



# Land Registry News

## 土地註冊處通訊

The Land Registry, Hong Kong. 香港土地註冊處

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### The New Land Registrar

### 新任土地註冊處處長

Mr. Anthony Geoffrey Cooper, JP, was appointed as the Land Registrar on 24.2.97. At the age of 50, Mr. Cooper has already spent 30 years with the Hong Kong Government. He started his public service with the Royal Hong Kong Police Force and was transferred to the Administrative Service of the Government in 1975. Since then he has served as a District Officer, as the Secretary of the Broadcasting Review Board and as an Assistant Commissioner in the Transport Department.

In 1988, Mr. Cooper joined the Planning, Environment and Lands Branch as the Principle Assistant Secretary. He was the Deputy Secretary of the Branch before he became the Land Registrar.

Mr. Cooper was educated in his hometown Devon, the scenic south country of England. He then got his first degree at the Hong Kong University. He further his academic path in England and got his master degree in Sussex. Mr.

高傑博先生在97年2月24日獲委任為土地註冊處處長。高先生今年50歲，服務香港政府已有30年，首個服務部門是皇家香港警務處。他在1975年

加入政務主任行列，曾擔任政務專員、廣播事務檢討委員會秘書及運輸署助理署長等職位。

高先生在1988年調職規劃環境地政科，擔任首席助理規劃環境地政司。加入土地註冊處前，他是副規劃環境地政司。

高先生在英國南郊風景宜人的故鄉德文(Devon)接受教育，在香港大學修讀首個學位課程，其後返英國進修，在薩塞克斯(Sussex)取得碩士學位。高先生對人力資源及培訓抱有極強信念，1990



Mr. Cooper with the Land Registry Lion Dance Team  
高傑博處長和土地註冊處的醒獅隊



Cooper is a strong believer in human value and training, he attended the Senior Management Course at Henley Management College in 1990.

In his spare time, Mr. Cooper would either relax by listening to music and reading literature, or he would strengthen his muscles by playing cricket and squash. He also enjoyed family life very much. He got married in 1970 and has four children, two of whom are now grown-ups. Mr. Cooper is a happy traveller, he met his wife in Tahiti and got married in Germany.

With the marked performance Mr. Cooper has in his previous appointments, he would surely lead the Land Registry into a new era meeting the challenges in years to come.

年在恆里管理學院(Henley Management College)修讀高級管理課程。

高先生工餘消遣喜歡聽音樂和閱讀文學作品，或打板球和壁球鍛練身體，也很享受家庭生活。他在1970年結婚，育有四名子女，其中兩名已經成年。他喜愛旅遊，太太是在大溪地認識的，其後在德國結婚。

憑藉高先生過去出色的工作表現，土地註冊處在他的帶領下，一定可應付未來的挑戰，踏入新紀元。

## Training and Development in The Land Registry

### "Success through People Development"

Staff are the Land Registry's most valuable resource and are crucial for the success of the organisation. All along, the Land Registry has been devoting much efforts and resources in Training and Development as it is a key function and integral part of human resource management. One big step forward is the setting up of a Training Unit in April 1996 to look after all training activities of the department.

The Training Unit's prime objectives are to provide high quality training to enhance the efficiency and effectiveness of the Land Registry's workforce, to prepare staff for the greater responsibilities and changing work demands, to develop staff and unleash their potential to meet challenges ahead, and to foster a learning culture in the department.

Since the set up of the Training Unit,

## 土地註冊處的培訓及發展

### “協助員工發展才能就是成功之道”

員工是土地註冊處最珍貴的資源，對本處的成功起著舉足輕重的作用。由於員工培訓是人力資源管理的一大功能和不可或缺的部份，土地註冊處一直都在這方面致力發展，投入不少資源。其中一大進步是在1996年4月成立培訓組，專門負責部門內所有培訓活動。

培訓組的主要目標是：提供優質的培訓課程，以提高土地註冊處員工的工作效率；裝備員工，使能應付更重的責任和有變動的工作需求；發展及發掘員工應付挑戰的潛能；並在部門內培養學習風氣。

培訓組自成立以來，就積極落實部門為各級員工而設的全面而又有系統的培訓計劃。培訓課程不限於職業發展、

*"Learning is the gateway to success :  
If you tell me, I will listen ;  
If you show me, I will see ;  
If you let me experience, I will learn ."*



『學習是通往成功必經的大門：  
只要你向我講解，我會細心聆聽；  
只要你向我示範，我會心領神會；  
只要你讓我親身體驗，我會從中學習。』

it has been vigorously implementing the department's training plans for staff at all levels in a comprehensive and structured approach. The training programmes are not only limited to vocational, language and communication, and computer skills but also include management development and quality customer service. In addition, there are training that are geared towards strengthening and reinforcing the well-established team spirit and high quality service culture. A few examples of training activities having been organised are:

"Managing Change" ;  
"Re-engineering in Customer Service" ; and  
"Coaching for Service Excellence" .

To further foster the learning atmosphere and to provide an environment for staff's continuous development, learning and improvement, the Training Unit also maintains a Learning Resource Centre with computer-aid equipment for computer-based training and self-directed learning activities. More than 500 of our staff have already attended training in the Learning Resource Centre covering topics on People Management, Customer Service, Communication Skills, and skills of Computer Softwares, etc.

All in all, the Land Registry treasures the development of human resource through which the objective of providing quality service is achieved and the concept of "Serving the Community" is put into practice.

語文及傳意、電腦技巧，也包括管理、優質客戶服務等。此外，還有加強已確立的團隊精神和優質服務文化的課程。舉辦過的培訓活動其中有：

"應付轉變"  
"客戶服務流程重整"  
"優質服務培訓"

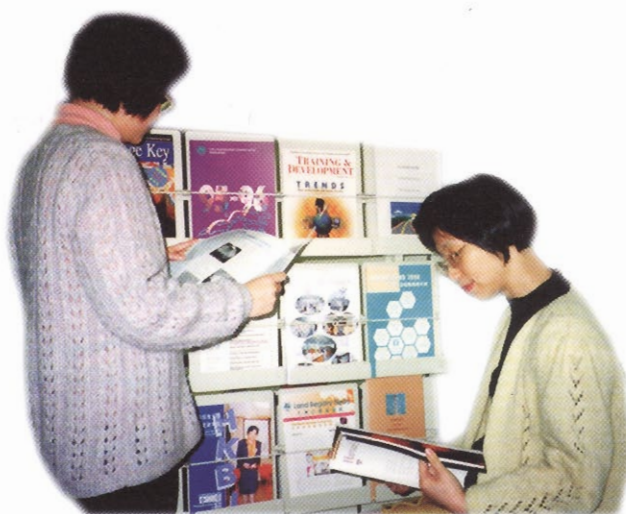
為進一步培養學習風氣，以及為員工提供不斷發展，學習及改進的環境，培訓組又成立學習資源中心，其內設有電腦輔助設備，供員工學習電腦和修讀自學課程。迄今已有超過500名員工在該中心接受培訓，課程包括

人事管理、客戶服務，傳意技巧、電腦軟件應用技巧等。

總括而言，土地註冊處極重視人力資源發展，因為透過這方面的發展既可達到提供優質服務的目的，又能實踐「服務市民」的概念。



"At the Launch Day of the Learning Resource Centre"  
培訓組學習資源中心啟用典禮



Learning Resource Centre  
學習資源中心



## UPDATE

### New Territories Computerization Project

The phased programme to computerize all the land registers in the New Territories, commenced in May 1994, is now complete.

The first phase, covering the conversion of all the Town Lot land registers into computerized data on a district by district basis, was completed in August 1995.

The second and final phase, converting all the land registers of Demarcation District and Survey District Lots, began in September 1995. By April 1997, all land registers in the New Territories Land Registries were computerized.



## 最新消息

### 新界電腦化計劃

在1994年5月開始，分期把新界所有土地登記冊電腦化的計劃，現已完成。

第一期計劃分區把所有市地段土地登記冊轉換為電腦資料的工作，已在1995年8月完成。

第二期及最後一期計劃在1995年9月開始，把所有丈量約份和測量約份地段的登記冊電腦化。至1997年4月，新界所有土地登記冊已全部電腦化。

### Update on Document Imaging System (DIS)

Conversion of the New Territories (NT) land documents into electronic images had been progressing well. Documents of the remaining 4 NT Land Registries had been fully converted and available for retrieval under DIS. They are Tai Po, North, Yuen Long and Sai Kung. The whole NT conversion completed in end-May 1997.

The contract for conversion of microfilmed land documents in the Urban Land Registry was awarded in February 1997. Preparation for the Urban conversion is underway. The conversion exercise is scheduled to commence in June 1997.

The DIS-Fax function was released to all Direct Access Services (DAS) subscribers on 27 January 1997. This new service allows subscribers to enjoy the convenience of receiving ordered copies of imaged documents through fax machine in their own offices.

### 文件影像處理系統最新消息

把新界土地文件轉換為電子影像的工作進行得相當順利。尚餘的大埔、北區、元朗及西貢四個新界土地註冊處的文件，已全部完成處理程序，可供透過「文件影像處理系統」檢索。整個新界區的文件處理工作已在1997年5月中完成。

處理市區土地註冊處縮微土地文件的合約已在1997年2月批出，現正進行有關的籌備，處理工作將於1997年6月開始。

由1997年1月27日起，「直接查冊服務」的用戶可使用「文件影像處理系統-傳真服務」，這項新服務使客戶可用自己辦事處的傳真機收取所申請的影像文件副本。

## From The Land Registrar

### Quality Services Achieved Through an Integrated HRM Plan

When I first became the Land Registrar, I noticed that the success of the Land Registry since the establishment of the Trading Fund is based on the good skills and hard work of our staff.

Staff are the Land Registry's key resource. Whatever other resources we have, without good staff we will not achieve existing goals, or develop and achieve further goals.

We will therefore continue to emphasize training and development to equip our staff with the skills and knowledge necessary to respond quickly to the changing needs of our customers.

The Land Registry has been going through a transitional period, transforming itself from a small dependent and federal office to an integrated and independent department; from a paper department to an IT department with greater emphasis on customer service, communication and team work.

The changes underway in the Land Registry reflect changes taking place in the community at large, that is, an expectation that government departments will provide better services at reasonable rates, or, more precisely, Quality Customer Service; Cost Effectiveness; Good Communication. Fortunately, these are also the foundation stones (or the key culture drivers,) on which the Land Registry is built.

An integrated HRM plan had been developed to assist our staff to adopt to the culture change and contribute to the Land Registry's mission.

I am confident that we will continue to provide our customers with excellent services.



A.G. COOPER (JP)  
Land Registrar & General Manager  
The Land Registry Trading Fund  
Hong Kong

## 處長的話

### 透過綜合人力資源管理計劃 達致優質服務

我剛就任土地註冊處處長，就注意到土地註冊處以營運基金形式運作能取得成功，實有賴員工的優越技巧和勤奮工作。

員工是土地註冊處的主要資源。不論我們有什麼其他資源，沒有優秀的員工，我們就無法達到現有的目標，更談不上發展及達致更高的目標。

因此我們極重視員工培訓和發展，使他們能掌握所需的技巧和知識，能迅速地應付客戶有變動的需求。

土地註冊處正經歷演變時期，由一個缺乏獨立性的小部門轉變為一個獨立的綜合部門，儲存文件的方式，也由使用紙張文件為主改為大量採用資訊科技，更加強調客戶服務、溝通和整體合作。

本處的轉變正是社會轉變的反映，正好反映市民期望政府部門可以用合理收費來提供更佳的服務，或更準確點說，講求優質客戶服務、經濟效益和良好溝通。幸好這都是土地註冊處賴以建立的基石(或主要的文化動力)。

本處已設計一套綜合人力資源管理計劃，以協助員工適應服務文化的轉變，就本處的任務作出貢獻。

我深信我們會繼續為客戶提供優質服務。



香港土地註冊處處長  
土地註冊處營運基金總經理高傑博



## GENERAL INFORMATION

### Relocation of Islands New Territories Land Registry

As part of the Land Registry's plan to improve its services, the Islands New Territories Land Registry at Harbour Building, 38 Pier Road, Central, was relocated to Queensway Government Offices on 3 March 1997. Customers find it convenient to obtain the services they need from the new office in the Queensway Government Offices where the Urban Land Registry is also located.

### New Information Leaflet "Understanding the Computerized Land Register"

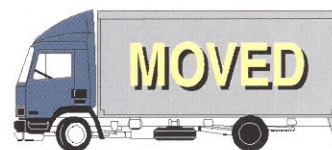
This new bilingual leaflet intends to help searchers to have a better understanding of the information contained in a computerized land register. The leaflet contains brief notes on the types of computerized land registers and information available. It also gives a sample and an English-Chinese glossary of terms that are usually found in the Land Register.

### Documentary Video of The Land Registry

The Land Registry released its first documentary video this year. The video outlines the land registration system in Hong Kong and highlights the Registry's existing services. It has three voice-overs i.e. Cantonese, Putonghua & English to suit for different viewers' needs. The video was widely circulated and it was well received. Some organizations are using it as a training tool.

## 其他資料

### 新界離島土地註冊處搬遷



為改善服務起見，原位於中環統一碼頭道38號海港政府大樓的新界離島土地註冊處，已在1997年3月3日遷往金鐘道政府合署。由於市區土地註冊處亦位於同一幢大廈內，客戶使用新辦事處的服務時，倍感方便。

### 新宣傳單張 「電腦土地登記冊簡介」



該份中英對照的宣傳單張旨在幫助查冊人士瞭解電腦土地登記冊所載的資料。單張內有各類電腦土地登記冊及可取得資料的簡介，還有一個登記冊樣本和登記冊內常用中英詞彙的對照表。

### 介紹土地註冊處的錄影帶

土地註冊處今年推出首套介紹該處的錄影帶，概要介紹香港的土地註冊制度和重點介紹該處的現有服務。



錄影帶備有三種語言旁述，計有廣東話、普通話及英語，以配合不同觀眾的需要。該錄影帶流傳甚廣，而且甚受歡迎。有些機構更用作培訓工具。



## DIS/DAS by Fax (Tips for Operation)

### Fax Machine Requirement

- support CCITT Group 3 Standard (an industry protocol for transmission of fax).
- for a more speedy performance, it is advantageous for your fax machine to have such additional features as **memory buffer** and **higher printing speed**, and a **dedicated fax line** with a **minimum speed of 9600 bps** is used.  
(Please refer to the fax machine user manual for the specification and function features of your fax machine).

### Use of DAS Fax Service

- ensure the fax machine is turned on and fed with sufficient paper for receiving the document.
- document requested should be plain copy i.e. no certification and/or colouring of plan.
- each order should contain only 1 copy of a single document.
- document requested should not exceed 50 pages.
- for bulk order requests, spread the orders to different fax machines, if possible, in order to speed up the transmission of documents.
- for enquiries, please call our DAS Help Desk at 2524 1717 during office hours.

## 以傳真機使用文件影像處理系統 / 直接查冊服務 (操作貼士)

### 傳真機規格

- 支援CCITT第3組標準(傳真文件的工業規定)
- 如要加快速度，傳真機宜配備**記憶緩衝器及較高的打印速度**，並使用**最低速度也達每秒9600位的傳真專用線**。  
(有關傳真機的規格及功能，請參閱閣下的傳真機用戶手冊)

### 使用直接查冊服務的傳真服務

- 確保已開動傳真機，並放入足夠接收文件的用紙
- 申請的文件應為普通本，即並非認證本及/或著色圖則
- 每份申請祇可索取一份文件副本
- 所需文件不應超過50頁
- 如有大量申請，盡量分多部傳真機進行，以加快傳送文件的速度
- 如有查詢，請在辦公時間內致電直接查冊服務支援小組(電話：2524 1717)



## Computerized Memorial Day Book on CD-ROM



存放在大容量祇讀存儲器內的電腦版註冊摘要日誌

A new product - the sale of Computerized Memorial Day Book (CMDDB) for the calendar year 1996 in form of CD-ROM - was launched in April 1997. The CMDDB on CD-ROM contains essential property transaction information extracted from documents lodged for registration each day within the year, such as nature of instrument, names of parties, lot number and address of property, consideration, etc. It covers the transactions recorded in both the Urban Land Registry and the eight New Territories Land Registries. It is planned that a new CD-ROM for each of the subsequent calendar years will be made available for sale in future.

Customer who is interested in purchasing this new product may contact the Land Registry Subscribers Accounts Section at Tel. No. 2867 8064.

1997年4月份本處推出一項新產品供客戶訂購 - 儲存在大容量祇讀存儲器(CD-ROM)內的1996年電腦版註冊摘要日誌。CD-ROM內載有該曆年內每天呈交註冊的物業交易的主要資料，如文件性質、買賣方姓名、地段編號、物業地址、成交價錢等。市區土地註冊處及八個新界土地註冊處的交易紀錄均紀錄在內。日後本處每一曆年都會推出新的 CD-ROM出售。

有興趣購買這項新產品的客戶可致電 28678064與土地註冊處客戶業務組聯絡。

## Easy Pay System (EPS)

The EPS, which allows payers to make payments with their Automatic Teller Machine cards via the EPS terminal linked to the banking system, was introduced in April 1997 at the Central Search Office located on the 19th Floor of Queensway Government Offices. It offers an alternative and more convenient way for customers to settle the service fees in addition to cash/cheque payment.



## 易辦事(EPS)

金鐘道政府合署19樓的綜合查冊中心已在1997年4月裝設易辦事付款設備，使客戶可使用自動櫃員提款咭透過連接銀行系統的易辦事終端機付款。此舉使客戶除現金/支票外，多一個付款選擇，更為方便。

### COMMENTS

Land Registry News would like to hear from you. If there are any specific subjects you would like to read about or if you have any comments on what you have read so far, please write to us at the address given below.

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### 意見

「土地註冊處通訊」有賴你的支持。倘你有某些專題希望我們報導，或對本刊內容有任何意見，歡迎來函提出你的寶貴意見。

出版部門：

倘有查詢，請聯絡：

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香港金鐘道66號  
金鐘道政府合署28樓

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電話：(852) 2867-2882  
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