渠道宣传该服务。

During the year, though no outreaching promotional activities/programme could be arranged due to the COVID-19 pandemic, we continued to publicise the service through various channels.

例如，我们在不同商会／工贸协会的协助下，透过电邮或协会的内部通讯／网站向其会员发送有关服务资料，并在一些大型的私人屋苑张贴海报／派发单张。

For instance, we solicited the assistance of various chambers of commerce/industrial and trade associations to disseminate the service information to their members via email or by posting service message on their newsletters/websites and displayed posters/leaflets at some large-scale private residential developments.



在邮政局、公共图书馆及私人屋苑张贴海报，提升公众对该服务的认识。
Poster displayed at post offices, public libraries and private residential developments to raise public awareness of the service

在民政事务处的《大厦管理通讯》刊登该服务的宣传讯息，派发予区内的居民、业主立案法团和业主委员会等。
Service information was published in District Offices' Building Management Newsletter for distribution to residents, OCs, owners' committees, etc. in the districts



此外，本处在不同政府场所及设施播放宣传短片及张贴海报，并于香港警务处「反诈骗协调中心」的网页提供「物业把关易」服务的超连结，以便该网页的访客可容易浏览载于本处网站的相关服务资料。

Besides, promotional video and posters were displayed at various Government venues and facilities. A service hyperlink was posted on the “Anti-Deception Coordination Centre” webpage of the Hong Kong Police Force so as to facilitate visitors to the webpage to easily access information of the Property Alert service on the Land Registry website.



在公园及新世界第一渡轮的离岛线渡轮上播放短片。
Video broadcasted at public parks and on board of outlying island ferry routes of New World First Ferry



我们亦与屋宇署和机电工程署等政府部门合作，透过有关建筑物管理事宜的网上讲座，向潜在客户简介「物业把关易」服务。我们会继续向市民广泛宣传该服务。

Moreover, we provided service briefings to potential customers at webinars on building management matters through collaboration with other Government departments such as the Buildings Department and the Electrical and Mechanical Services Department. We will continue the promotion efforts to widely publicise the service to the public.

在屋宇署的「楼宇安全进阶证书课程」网上讲座及机电工程署的网上「楼宇机电安全及能源效益讲座2020」简介该服务。
Briefing session delivered at Buildings Department’s webinar on “Building Safety Advanced Certificate Course” and Electrical and Mechanical Services Department’s webinar on “Property Management Seminar 2020”



为认可机构提供的电子提示服务

本处在2017年2月推出了供《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,本处于2019年1月14日实施第一阶段电子渠道项目。自此,认可机构用户可于电子渠道网页 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。

第二阶段的电子渠道项目于2020年7月20日成功推出,进一步优化用户使用网上服务的体验。认可机构可经电子渠道提交其他服务申请(例如把服务订单由一间分行转帐至另一分行、更改帐户/服务订单的资料等)及可享用更多网上新增的用户功能(例如管理和查询帐户/服务订单的资料、以电子支票付款等),为认可机构在使用该服务时带来更多方便和更大灵活性。年内,电子渠道的使用率稳步上升,截至2021年1月31日,大约90%的服务订单是经由电子渠道提交。

e-Alert Service for Authorized Institutions (AIs)

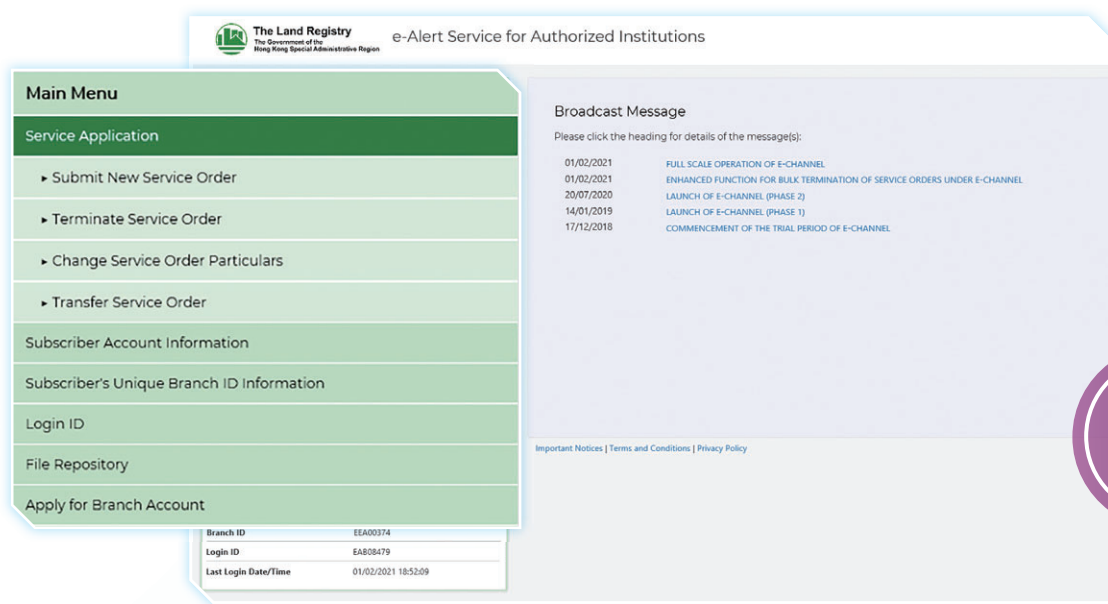
The Land Registry launched the e-Alert Service for AIs under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) in February 2017 to help them better manage credit risks in mortgage lending. The AIs, with consent from the property owners concerned 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 launched the e-Channel (Phase one) on 14 January 2019. Since then, subscriber AIs can submit their applications for subscription of service orders through the e-Channel website at www.ealert-ai.landreg.gov.hk. The initiative has been well received by the AIs.

The e-Channel (Phase two), successfully rolled out on 20 July 2020, has further enhanced user experience of the online service. AIs can further submit other service applications (e.g. transfer of service orders from one branch account to another, change of account/service order particulars, etc.) through the e-Channel. Besides, more user functions (e.g. maintenance and enquiry of account/service order information, payment by e-Cheque, etc.) are available, offering subscriber AIs greater convenience and flexibility. The usage of the e-Channel has been increasing steadily and around 90% of the subscription of service orders were submitted through the e-Channel during 2020/21 as of 31 January 2021.

为进一步提升认可机构和土地注册处的运作效率，我们于2021年2月1日全面推行电子渠道服务，令提交和处理服务申请的程序达至全面「无纸化」。认可机构用户经互联网便可轻易提交其所有服务申请并得知有关申请的最新状况。

To further enhance the operational efficiency of both the AIs and the Land Registry, full implementation of the e-Channel was launched on 1 February 2021 achieving a complete paperless application submission and handling process. Subscriber AIs can then easily submit all their service applications and get status update through the Internet.



认可机构的订购用户可方便地经电子渠道网站提交所有服务申请
Subscriber AIs can conveniently submit all service applications through the e-Channel website of the e-Alert Service for AIs

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「物业把关易」服务。为更方便客户申请该服务，我们计划于2021年中旬增设网上订购服务申请的选项。至于为认可机构提供的电子提示服务，我们会继续留意有关机构的意见，以进一步优化该服务。

FUTURE PLAN

e-Alert Service

We will continue the efforts in publicising and promoting the Property Alert service to owners of Hong Kong properties. To bring more convenience to applicants of the Service, it is planned to provide an additional option of online application for subscription to the Service in mid 2021. Regarding the e-Alert Service for AIs, we will continue to keep in view AIs' feedback to identify room for service enhancements.

业权注册 TITLE REGISTRATION



近期发展

咨询持份者「新土地先行」方案及《土地业权条例》(第585章)修订建议

年内，本处继续与主要持份者紧密合作，以期落实「新土地先行」方案，从而尽早在香港推行土地业权注册制度。在2019冠状病毒病疫情下，我们与主要持份者以传阅讨论／资料文件及来往书信进行咨询和讨论。我们亦与香港律师会来往书信，就《土地业权条例》下核实申请的规定和弥偿安排进行持续讨论。我们亦向《土地业权条例》督导委员会(督导委员会)的委员传阅一份编号为督导委员会第21号文件的资料文件，让他们知悉截至2020年12月尚未解决的重要事宜的进展。

RECENT DEVELOPMENT

Stakeholder Consultation on “New Land First” Proposal and Proposed Amendments to the Land Titles Ordinance (Cap. 585) (LTO)

During the year, we continued to work closely with key stakeholders to pursue the “new land first” proposal in order to enable early implementation of the Title Registration System (TRS) in Hong Kong. Given the COVID-19 pandemic, the consultation and discussions with the key stakeholders were mainly conducted through circulation of discussion/information papers and by correspondence. We also had on-going discussion with the Law Society of Hong Kong on the verification requirements for applications and indemnity arrangements under the LTO by correspondence. An information paper Land Titles Ordinance Steering Committee (LTOSC) Paper No. 21 was circulated to members of the LTOSC to update them on the progress of the major outstanding issues as at December 2020.



本处就《土地业权条例》下发出业权证明书进一步咨询督导委员会的意见。经考虑有关委员的意见和参考海外国家的经验后，本处透过督导委员会第20号文件，通知有关委员我们不反对在《土地业权条例》下采纳向业主强制发出业权证明书的建议。我们亦已将此事宜通知《土地业权条例》检讨委员会(检讨委员会)的委员。

本处会继续与主要持份者就尚未解决的重要事宜进行讨论，以期达成共识并落实「新土地先行」方案。

督导委员会和检讨委员会的成员名单分别载于附件II (d)及(e)。

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，并继续为引进《土地业权(修订)条例草案》进行立法工作。

On the issuance of title certificates under the LTO, we had further consulted the LTOSC. Having considered the views of the LTOSC members and with reference to overseas experience, we had, by LTOSC Paper No. 20, informed LTOSC members that we had no objection to adopting mandatory issuance of title certificates to property owners under the LTO. Members of the Land Titles Ordinance Review Committee (LTORC) had also been updated on this matter.

We will continue to engage key stakeholders in discussion on the main outstanding issues with a view to forging consensus on the issues for implementation of the “new land first” proposal.

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

Review of LTO and Preparation of Land Titles (Amendment) Bill (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

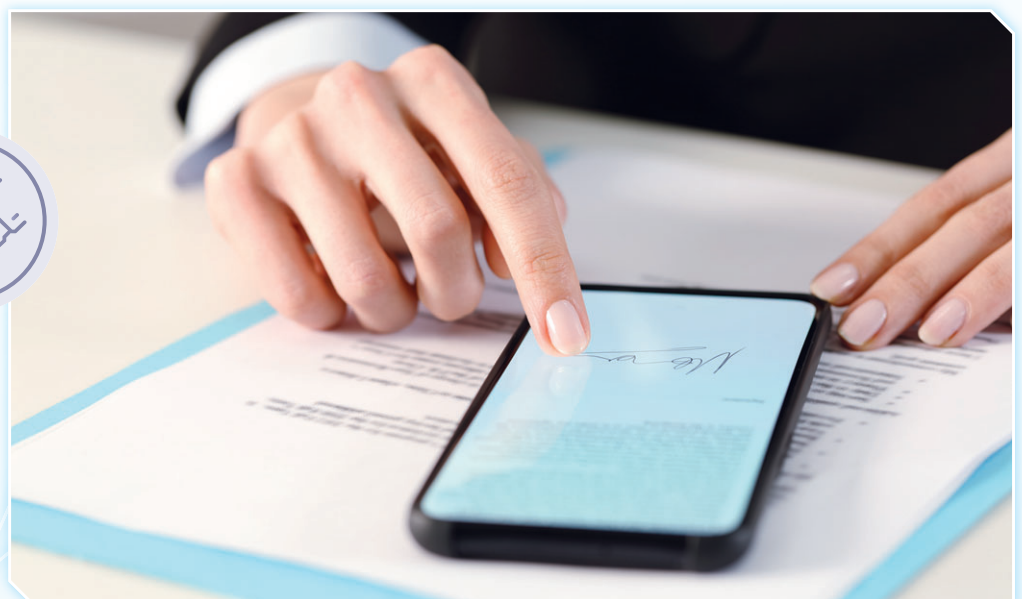
我们会继续与主要持份者和相关政府部门磋商，以处理有关「新土地先行」方案的议题，以及敲定《土地业权条例》相关的修订建议，使香港能早日实施土地业权注册制度。我们亦会继续与主要持份者紧密合作，处理就现有土地和物业转换至业权注册制度的机制下尚未解决的事宜。

此外，本处从2020年举办的第47届「业权注册处长会议」得悉，2019冠状病毒病疫情导致不同海外司法管辖区的办事处关闭、需实施社交距离措施和遥距工作，为各司法管辖区带来挑战并影响其运作。就此，督导委员会已通过我们就《土地业权条例》下新增以电子方式递交注册申请予本处的建议，此建议或可成为本处在将来遇到同类情况下仍能维持递交注册申请的务实方法。我们会参考海外土地注册机构的经验，探讨各项技术和设计方案，就电子方式递交注册申请及业权注册服务拟定相关的详细系统要求和运作流程。

FUTURE PLAN

We will continue our engagement with key stakeholders and relevant Government departments to address any issues relating to the “new land first” proposal and finalise the proposed pertinent amendments to the LTO for early implementation of the TRS in Hong Kong. We will also continue to work closely with key stakeholders to resolve the outstanding issues regarding the mechanism of converting existing land and properties to the TRS.

Further, we note from the 47th Registrars of Title Conference 2020 that the COVID-19 pandemic has posed challenges and impacted operations of different overseas jurisdictions due to closure of offices, social distancing measures and remote working environment. Our proposal to introduce electronic lodgement (e-lodgement) as an additional channel for lodgement of applications for registration under the LTO as endorsed by the LTOSC may provide a practical means of maintaining our lodgement service in similar situations in the future. We will make reference to experience of overseas land registries and explore the technologies and designs for the development of the detailed system requirements and operational procedures for the e-lodgement and title registration services.





人力资源
HUMAN 管理
RESOURCES
MANAGEMENT

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2021年3月31日，本处共雇用了513名常额人员和88名合约人员。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力。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2020/21年度，我们举办了超过1,210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 2021, we had 513 permanent and 88 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 this end, 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 2020/21, we arranged over 1,210 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，包括简介会及参观不同组别，让他们熟习部门的运作。部门在年内继续举办甚受欢迎的师友计划，为他们提供额外资源作专门和个人化的支援。



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 visits to different divisions was implemented for the newly recruited Land Registration Officers for familiarising them with the operations of the department. A mentoring scheme, which was well received, continued through the year as an additional resource to provide our new officers with dedicated and personalised support.



为了让主任级人员知悉业权注册制度的最新发展，我们分别于2020年5月及6月举办两场简介会。

To update officers on the development of title registration, two briefing sessions on its latest development were organised in May and June 2020 respectively.



为提升主任级人员对精神健康急救的概念和基本技巧的认识，本处于2020年9至11月举办了「精神健康急救」课程。

To enhance officers' understanding of the concepts of mental health first aid and some basic skills, a course on "Mental Health First Aid" was conducted from September to November 2020.



本处不同级别的主任级人员参加了特别为他们设计的「正向领导力」和「创意思维及问题分析」课程，以及「建立团队及卓越领导」体验训练工作坊，以提升他们工作的技能及协作。

Officers at various levels attended respective tailor-made courses on "Positive Leadership", "Creative Thinking and Problem-Solving" and experiential training workshops on "Team Building and Leadership" with a view to strengthening their work competencies and collaboration at work.



本处也安排廉政公署为非主任级人员，包括新入职员工举办「公务人员防贪」讲座，以提升他们对公职人员操守的认知。

A talk on “Corruption Prevention for Government Officers” given by the Independent Commission Against Corruption was arranged for staff of Non-Officer Grades including new recruits to enhance their knowledge and raise their awareness of integrity issues concerning public officers.



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

本处安排一系列扩阔视野的发展课程，以便员工迎接新挑战、加强沟通技巧，并培养制定政策及领导的能力。在2020/21年度，本处人员参加了由公务员培训处举办的「领导才能基要课程」和「暂驻政策局计划」。

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 2020/21, our staff members attended the “Leadership Essentials Programme” and joined the “Secretariat Attachment Scheme” organised by the Civil Service Training and Development Institute.

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2020/21年度，本处共收到17份员工建议书。

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 2020/21, we received a total of 17 staff suggestions.



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2020/21年度，共有35位服务年资达25年或以上表现优良的员工获此奖项。

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。

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 2020/21, the award was granted to a total of 35 staff members with 25 or more years of meritorious service.

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.

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。2020年下半年的得奖团队为查册服务组。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。

Individual staff members and teams receiving the highest number of commendations from our customers in each half-year period are awarded. Winner of the Team Award for the second half year of 2020 is the Search Services Section. To give due recognition, the names of the winning staff members and teams are posted at the Customer Centre and New Territories Search Offices.



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。该会为部门同事及其家属举办了多项社会及康乐活动，包括义工服务和兴趣班等。尽管面对2019冠状病毒病疫情，为促进员工的身心健康，该会在采取合适的感染控制措施下继续于2020/21年度举办有限度的活动，例如保鲜花制作班。



Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. It organises various social and recreational activities for staff and their families, including volunteer social services and interest classes. To promote the physical and mental well-being of our staff, the Club continued to organise activities in 2020/21, though on a limited scale and under appropriate infection control measures during the COVID-19 pandemic, such as an interest class on making preserved flower decorations.



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。该系统包含约9,000份参考文件和案例。在2020/21年度，本处员工每天检索约145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 around 9,000 reference documents and precedent cases. Around 145 searches were made by our staff daily for reference in their work in 2020/21.

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.



资讯科技管理
IT MANAGEMENT



「综合注册资讯系统」

「综合注册资讯系统」网上服务一直运作畅顺。

「综合注册资讯系统」服务提升

在2020/21年度，本处为「综合注册资讯系统」作出下列多项重大提升：

- 在「综合注册资讯系统」网上服务流动版，新增Apple Pay和Google Pay流动支付方式为付款方法；

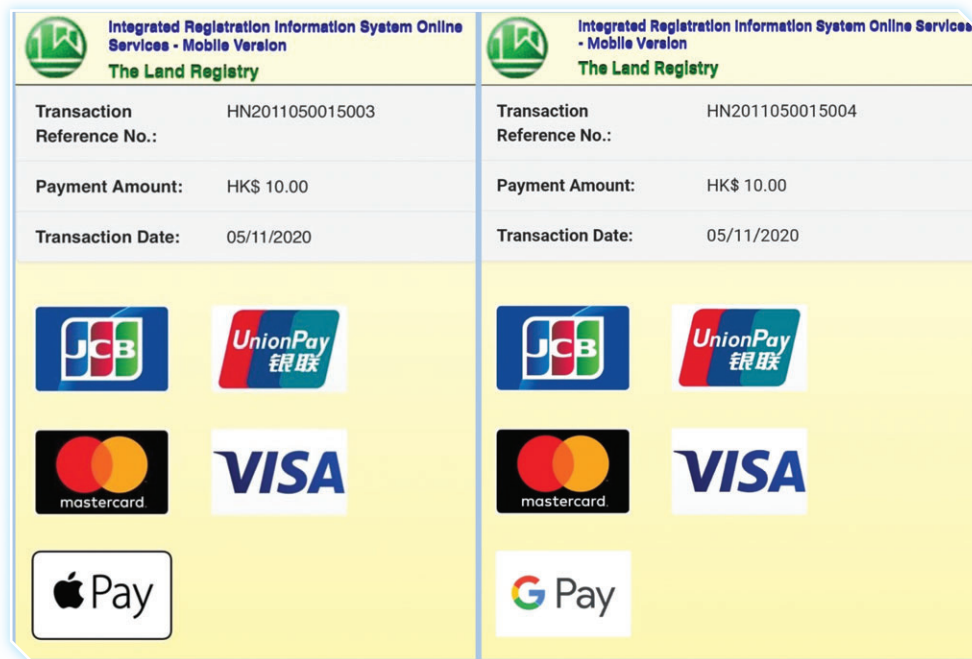
INTEGRATED REGISTRATION INFORMATION SYSTEM (IRIS)

The IRIS Online Services have been operating smoothly.

Enhancements to IRIS

The Land Registry implemented the following major enhancements to the IRIS in 2020/21:

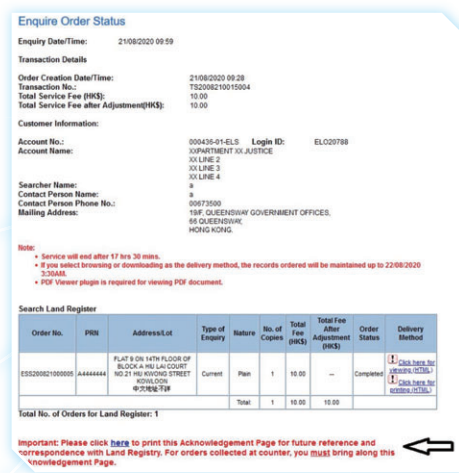
- accepting mobile payments, i.e. Apple Pay and Google Pay as additional payment methods for the mobile version of IRIS Online Services;



- 提升以「电邮」、「浏览」或「下载」方式收取已订购土地纪录的档案容量上限；
- increasing the file size limit for land record orders delivered by "Email", "View by Browser" and "By Download";

收取方式	Delivery Method	土地纪录订单档案容量上限 Orders of Land Record File Size Limit
电邮	Email	4MB → 6MB
浏览	View by Browser	20MB → 30MB
下载	By Download	20MB → 30MB

- 在「查阅订单状况」页面新增「重印认收书」功能，以方便用户重印认收书；以及
- providing a new feature “Reprint Acknowledgement Page” on the “Enquire Order Status” page for customers to reprint the Acknowledgement Page; and



- 提升及更新「土地查册系统」的技术基础设施，以增强该系统的容量、可扩展性和安全性，进一步优化网上的土地查册服务。
- upgrading and revamping the technical infrastructure of the Land Search System. The enhanced capacity, scalability and security of the system can further improve the online land search services.

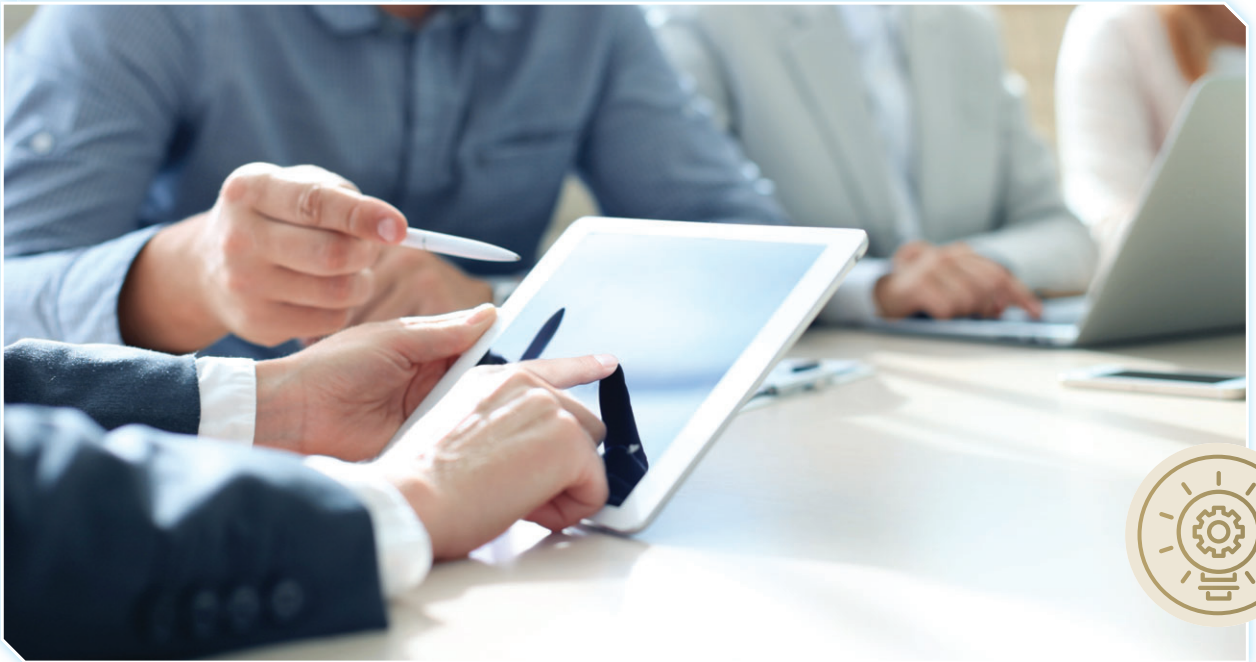
资讯科技保安

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。我们会定期参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。为加强端点保安及阻截未经许可的装置连接本部门的网络，我们已于2020年4月实施网络存取控制方案。

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. A network access control solution was implemented in April 2020 to strengthen the endpoint security and bar unauthorised devices from connecting to the departmental network.





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：

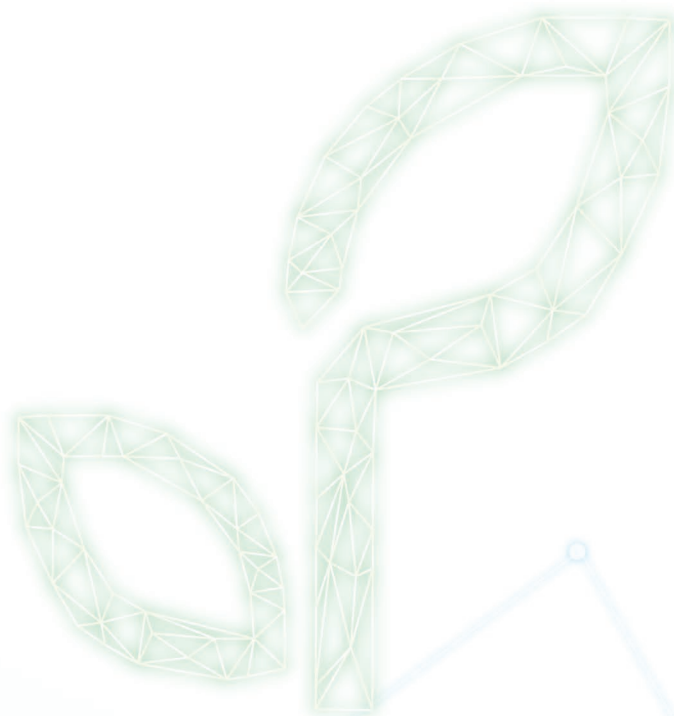
- 为「综合注册资讯系统」网上服务增设政府「智方便」流动应用程序作为新的登入方法，方便登记用户认证和登入「综合注册资讯系统」网上服务；
- 为客户提供新的网上预约服务，以预约查阅存放在土地注册处的图则和批地文件正本；
- 让客户修改订单的个别订购选项；
- 为经由「综合注册资讯系统」网上服务订购土地纪录并选择在任何土地注册处查册中心柜位领取的客户，提供电子收据；以及
- 用以客为本的方式翻新土地注册处网站。

FUTURE PLAN

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

- to add a new login method using the Government "iAM Smart" Mobile App for subscribers to authenticate and login the IRIS Online Services;
- to introduce a new Online Booking Service for customers to make appointments for inspection of plans deposited in the Land Registry and original land grant documents;
- to allow customers to edit individual order details in the order list;
- to provide an e-Receipt to customers who order land records via the IRIS Online Services and opt for "Counter Collection" at any of the Land Registry search offices; and
- to revamp the Land Registry website to make it more client-centric.

管理
财政
FINANCIAL
MANAGEMENT



财政目标

土地注册处根据《营运基金条例》(第430章)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 Trading Funds Ordinance (Cap. 430), 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.

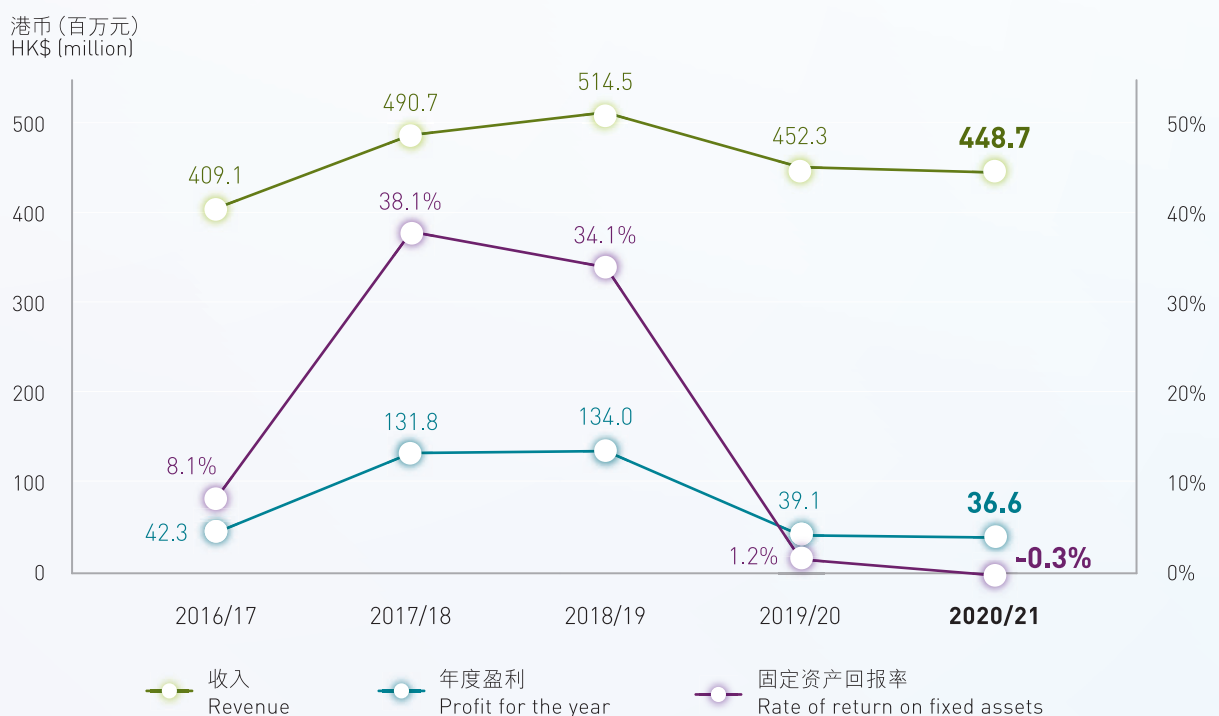
实际表现

与2019/20年度比较，本年度的收入减少了370万元(下跌0.8%)至4.487亿元，主要原因是办理文件注册、业主立案法团服务及向政府部门提供服务的业务有所减少。运作成本有所控制固只增加了60万元(上升0.1%)至4.498亿元，主要原因是员工费用有所增加。

ACTUAL PERFORMANCE

When compared with 2019/20, revenue decreased by \$3.7 million (down 0.8%) to \$448.7 million mainly due to a decrease in business volume of registration of documents, owners' corporation services and services provided to Government departments. Operating costs were contained and only increased by \$0.6 million (up 0.1%) to \$449.8 million mainly due to increase in staff costs.

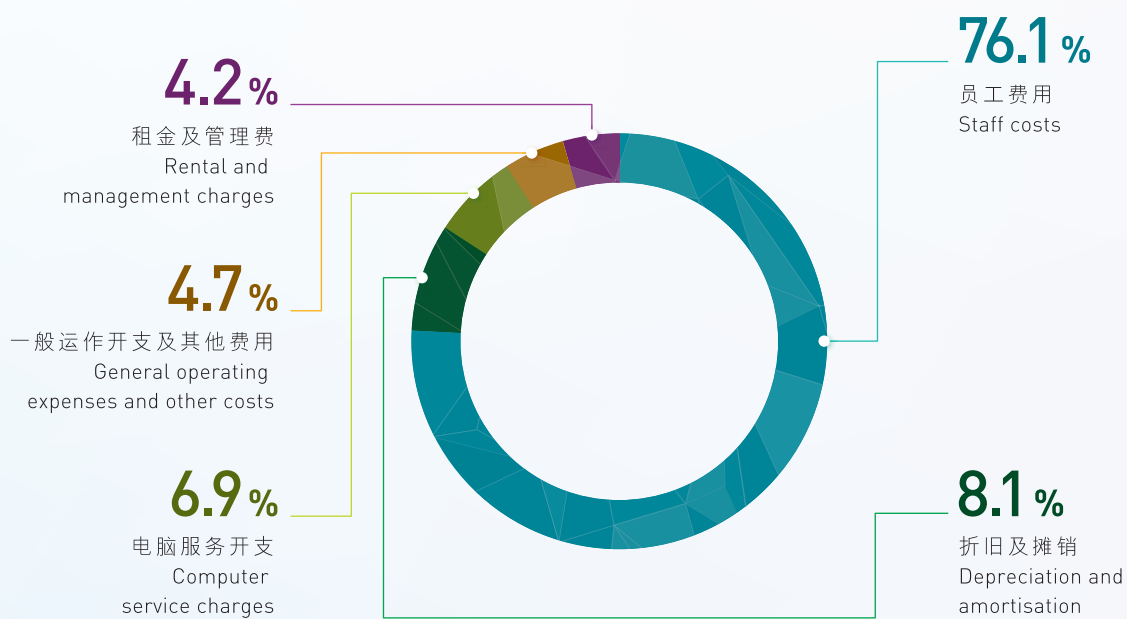
财政表现
FINANCIAL PERFORMANCE



2020/21 年度收入分析 ANALYSIS OF REVENUE 2020/21



2020/21 年度运作成本分析 ANALYSIS OF OPERATING COSTS 2020/21



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。

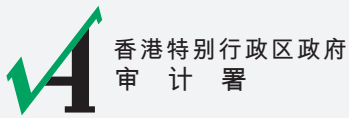
FORECAST

The Land Registry's revenue and return on fixed assets 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

独立审计师报告

致立法会

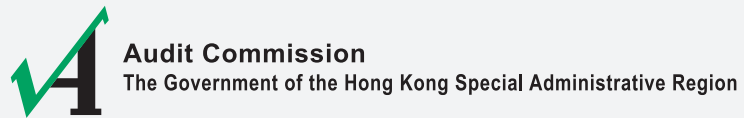
意见

兹证明我已审核及审计刊载于第87至119页土地注册处营运基金的财务报表，该等财务报表包括于2021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2021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。



Audit Commission
The Government of the Hong Kong Special Administrative Region

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 87 to 119, which comprise the statement of financial position as at 31 March 2021, 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 2021, 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2020-21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 2020-21 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；

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;

- 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；
 - 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
 - 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 appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the General Manager, Land Registry Trading Fund;
 - 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
 - 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

(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
2021年9月21日

Ms Hildy Chan

Assistant Director of Audit
for Director of Audit

Audit Commission
26th Floor, Immigration Tower
7 Gloucester Road
Wanchai, Hong Kong
21 September 2021



财务报
CERTIFIED表
FINANCIAL
STATEMENTS

全面收益表

STATEMENT OF COMPREHENSIVE INCOME

截至二零二一年三月三十一日止年度
(以港币千元位列示)

for the year ended 31 March 2021
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2021	2020
来自客户合约之收入	Revenue from contracts with customers	4	448,678	452,329
运作成本	Operating costs	5	(449,849)	(449,299)
运作(亏损)/盈利	(Loss)/Profit from operations		(1,171)	3,030
其他收入	Other income	6	37,785	36,105
年度盈利	Profit for the year		36,614	39,135
其他全面收益	Other comprehensive income		–	–
年度总全面收益	Total comprehensive income for the year		36,614	39,135
固定资产回报率	Rate of return on fixed assets	7	-0.3%	1.2%

第92至119页的附注为本财务报表的一部分。

The notes on pages 92 to 119 form part of these financial statements.

财务状况表

STATEMENT OF FINANCIAL POSITION

于二零二一年三月三十一日
(以港币千元位列示)

as at 31 March 2021
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2021	2020
非流动资产	Non-current assets			
物业、设备及器材	Property, plant and equipment	8	291,849	283,726
使用权资产	Right-of-use assets	9(a)	25,322	32,371
无形资产	Intangible assets	10	60,415	32,688
外汇基金存款	Placement with the Exchange Fund	11	821,662	695,826
			1,199,248	1,044,611
流动资产	Current assets			
应收帐款及其他 应收款项	Trade and other receivables	12, 13(a)	28,812	26,137
应收关连人士帐款	Amounts due from related parties	13(a)	14,186	6,701
银行存款	Bank deposits		343,000	492,000
现金及银行结余	Cash and bank balances		10,684	17,996
			396,682	542,834
流动负债	Current liabilities			
递延收入	Deferred revenue	13(b)	12,666	9,620
客户按金	Customers' deposits	14	46,245	45,287
应付帐款及其他 应付款项	Trade and other payables		9,701	22,084
应付关连人士帐款	Amounts due to related parties		9,055	4,700
租赁负债	Lease liabilities	9(b)	3,638	6,603
雇员福利拨备	Provision for employee benefits	15	19,549	11,809
			100,854	100,103
流动资产净额	Net current assets		295,828	442,731
总资产减去流动负债	Total assets less current liabilities		1,495,076	1,487,342
非流动负债	Non-current liabilities			
递延收入	Deferred revenue	13(b)	8,560	6,565
租赁负债	Lease liabilities	9(b)	22,139	26,142
雇员福利拨备	Provision for employee benefits	15	68,595	77,726
			99,294	110,433
资产净额	NET ASSETS		1,395,782	1,376,909
资本及储备	CAPITAL AND RESERVES			
营运基金资本	Trading fund capital	16	118,300	118,300
保留盈利	Retained earnings	17	1,277,482	1,258,609
			1,395,782	1,376,909

谭惠仪女士，JP
土地注册处营运基金总经理
二零二一年九月二十一日

Ms Joyce TAM, JP
General Manager, Land Registry Trading Fund
21 September 2021

第92至119页的附注为本财务报表的一部分。
The notes on pages 92 to 119 form part of these financial statements.

权益变动表

STATEMENT OF CHANGES IN EQUITY

截至二零二一年三月三十一日止年度
(以港币千元位列示)

for the year ended 31 March 2021
(Expressed in thousands of Hong Kong dollars)

		附注 Note	2021	2020
在年初的结余	Balance at beginning of year		1,376,909	1,389,676
年度总全面收益	Total comprehensive income for the year		36,614	39,135
政府法定回报	Statutory return to the Government	17	(17,741)	(51,902)
在年终的结余	Balance at end of year		1,395,782	1,376,909

第92至119页的附注为本财务报表的一部分。

The notes on pages 92 to 119 form part of these financial statements.

现金流量表

STATEMENT OF CASH FLOWS

截至二零二一年三月三十一日止年度
(以港币千元位列示)

for the year ended 31 March 2021
(Expressed in thousands of Hong Kong dollars)

		2021	2020
营运活动的现金流量	Cash flows from operating activities		
运作(亏损)/盈利	(Loss)/Profit from operations	(1,171)	3,030
折旧及摊销	Depreciation and amortisation	36,626	28,651
租赁负债的利息支出	Interest expense on lease liabilities	454	572
处置物业、设备及器材亏损	Loss on disposal of property, plant and equipment	19	–
应收款项及应收关连人士帐款的(增加)/减少	(Increase)/Decrease in receivables and amounts due from related parties	(11,223)	4,398
递延收入的增加	Increase in deferred revenue	5,041	2,919
客户按金的增加	Increase in customers' deposits	958	938
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	(153)	2,301
雇员福利拨备的(减少)/增加	(Decrease)/Increase in provision for employee benefits	(1,391)	2,235
来自营运活动的现金净额	Net cash from operating activities	29,160	45,044

第92至119页的附注为本财务报表的一部分。

The notes on pages 92 to 119 form part of these financial statements.

		附注 Note	2021	2020
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减少	Decrease in bank deposits with original maturities over three months		149,000	45,000
购买物业、设备及器材和无形资产	Purchase of property, plant and equipment, and intangible assets		(73,324)	(50,613)
出售物业、设备及器材所得	Proceeds from disposal of property, plant and equipment		3	46
外汇基金存款的增加	Increase in placement with the Exchange Fund		(125,836)	(19,610)
已收利息	Interest received		38,848	34,098
(用于)／来自投资活动的现金净额	Net cash (used in)/from investing activities		(11,309)	8,921
融资活动的现金流量	Cash flows from financing activities			
已付政府法定回报	Statutory return paid to the Government		(17,741)	(51,902)
租赁款项	Lease payments	9(b)	(7,422)	(8,436)
用于融资活动的现金净额	Net cash used in financing activities		(25,163)	(60,338)
现金及等同现金的减少净额	Net decrease in cash and cash equivalents		(7,312)	(6,373)
在年初的现金及等同现金	Cash and cash equivalents at beginning of year		17,996	24,369
在年终的现金及等同现金	Cash and cash equivalents at end of year	18	10,684	17,996

第92至119页的附注为本财务报表的一部分。

The notes on pages 92 to 119 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 Hong Kong Financial Reporting Standards (“HKFRSs”), a collective term which includes all applicable individual HKFRSs, Hong Kong Accounting Standards 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或经修订的香港财务报告准则并于基金的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本会计期及前会计期的会计政策改变(如有)已反映在本财务报表，有关资料载于附注3。

The HKICPA has issued certain new or 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.

2.2 编制财务报表的基准

Basis of preparation of the financial statements

本财务报表的编制基准均以原值成本法计量。

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

2. 主要会计政策(续)

SIGNIFICANT ACCOUNTING POLICIES (continued)

2.2 编制财务报表的基准(续)

Basis of preparation of the financial statements (continued)

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准。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。如修订会计估计只影响修订期，有关修订会在该修订期内确认；如修订影响本会计期及未来的会计期，则会在修订期及未来的会计期内确认。

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.

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.

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)

(a) 初始确认及计量(续)

Initial recognition and measurement (continued)

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、租赁负债，以及雇员福利拨备。

The Fund's financial liabilities comprise customers' deposits, trade and other payables, amounts due to related parties, lease liabilities 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) 分类及其后计量

Classification and subsequent measurement

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(d)所述的预期信用亏损模型计量。

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(d).

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) 分类及其后计量(续)

Classification and subsequent measurement (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内的预计现金收支，折现成该金融资产的帐面总值或该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 receipts or payments 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 received or paid 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) 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.

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) 注销确认(续)

Derecognition (continued)

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.

(d) 金融资产减值

Impairment of financial assets

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：

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，全期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.

第2阶段：全期预期信用亏损－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，全期预期信用亏损(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 instruments 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)

(d) 金融资产减值(续)

Impairment of financial assets (continued)

第3阶段：全期预期信用亏损－信用减值

Stage 3: Lifetime expected credit losses – credit impaired

若金融工具已视作信用减值，会确认全期预期信用亏损，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全期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*

在每个报告日，基金借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)

(d) 金融资产减值(续)

Impairment of financial assets (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准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、信用风险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)

(d) 金融资产减值(续)

Impairment of financial assets (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)。短缺现金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.

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，最初的成本值是按立法会所通过设立基金的决议案中所列的估值入帐。自一九九三年八月一日起购置的物业、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2.7)：

- 于一九九三年八月一日拨归基金自用的建筑物；以及
- 设备及器材，包括电脑器材、汽车、家具及装置，以及其他器材。

The following property, plant and equipment are stated at cost less accumulated depreciation and any impairment losses (note 2.7):

- 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.

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)

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后的成本值。有关的估计可使用年期如下：

— 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

于一九九三年八月一日拨归基金的建筑物所在的土地视为非折旧资产。

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 on the date of disposal.

2.5 租赁

Leases

租赁会于其生效日在财务状况表内确认为使用权资产及相应的租赁负债，惟可变租赁款项、涉及租赁期为12个月或以下的短期租赁及低价值资产租赁的相关款项会在租赁期内以直线法计入全面收益表。

A lease is recognised in the statement of financial position as a right-of-use asset with a corresponding lease liability at the lease commencement date, except that variable lease payments and payments associated with short-term leases having a lease term of 12 months or less and leases of low-value assets are charged to the statement of comprehensive income on a straight-line basis over the lease term.

2. 主要会计政策(续)

SIGNIFICANT ACCOUNTING POLICIES (continued)

2.5 租赁(续)

Leases (continued)

使用权资产会按成本值扣除累计折旧及减值亏损计量(附注2.7)。该使用权资产按租赁期及资产的估计可使用年期两者中的较短者以直线法折旧。

A right-of-use asset is measured at cost less accumulated depreciation and impairment losses (note 2.7). The right-of-use asset is depreciated on a straight-line basis over the shorter of the lease term and the asset's estimated useful life.

租赁负债按在租赁期应支付的租赁款项的现值计量，并以租赁隐含利率折现，或如该利率未能确定，则以基金的递增借款利率折现。租赁负债其后按租赁负债计提的利息与所支付的租赁款项作调整。

The lease liability is measured at the present value of the lease payments payable over the lease term, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Fund's incremental borrowing rate. The lease liability is subsequently adjusted by the effect of the interest on and the settlement of the lease liability.

若基金改变其对会否行使延长租赁或终止租赁选择权的评估，租赁负债将重新计量。在重新计量租赁负债时，有关使用权资产的帐面值会作出相应调整，或若使用权资产的帐面值已减少至零，则有关调整会列入全面收益表。

The lease liability is remeasured if the Fund changes its assessment of whether it will exercise an extension or termination option. When the lease liability is remeasured, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in the statement of comprehensive income if the carrying amount of the right-of-use asset has been reduced to zero.

2.6 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2.7)。

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 2.7).

2. 主要会计政策(续)

SIGNIFICANT ACCOUNTING POLICIES (continued)

2.6 无形资产(续)

Intangible assets (continued)

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.

2.7 非金融资产的减值

Impairment of non-financial assets

非金融资产(包括物业、设备及器材、使用权资产和无形资产)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时,则有关减值亏损会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 non-financial assets, including property, plant and equipment, right-of-use assets 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 higher of its fair value less costs of disposal and value in use.

2.8 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.

2.9 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)

2.10 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公积金计划的供款于全面收益表内支销。

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.

2.11 收入的确认

Revenue recognition

基金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。

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.

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，均按报告日的收 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》设立，并属政府辖下的一个独立会计单位。年内，基金在日常业务中曾与各关连人士进行交易。这些关连人士包括政府各决策局及部门、其他营运基金，以及受政府所管制或政府对其有重大影响力的财政自主机构。

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基金的本会计期首次生效。适用于本财务报表所呈报年度的会计政策，并未因这些发展而有任何改变。

The HKICPA has issued certain new or revised HKFRSs that are first effective for the current accounting period of the Fund. There have been no changes to the accounting policies applied in these financial statements for the years presented as a result of these developments.

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).

4. 来自客户合约之收入

REVENUE FROM CONTRACTS WITH CUSTOMERS

		2021	2020
办理文件注册	Registration of documents	163,763	176,950
查册	Search	94,523	86,762
提供副本	Copying	84,782	78,932
业权报告	Reports on title	51,063	47,484
电子提示服务	e-Alert services	31,258	30,338
业主立案法团服务	Owners' corporation services	10,667	15,464
其他	Others	12,622	16,399
总额	Total	448,678	452,329

4. 来自客户合约之收入(续) REVENUE FROM CONTRACTS WITH CUSTOMERS (continued)

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

		2021	2020
员工费用	Staff costs	342,152	341,223
一般运作开支	General operating expenses	17,164	17,999
电脑服务开支	Computer service charges	30,937	35,083
租金及管理费	Rental and management charges	19,013	20,076
中央行政费用	Central administrative overheads	3,210	5,555
折旧及摊销	Depreciation and amortisation	36,626	28,651
审计费用	Audit fees	747	712
总额	Total	449,849	449,299

6. 其他收入 OTHER INCOME

		2021	2020
利息：	Interest from:		
— 银行存款	— bank deposits	8,827	14,883
— 外汇基金存款	— placement with the Exchange Fund	28,958	21,176
处置物业、设备及器材收益	Gain on disposal of property, plant and equipment	—	46
总额	Total	37,785	36,105

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)除以固定资产平均净值计算,并以百分比的方式表达。固定资产只包括物业、设备及器材和无形资产。预期基金可以达到由财政司司长厘定的每年固定资产目标回报率为5.9%(二零二零年:5.9%)。

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income) divided by average net fixed assets, and expressed as a percentage. Fixed assets include property, plant and equipment, and intangible assets only. The Fund is expected to meet a target rate of return on fixed assets of 5.9% (2020: 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 Land and Buildings	电脑 器材 Computer Equipment	器材、 家具及 装置 Equipment, Furniture and Fittings	汽车 Motor Vehicles	总额 Total
成本	Cost					
在二零一九年 四月一日	At 1 April 2019	350,000	184,756	18,996	244	553,996
添置	Additions	–	17,607	7,800	–	25,407
出售	Disposals	–	(4,324)	(1,208)	–	(5,532)
在二零二零年 三月三十一日	At 31 March 2020	350,000	198,039	25,588	244	573,871
在二零二零年 四月一日	At 1 April 2020	350,000	198,039	25,588	244	573,871
添置	Additions	–	19,208	5,742	–	24,950
出售	Disposals	–	(26,392)	(407)	–	(26,799)
在二零二一年 三月三十一日	At 31 March 2021	350,000	190,855	30,923	244	572,022
累计折旧	Accumulated depreciation					
在二零一九年 四月一日	At 1 April 2019	98,848	168,878	14,247	244	282,217
年内费用	Charge for the year	3,850	6,772	2,838	–	13,460
出售	Disposals	–	(4,324)	(1,208)	–	(5,532)
在二零二零年 三月三十一日	At 31 March 2020	102,698	171,326	15,877	244	290,145

8. 物业、设备及器材(续)

 PROPERTY, PLANT AND EQUIPMENT
(continued)

		土地及 建筑物 Land and Buildings	电脑 器材 Computer Equipment	器材、 家具及 装置 Equipment, Furniture and Fittings	汽车 Motor Vehicles	总额 Total
在二零二零年 四月一日	At 1 April 2020	102,698	171,326	15,877	244	290,145
年内费用	Charge for the year	3,850	9,214	3,741	-	16,805
出售	Disposals	-	(26,370)	(407)	-	(26,777)
在二零二一年 三月三十一日	At 31 March 2021	106,548	154,170	19,211	244	280,173
帐面净值	Net book value					
在二零二一年 三月三十一日	At 31 March 2021	243,452	36,685	11,712	-	291,849
在二零二零年 三月三十一日	At 31 March 2020	247,302	26,713	9,711	-	283,726

9. 租赁

LEASES

(a) 使用权资产

Right-of-use assets

		建筑物 Buildings	
		2021	2020
成本	Cost		
在年初	At beginning of year	40,421	40,421
到期租赁合同	Expiry of lease contracts	(7,013)	-
在年终	At end of year	33,408	40,421
累计折旧	Accumulated depreciation		
在年初	At beginning of year	8,050	-
年内费用	Charge for the year	7,049	8,050
到期租赁合同	Expiry of lease contracts	(7,013)	-
在年终	At end of year	8,086	8,050
帐面净值	Net book value		
在年终	At end of year	25,322	32,371

9. 租赁(续)

(b) 租赁负债

LEASES (continued)

Lease liabilities

		2021	2020
流动	Current	3,638	6,603
非流动	Non-current	22,139	26,142
总额	Total	25,777	32,745

下表显示租赁负债的变动，包括现金和非现金变动。

The table below shows changes in lease liabilities, including both cash and non-cash changes.

		2021	2020
在年初	At beginning of year	32,745	40,609
来自融资现金流量的变动：	Changes from financing cash flows:		
租赁款项	Lease payments	(7,422)	(8,436)
非现金变动：	Non-cash changes:		
租赁负债的利息支出	Interest expense on lease liabilities	454	572
在年终	At end of year	25,777	32,745

租赁负债的剩余合约期限列载如下，有关资料是根据合约未贴现的现金流量列出：

The remaining contractual maturities of lease liabilities, which are based on contractual undiscounted cash flows, are shown below:

		2021	2020
一年内	Within one year	4,015	7,057
一年后至两年内	After one year but within two years	4,380	4,380
两年后至五年内	After two years but within five years	13,140	13,140
五年后	After five years	5,534	9,914
总额	Total	27,069	34,491

9. 租赁(续)
LEASES (continued)
**(c) 于全面收益表内确认与
租赁有关的支出项目**
**Expense items in relation to leases
recognised in the statement of
comprehensive income**

		2021	2020
租赁负债的利息支出	Interest expense on lease liabilities	454	572

(d) 租赁之现金流出总额
Total cash outflow for leases

		2021	2020
租赁款项	Lease payments	7,422	8,436

10. 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	
		2021	2020
成本	Cost		
在年初	At beginning of year	238,010	211,393
添置	Additions	40,499	26,617
出售	Disposals	(26,976)	—
在年终	At end of year	251,533	238,010
累计摊销	Accumulated amortisation		
在年初	At beginning of year	205,322	198,181
年内费用	Charge for the year	12,772	7,141
出售	Disposals	(26,976)	—
在年终	At end of year	191,118	205,322
帐面净值	Net book value		
在年终	At end of year	60,415	32,688

11. 外汇基金存款

PLACEMENT WITH THE EXCHANGE FUND

外汇基金存款结余为8.217亿港元(二零二零年：6.958亿港元)，其中6.6亿港元(二零二零年：5.6亿港元)为本金及1.617亿港元(二零二零年：1.358亿港元)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\$821.7 million (2020: HK\$695.8 million), being the principal sums of HK\$660 million (2020: HK\$560 million) and interest paid but not yet withdrawn at the reporting date of HK\$161.7 million (2020: HK\$135.8 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。二零二一年固定息率为每年4.7%，二零二零年为每年3.7%。

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 4.7% per annum for the year 2021 and at 3.7% per annum for the year 2020.

12. 应收帐款及其他应收款项 TRADE AND OTHER RECEIVABLES

		2021	2020
应收帐款	Trade receivables	14,905	10,847
应计利息：	Accrued interest from:		
— 银行存款	— bank deposits	1,747	5,931
— 外汇基金存款	— placement with the Exchange Fund	9,522	6,401
预付款项	Prepayments	2,631	2,951
按金	Deposits	7	7
总额	Total	28,812	26,137

13. 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12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 12. 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	2021	2020
注册服务费	Registration fees	10,592	7,498
电子提示服务费	e-Alert service fees	9,249	7,170
其他服务费	Other service fees	1,385	1,517
总额	Total	21,226	16,185
代表：	Representing:		
流动负债	Current liabilities	12,666	9,620
非流动负债	Non-current liabilities	8,560	6,565
总额	Total	21,226	16,185

13. 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:

		2021	2020
因年初递延收入结余中的款项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	(6,712)	(5,688)
因年内收取预缴费用而增加	Increase due to advance payments received during the year	11,753	8,607

14. 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.

15. 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2.10)。

This represents the estimated liability for employees' annual leave for services rendered up to the reporting date (see note 2.10).

16. 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.

17. 保留盈利

RETAINED EARNINGS

		2021	2020
在年初的结余	Balance at beginning of year	1,258,609	1,271,376
年度总全面收益	Total comprehensive income for the year	36,614	39,135
法定回报	Statutory return	(17,741)	(51,902)
在年终的结余	Balance at end of year	1,277,482	1,258,609

年内，政府根据《营运基金条例》指示将截至二零二零年三月三十一日止年度的目标回报（见附注7）转拨至政府一般收入，而该转拨于二零二一年三月完成（二零二零年：截至二零一九年三月三十一日止三个年度的目标回报的转拨于二零二零年三月完成）。

During the year, the Government directed the transfer of the target return (see note 7) for the year ended 31 March 2020 into general revenue pursuant to the Trading Funds Ordinance, and the transfer was completed in March 2021 (2020: the transfer of the target returns for the three years ended 31 March 2019 was completed in March 2020).

18. 现金及等同现金

CASH AND CASH EQUIVALENTS

		2021	2020
现金及银行结余	Cash and bank balances	10,684	17,996
银行存款	Bank deposits	343,000	492,000
小计	Subtotal	353,684	509,996
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	(343,000)	(492,000)
现金及等同现金	Cash and cash equivalents	10,684	17,996

19. 关连人士的交易

RELATED PARTY TRANSACTIONS

除已在本财务报表内另作披露的交易外，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1.043亿港元(二零二零年：1.048亿港元)。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\$104.3 million (2020: HK\$104.8 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，以及审计的服务。基金在这些服务方面的总开支为3,330万港元(二零二零年：3,690万港元)。这金额已计算在附注5的运作成本项下；以及

services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to HK\$33.3 million (2020: HK\$36.9 million). This amount is included in operating costs under note 5; and

- (c) 向关连人士购入的物业、设备及器材包括装置工程。这些资产的总成本为520万港元(二零二零年：750万港元)。

acquisition of property, plant and equipment from related parties included fitting out projects. The total cost of these assets amounted to HK\$5.2 million (2020: HK\$7.5 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.

20. 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:

		2021	2020
信用评级：	Credit rating:		
Aa1至Aa3	Aa1 to Aa3	9,588	17,298
A1至A3	A1 to A3	109,100	437,100
Baa1至Baa3	Baa1 to Baa3	234,000	55,000
总额	Total	352,688	509,398

20. 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，但基金估计其预期信用亏损轻微，因此无须作出亏损准备。

While other financial assets are subject to the impairment requirements, the Fund has estimated that their expected credit losses are minimal and considers that no loss allowance is required.

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。由于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.

20. 金融风险管理(续)

FINANCIAL RISK MANAGEMENT (continued)

(d) 利率风险(续)

Interest rate risk (continued)

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按固定利率计息，当市场利率上升，这些存款的公平值便会下跌。然而，由于这些存款均按摊销成本值列帐，市场利率的变动不会影响其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 they are all stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the Fund's profit and reserves.

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5千港元(二零二零年：5千港元)。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 (2020: HK\$5,000) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

20. 金融风险管理(续)

FINANCIAL RISK MANAGEMENT (continued)

(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11)的变动而须面对金融风险。于二零二一年三月三十一日,假设二零二零年及二零二一年的息率增加/减少50个基点(二零二零年:50个基点)而其他因素不变,估计年度盈利将增加/减少410万港元(二零二零年:350万港元)。

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 11). It was estimated that, as at 31 March 2021, a 50 basis point (2020: 50 basis point) increase/decrease in the interest rates for 2020 and 2021, with all other variables held constant, would increase/decrease the profit for the year by HK\$4.1 million (2020: HK\$3.5 million).

(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等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.

21. 资本承担

CAPITAL COMMITMENTS

在二零二一年三月三十一日，基金尚未在财务报表内拨备的资本承担如下：

As at 31 March 2021, the Fund had capital commitments, so far as not provided for in the financial statements, as follows:

		2021	2020
已批准及签约	Authorised and contracted for	2,935	63,678
已批准惟未签约	Authorised but not yet contracted for	283,315	274,798
总额	Total	286,250	338,476

22. 已颁布但于截至二零二一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 2021

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二零二一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。

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 2021 and which have not been early adopted in these financial statements.

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 the expected impact of these amendments, new standards and interpretations in the period of initial application. So far it has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.

附件 ANNEXES



(a) 2020/21年度服务承诺
PERFORMANCE PLEDGES 2020/21

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) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
	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	24.3
(a) 由收到文书至根据已注册的文书更新土地登记册 ^(注2) ；以及 From receipt of an instrument to updating the land register with the registered instrument ^(See Note 2) ; 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2) Completion of imaging and return of the registered instrument to the lodging party ^(See Note 2)	(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	99.8
(ii) 附连过大图则 With oversized plans	5		97	98.9
(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	98.1

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) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
	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	99.8
(ii) 不连过大图则的影像处理副本 Imaged copies without oversized plans		35	97	99.8
(iii) 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97	99.1

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) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
	工作天 Working Day(s)	分钟 Minutes		

(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	99.3
• 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	97.8

(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

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) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
	工作天 Working Day(s)	分钟 Minutes		
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	99.4
(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

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) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
	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	98.5
(b) 复杂个案 Complicated cases	10		93	94.1
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				
(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	16 (a+b)		92	20.8
(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	(a) 12 (b) 4			
10. 业主立案法团服务				
Owners' corporation (OC) services				
(a) 办理业主立案法团注册 ^(注3) Registration of OCs ^(See Note 3)	30		90	100
(b) 提供业主立案法团纪录副本 Supply of copies of OC records		30	90	99.7

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) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
	工作天 Working Day(s)	分钟 Minutes		

11. 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.

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注1：为减低2019冠状病毒病在社区扩散的风险，2020年4月至2021年3月期间部门在数轮特别工作安排下仅维持有限度的公共服务，个别项目的实际服务表现因而受到影响。

Note 1: The actual performance of individual items was affected given that public services were provided on a limited scale under several rounds of special work arrangement from April 2020 to March 2021 to reduce the risk of the spread of COVID-19 in the community.

注2：不包括复杂个案及被中止注册的文书

Note 2: Excluding complicated cases and instruments withheld from registration

注3：不包括复杂个案或需要提供附加证明文件的申请

Note 3: Excluding complicated cases and applications that require further supporting documents for processing

(b) 2021/22年度服务承诺(生效日期为2021年4月1日起)
PERFORMANCE PLEDGES 2021/22 (WITH EFFECT FROM 1 APRIL 2021)

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	
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

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	
(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
(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

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	
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
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

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	
(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 (OC) services			
(a) 办理业主立案法团注册 ^(注2) Registration of OCs ^(See Note 2)	30		90
(b) 提供业主立案法团纪录副本 Supply of copies of OC records		30	90
11. 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： 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

附件 II ANNEX II

(a) 2020/21年度土地注册处联合常务委员会委员 MEMBERSHIP OF THE LAND REGISTRY JOINT STANDING COMMITTEE 2020/21

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

土地注册处 The Land Registry	方吴淑仪女士 许国鸿先生 潘雪聪女士	Mrs Amy FONG NG Suk-yee Mr Joseph HUI Kwok-hung Ms Venelie POON Suet-chung
香港律师会 The Law Society of Hong Kong	张纺女士 林月明女士 萧咏仪女士 杨宝林先生	Ms Debbie CHEUNG Fong Ms Emily LAM Yuet-ming 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
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(b) 2020/21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) 2020/21

主席 Chairperson

土地注册处 The Land Registry	方吴淑仪女士	Mrs Amy FONG NG Suk-ye
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委员 Members

香港会计师公会 Hong Kong Institute of Certified Public Accountants	陈维汉先生 (生效日期为2021年2月) 蔡子杰先生 李浩尧先生 (截至2021年1月) 黄俊硕先生	Mr Alan CHAN Wai-hon (With effect from February 2021) Mr Sammy CHOI Tze-kit Mr Thomas LEE Ho-yiu (Until January 2021) Mr Edmund WONG Chun-sek
香港地产代理商总会 Hong Kong Real Estate Agencies General Association	施明如女士	Ms SZE Ming-yu
香港地产代理专业协会有限公司 Society of Hong Kong Real Estate Agents Limited	郭昶先生	Mr Anthony KWOK Chong
香港银行公会 The Hong Kong Association of Banks	张翠珠女士 卢永欣女士 (截至2021年1月) 吴克钟先生 胡丽萍女士 (生效日期为2021年2月)	Ms Cara CHEUNG Chui-chu Ms Christine LO Wing-yun (Until January 2021) Mr Andy NG Hak-chung Ms Agatha WOO Lai-ping (With effect from February 2021)
香港测量师学会 The Hong Kong Institute of Surveyors	林增荣先生 邓康伟博士	Mr Alexander LAM Tsan-wing Dr Conrad TANG Hong-wai

(b) 2020/21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) 2020/21 (continued)

土地注册处 The Land Registry	霍伟勤女士 林谢淑仪女士 刘润霞女士 梁慧娴女士 李芳群女士 (截至2020年10月) 马秀文女士 (生效日期为2020年10月) 麦振威先生 彭嘉辉先生 潘辉耀先生 潘雪聪女士 温锡麟先生 原伟铨先生	Ms Emily FOK Wai-kan Mrs Cindy LAM TSE Shuk-yee Miss Kathy LAU Yun-ha Ms Alice LEUNG Wai-han Miss Fion LI Fong-kwan (Until October 2020) Ms Delphine MA Sau-man (With effect from October 2020) Mr Andrew MAK Chun-wai Mr PANG Ka-fai Mr Kenneth POON Fai-yiu Ms Venelie POON Suet-chung 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 (截至2021年1月) 齐雅安先生 江玉欢女士 林鸾凤女士 (由2021年2月至3月) 林敏仪女士 (截至2021年1月) 梁智维先生 梁志贤先生 (生效日期为2021年2月) 梁子恒先生 (生效日期为2021年3月)	Ms AU Kin-man Ms Stella AU Man-chun (Until January 2021) Mr Alson CHAI Ms Doreen KONG Yuk-foon Ms Bonita LAM Luen-fung (From February to March 2021) Ms LAM Man-yee (Until January 2021) Mr LEONG Chi-wai Mr Charlie LEUNG Chi-yin (With effect from February 2021) Mr Courtney LEUNG Tsz-hang (With effect from March 2021)
秘书 Secretary		
土地注册处 The Land Registry	刘少雯女士 (截至2021年1月) 蔡绣文女士 (生效日期为2021年1月)	Ms Eva LAU Siu-man (Until January 2021) Ms Ella TSOI Sau-man (With effect from January 2021)

(c) 2020/21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) 2020/21

主席 Chairperson

土地注册处 The Land Registry	方吴淑仪女士	Mrs Amy FONG NG Suk-ye
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委员 Members

渔农自然护理署 Agriculture, Fisheries and Conservation Department	洪敦熹先生	Mr Tony HUNG Tun-hei
屋宇署 Buildings Department	陈鸿如先生	Mr CHAN Hung-yu
香港海关 Customs and Excise Department	张大安先生	Mr CHEUNG Tai-on
律政司 Department of Justice	张琇惠女士 姚礼婵女士	Miss Joanne CHEUNG Sau-wai Ms Mandy YIU Lai-sim
环境保护署 Environmental Protection Department	何雨弘先生	Mr Herrick HO Yu-wang
食物环境卫生署 Food and Environmental Hygiene Department	梅静文女士	Ms Ann MUI Ching-man
政府产业署 Government Property Agency	陈梓彦先生	Mr King CHAN Tsz-yin
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	彭魏虹女士	Ms Elsa PANG Ngai-hung
房屋署 Housing Department	陈婉诗女士	Miss CHAN Yuen-sze
廉政公署 Independent Commission Against Corruption	王纯聪先生	Mr Paul WONG Shun-chung

(c) 2020/21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) 2020/21 (continued)

税务局 Inland Revenue Department	邝韵仪女士	Miss KWONG Wan-yi
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	邓旭东先生	Mr Richard TANG Yuk-tung
规划署 Planning Department	廖懿珍女士	Miss Alice LIU Yee-chun
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 刘润霞女士 梁慧娴女士 李芳群女士 (截至2020年10月) 马秀文女士 (生效日期为2020年10月) 麦振威先生 彭嘉辉先生 潘辉耀先生 潘雪聪女士 温锡麟先生 原伟铨先生	Ms Emily FOK Wai-kan Mrs Cindy LAM TSE Shuk-yee Miss Kathy LAU Yun-ha Ms Alice LEUNG Wai-han Miss Fion LI Fong-kwan (Until October 2020) Ms Delphine MA Sau-man (With effect from October 2020) Mr Andrew MAK Chun-wai Mr PANG Ka-fai Mr Kenneth POON Fai-yiu Ms Venelie POON Suet-chung Mr Francis WAN Mr Isaac YUEN Wai-chuen

秘书 Secretary

土地注册处 The Land Registry	刘少雯女士 (截至2021年1月) 蔡绣文女士 (生效日期为2021年1月)	Ms Eva LAU Siu-man (Until January 2021) Ms Ella TSOI Sau-man (With effect from January 2021)
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(d) 2020/21年度《土地业权条例》督导委员会委员 MEMBERSHIP OF THE LAND TITLES ORDINANCE STEERING COMMITTEE 2020/21

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	戴思劲先生	Mr Clifford Joseph TAVARES
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发展局 Development Bureau	蔡梅芬女士 (生效日期为2020年8月)	Ms Jenny CHOI Mui-fun (With effect from August 2020)
	罗淦华先生 (截至2020年8月)	Mr Maurice LOO Kam-wah (Until August 2020)

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
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地政总署 Lands Department	方剑峯先生	Mr Alan FONG Kim-fung
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香港银行公会 The Hong Kong Association of Banks	申泰蒙娜女士	Ms Mona SENGUPTA
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土地注册处 The Land Registry	方吴淑仪女士	Mrs Amy FONG NG Suk-ye
	许国鸿先生	Mr Joseph HUI Kwok-hung

香港律师会 The Law Society of Hong Kong	蒋瑞福女士	Ms Lilian CHIANG Sui-fook
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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
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秘书 Secretary

土地注册处 The Land Registry	高倩雯女士	Miss Shirley KO Sin-man
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(e) 2020/21年度《土地业权条例》检讨委员会委员 MEMBERSHIP OF THE LAND TITLES ORDINANCE REVIEW COMMITTEE 2020/21

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

律政司 Department of Justice	陈佩珊女士 (截至2020年12月) 许行嘉女士 林思敏女士 李照庭先生 (生效日期为2020年12月)	Miss Joyce CHAN Pui-shan (Until December 2020) Ms Frances HUI Hang-ka Ms Francoise LAM See-man Mr Samuel LEE Chiu-ting (With effect from December 2020)
发展局 Development Bureau	蔡雪蓉女士 伍焯廷女士 (截至2020年12月) 王颖欣女士 (生效日期为2020年12月)	Ms Jasmine CHOI Suet-yung Ms Nettie NG Kai-ting (Until December 2020) Miss Serena WONG Wing-yan (With effect from December 2020)
香港大律师公会 Hong Kong Bar Association	麦业成先生 (生效日期为2021年3月) 梅茂勤先生 (截至2020年12月) 唐思佩女士	Mr Andrew MAK (With effect from March 2021) Mr Malcolm MERRY (Until December 2020) Ms Sara TONG
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 黄佩雯女士 (截至2020年8月) 叶慧玲女士 (生效日期为2020年8月)	Mr Alan FONG Kim-fung Ms Katrina WONG Pui-man (Until August 2020) Ms Ada YIP Wai-ling (With effect from August 2020)
土地注册处 The Land Registry	方吴淑仪女士 乔美琴女士	Mrs Amy FONG NG Suk-ye Ms Queenie KIU Mei-kam
香港律师会 The Law Society of Hong Kong	夏向能先生 张纺女士 江玉欢女士 黄文华先生	Mr Peter AHERNE Ms Debbie CHEUNG Fong Ms Doreen KONG Yuk-foon Mr Raymond WONG Man-wa

秘书 Secretary

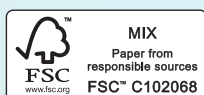
土地注册处 The Land Registry	李宝君女士	Ms Shirley LEE Po-kwan
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香港土地注册处营运基金
The Land Registry Trading Fund Hong Kong

香港金钟道六十六号金钟道政府合署二十八楼
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短片 Video



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