



為客戶利益着想

策略計劃及資訊科技更新

Strategic Change & IT Renewal -

For the Benefit of our Customers



序言

Preface



蕭炯柱先生序 *Message*

—— 一直以來，政府致力在毋須加費的情況下改善對市民的服務。本冊子闡述本局轄下其中一個部門土地註冊處將會如何面對這項挑戰。

當為客戶推行重要服務改善項目，土地註冊處亦正經歷一段幹勁十足，人心振奮的轉變。我誠意邀請各位應土地註冊處處長的呼籲(引言及第 11 頁)，積極提供意見。

蕭炯柱

規劃地政局局長

The Government is constantly striving to improve its services to the public without increasing fees and charges. This document explains how one of my departments - the Land Registry - will meet this challenge.

The Land Registry faces an energetic and exciting period of change as it rolls out a programme of major service improvements for its customers. I encourage you to take up the Land Registrar's appeal (Introduction and page 11) to give him your comments.

Gordon K C SIU

Secretary for Planning and Lands



各位客戶：

這本冊子闡述了土地註冊處參與發展香港成為一個世界都會，並包括了其中涉及的一連串要求嚴謹而且複雜的改革進程。

我相信各位作為本處的長期客戶，都想知道土地註冊處如何不斷提升服務質素，以滿足你們的需求和配合香港物業市場的發展。

現誠意邀請各位提出意見和建議。

高傑博

土地註冊處處長

Dear Customers,

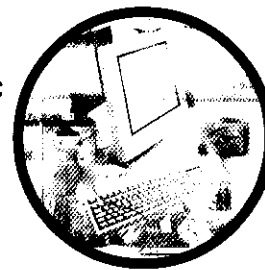
The Land Registry will play its part in developing Hong Kong as a world class city - this document explains how we will do this.

The document is a summary of what is, inevitably, a demanding and complex process. But as one of our regular customers I am sure you are interested in how the **Land Registry is continuously improving its services to meet your demands and to support Hong Kong's property market.**

You are cordially invited to send us any comments and suggestions.

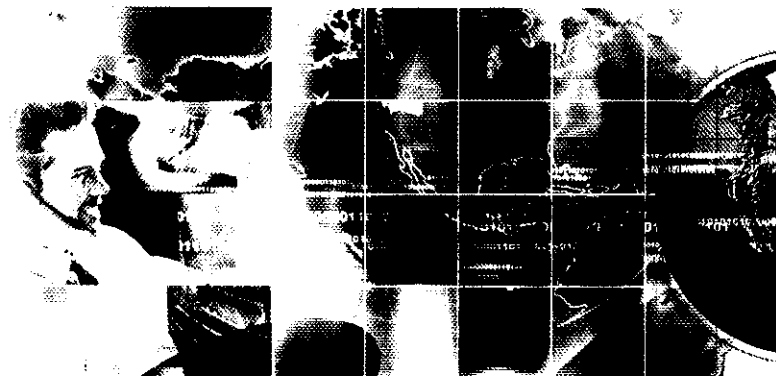
Yours sincerely

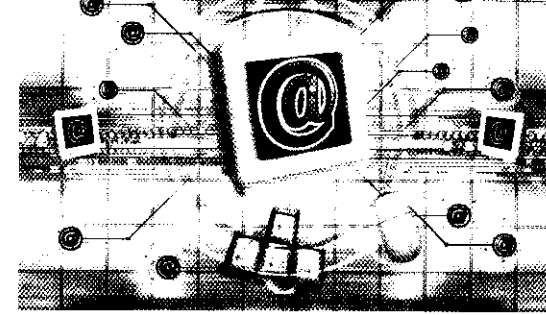
A G Cooper
Land Registrar



土地註冊處向來竭誠為客戶提供最優質的土地註冊服務。我們諮詢了客戶的意見，在最近檢討了運作模式，以研究怎樣進一步改善服務。針對這次檢討的結果，土地註冊處處長制定了策略計劃，務求為本處客戶提供世界一流的服務。本冊子將會介紹該計劃的重點。

The Land Registry has always sought to bring to its customers the best possible services in land registration. In consultation with our customers and clients, the Land Registry has recently reviewed its operations to see how such services could be further improved. As a result of this review the Land Registrar has prepared a **Strategic Change Plan to bring the world's best practice to our customers - this document explains the Plan.**





綜覽：

土地註冊處的策略計劃勾劃了兩項會為我們客戶帶來莫大裨益的重要改革項目的藍圖。第一項改革項目是中央註冊系統(我們客戶的辦事處大都設於市區，故此集中所有註冊工作由位於金鐘的總部處理)，第二項是土地業權制度(一種為大部分先進的普通法地區所採用；更簡單完善的物業擁有權註冊制度，並提供業權保證)。

改革可以令物業轉易更簡便、更具成本效益，令土地註冊程序更簡單便捷，令部門運作得以改善且更見經濟成效。



Overview :

The Land Registry Strategic Change Plan (SCP) is a blueprint for **two major changes** that will bring major benefits to our customers. **First, a Centralized Registration System (that is, centralising dealings around our headquarters in Queensway because most of our customers are in the urban area) and, second, a Land Title System (that is, a simpler but better system of registering property ownership plus a title guarantee : most advanced common law jurisdictions have such arrangements).**

The benefits will include, **simpler and more cost effective conveyancing, simpler and quicker land registration procedures, and improved and cost-efficient operation.**

如何實行這些重要的改革？

資訊科技更新：

該計劃顯然需盡量利用資訊科技。因此，土地註冊處在一九九九年五月委任了顧問，為策略計劃所需的資訊科技支援提出一套資訊系統策略。資訊系統策略是根據幾項重要建議制定的。這些建議包括了些什麼？

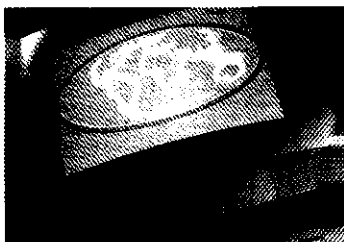
1. 其中的重要策略是以綜合註冊資訊系統取代現行幾個獨立運作兼(我們認為)過時的業務系統(即土地註冊系統、直接查冊系統和文件影像處理系統)。

How will these major changes be implemented?

IT Renewal :

Clearly, such a Plan will need to apply IT as much as it is practicable to do so. In May 1999, the Land Registry therefore commissioned a consultant to recommend an **Information Systems Strategy** to support the IT aspects of the Strategic Plan. The Information Systems Strategy is based on **several core recommendations**. What are they?

1. As the core strategy, an Integrated Registration Information System (IRIS) to **replace the existing fragmented and (we feel) outdated systems (i.e. Land Registration System, Direct Access System and Document Imaging System).**



2. 改善現時的業務程序來縮短交易時間。

2. Better business processes to **speed up transactions.**

3. 設立緊急系統復原中心，負責在24小時內令部門的重要系統恢復運作。

3. A Warm Disaster Recovery Site that provides **mission critical systems recovery within 24 hours.**

4. 為綜合註冊資訊系統作保安風險評估，確保系統能夠達到世界級的保安要求。



4. A Security Risk Assessment of IRIS to ensure that it satisfies **world class security requirements.**



5. 利用互聯網提供遙距查冊服務，增加服務對客戶的吸引力及進一步降低客戶的成本。

5. The use of **the Internet** in the delivery of remote search services to broaden our customer appeal and further lower customer cost.

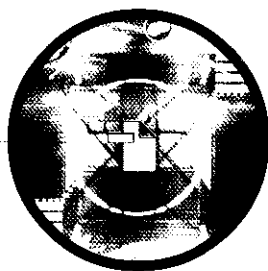


6. 綜合註冊資訊系統能夠兼容以電子方式遞交文件(這是本處的長遠目標，以配合政府電子商貿的政策，進一步改善註冊服務)。

6. Adaptability of IRIS to **electronic lodgement of deeds (a long term objective, consistent with government's electronic commerce policy, that will improve registration services even further).**

究竟這些措施會為各位客戶帶來什麼好處？

But what particular benefits will these measures bring to you, our customers?



為客戶帶來的主要好處包括
Customer benefits include

簡化物業轉易程序，從而減低轉易費用

simplified conveyancing procedures and thus reduced conveyancing costs

在查冊上提供中文資料，令查冊服務更完善方便

better and easier search facilities via a Chinese facility added to the land search

遙距查冊服務的服務時間延長至每星期7天，每天16小時

remote search service extended to 16 hours a day, 7 days a week

透過重整業務流程，縮短處理時間，甚或可以將目前平均15天的處理時間縮短至最少24小時

a re-engineered business process for **shorter processing times**, perhaps to as little as 24 hours from the present average of 15 days

彩色影像處理功能，提供高質素的圖則副本

a **colour imaging facility** that produces high quality copies of plans

加強系統保安，提升數據完整性

enhanced data integrity and system security

為土地註冊處帶來的好處

Benefits to the Land Registry

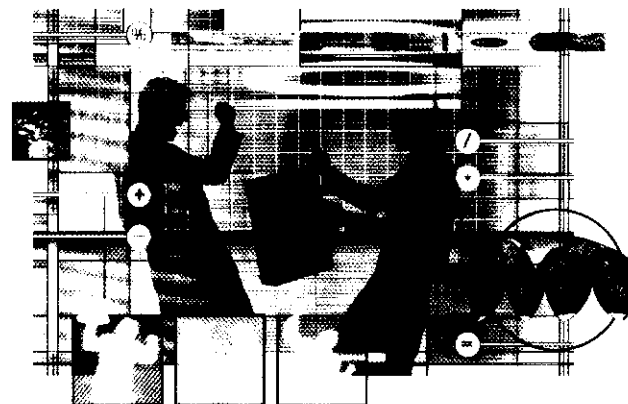


策略計劃、綜合註冊資訊系統和業務流程重整將大大節省營運成本。此外……

……推行策略計劃和綜合註冊資訊系統的費用會由土地註冊處的營運資金支付：既不用向客戶額外徵費，又無需調高收費。事實上，透過嚴格控制開支，土地註冊處四年來都未有提高法定收費。

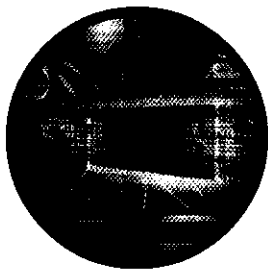
The SCP and IRIS, and the re-engineered business process, will bring **substantial savings in operation costs**. Moreover……

…… the cost of the SCP and IRIS will be met from the Land Registry's Trading Fund : there should be **no charge to our customers and fees should not need to be increased**. Indeed, through tight control over expenditure the Land Registry's statutory fees have not been increased for 4 years.



需時多久 / 何時進行?

How long/when?



我們需要 18 個月的時間發展第一期的綜合註冊資訊系統(註冊處中央化計劃)，稍後再用 17 個月的時間發展第二期計劃(土地業權制度)。兩期計劃均需由立法會進行立法。

第一期的綜合註冊資訊系統可於二零零二年第三季完成；而第二期則有待《土地業權條例草案》通過後方可落實。

全面落實有關策略後，將可以

- 簡化註冊程序、
- 縮短物業轉易時間、
- 提供更方便的查冊服務和
- 有助順利過渡至業權制度。

我們認為香港土地註冊處將可藉此為世界樹立土地註冊的典範。

We need 18 months to develop Phase I of IRIS (registry centralization) and another 17 months for Phase II (the Land Title System). Both phases will require enactment of legislation by the Legislative Council.

Phase I of IRIS can be delivered in the 3rd quarter of 2002, while Phase II is subject to the enactment of the Land Titles Bill.

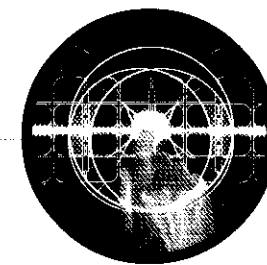
Full implementation of the strategy will

- simplify registration procedures,
- reduce conveyancing times,
- increase availability of search services and
- enable a seamless migration to a title system.

It is then, we feel, that it is to the Hong Kong Land Registry that the world will look for best practice in land registration.

進展情況?

Progress?



我們會透過客戶聯絡小組會議、定期出版的*土地註冊處通訊*和本處網頁向各位匯報策略改革和資訊科技更新計劃的最新進展。

We will keep up-dating you on the Strategic Change and IT Renewal Programme via our customer liaison meetings, the regularly published *Land Registry News* and our Web Site.



歡迎隨時透過電話、書信、電郵，又或親臨本處向我們反映各位對改革計劃的意見、建議和查詢。你們的寶貴意見有助本處改善服務。

Comments, questions and suggestions on our change programme are always welcome as your opinions will help us to serve you even better. So please feel free to give us a call, drop us a line or E-mail us. Or drop in to see us. Thank you.



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