



香港土地註冊處營運基金

The Land Registry Trading Fund Hong Kong



ANNUAL REPORT  
年報 **2012-13**



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#### 年報設計概念

土地文件上的蓋章具有認證和法律含義。年報以蓋章作為設計主題，寓意土地註冊處提供專業服務，以履行其為土地文件辦理註冊的法定職能。封面蓋章中的格言彰顯本處「竭盡所能，凡事做到最好」的服務理念和專業精神。

#### *Design Concept of the Annual Report*

Seals affixed to land documents signify authentication and have legal significance. Seals are taken as the design theme of the Annual Report to signify that the Land Registry provides professional services when discharging its statutory function of registering land documents. The motto in the seal on the cover demonstrates the vision and the professionalism of the Department — "To be the best in all that we do".



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Membership (External) of the Land Registry Joint Standing Committee 2012/13
- 111 (b) 2012/13年度土地註冊處客戶聯絡小組(私營機構)外界委員  
Membership (External) of the Land Registry Customer Liaison Group  
(Private Sector) 2012/13
- 112 (c) 2012/13年度土地註冊處客戶聯絡小組(公營機構)外界委員  
Membership (External) of the Land Registry Customer Liaison Group  
(Public Sector) 2012/13

# 處長的話

## Message from the Land Registrar



### 處長的話

我很高興向大家提交截至2013年3月31日止財政年度的土地註冊處營運基金報告。與2011/12年度比較，文件註冊及查閱土地登記冊的總宗數分別微升了4.5%及5.9%。本處的營業額增加了17.6%至5.018億元，盈利亦相應地增加了45.4%至1.430億元。整體上，土地註冊處營運基金達致34%的固定資產回報率。政府在2012/13年度下半年度，即分別於2012年10月及2013年2月推出新印花稅措施，以應對樓市過熱的問題。這些措施減慢了本處註冊和查冊業務的增長速度。

去年，本處推行了多項提升服務的措施，例如推出具有自動填寫功能的電子註冊摘要表格加強版，以及改善「綜合註冊資訊系統」網上服務的多項功能。我們亦超越了本處在服務承諾中訂下的所有指標，並提升了一些指標。

本處的另一項重要工作是在香港引進業權註冊制度。年內，我們就「兩階段轉換機制」方案與主要持份者進行討論，並正就修訂後的方案徵詢他們的意見。視乎諮詢持份者的進度，我們擬就《土地業權條例》的建議修訂進行公眾諮詢。



周淑貞  
土地註冊處處長  
土地註冊處營運基金總經理  
2013年9月30日

### MESSAGE FROM THE LAND REGISTRAR

I am pleased to present the report for the Land Registry Trading Fund for the financial year ending 31 March 2013. As compared to 2011/12, the total number of documents registered and searches of land registers increased slightly by 4.5% and 5.9% respectively. Our business turnover increased by 17.6% to reach \$501.8 million and our profit increased by 45.4% to \$143 million. On the whole, the Land Registry Trading Fund achieved a financial return on fixed assets of 34%. The latter half of 2012/13 was marked by the introduction of new stamp duty measures by the Government in October 2012 and February 2013 to tackle the overheating of the property market. These measures have slowed down the growth rate of our registration and search business.

Last year, we implemented a number of measures to upgrade our services, for example, an upgraded version of the e-Memorial Form with an auto-fill function and various functional enhancements to our Integrated Registration Information System (IRIS) Online Services. We also exceeded all targets set in our performance pledges and have enhanced some of the targets.

Another major aspect of our work is to introduce a title registration system in Hong Kong. During the year, we have been in discussion with major stakeholders on the Two-Stage Conversion Mechanism and are consulting them on a revised proposal. Subject to progress of the stakeholder consultation, we will launch a public consultation exercise on the proposed amendments to the Land Titles Ordinance.

Mary CHOW  
Land Registrar  
General Manager, Land Registry Trading Fund  
30 September 2013





# 土地註冊處的管理層團隊

## Who's Who in the Land Registry



### 土地註冊處處長及各科主管

#### The Land Registrar and Branch Heads

由左至右：  
劉仲賢先生(業務經理)·周淑貞女士(土地註冊處處長)(生效日期為2012年11月12日起)·方吳淑儀女士(土地註冊處經理)·李婉兒女士(副首席律師)

From left to right:  
**Mr. Gabriel LAU** (Business Manager), **Miss Mary CHOW** (Land Registrar) (With effect from 12 November 2012), **Mrs. Amy FONG** (Registry Manager), **Ms. Angel LI** (Deputy Principal Solicitor)



### 契約註冊及部門服務科

#### Deeds Registration & Departmental Services Branch

前排由左至右：  
吳楚玲女士(總行政主任)·方吳淑儀女士(土地註冊處經理)·  
黎偉強先生(部門主任秘書)

後排由左至右：  
衛超雄先生(副土地註冊處經理)·彭嘉輝先生(副土地註冊處經理)·  
李芳群女士(副土地註冊處經理)·陳碧瑜女士(副土地註冊處經理)·  
謝少卿女士(高級系統經理)(生效日期為2012年5月28日起)·  
溫錫麟先生(副土地註冊處經理)·潘錦鴻先生(高級系統經理)

Front row from left to right:  
**Ms. Michelle NG** (Chief Executive Officer), **Mrs. Amy FONG** (Registry Manager),  
**Mr. Jack LAI** (Departmental Secretary)

Back row from left to right:  
**Mr. John WAI** (Deputy Registry Manager), **Mr. K. F. PANG** (Deputy Registry Manager),  
**Miss Fion LI** (Deputy Registry Manager), **Ms. Peggy CHAN** (Deputy Registry Manager),  
**Ms. Ada TSE** (Senior Systems Manager) (With effect from 28 May 2012),  
**Mr. Francis WAN** (Deputy Registry Manager), **Mr. K. H. POON** (Senior Systems Manager)



### 法律事務科

#### Legal Services Branch

由左至右：  
楊茜女士(高級律師)·黃惠儀女士(高級律師)(生效日期為2012年12月18日起)·  
吳世楷先生(高級律師)(生效日期為2013年3月20日起)·  
蔡恒璇女士(高級律師)·李婉兒女士(副首席律師)·  
尹玉清女士(高級律師)(生效日期為2012年12月18日起)·  
袁淑玲女士(高級律師)·談文錦先生(高級律師)

From left to right:  
**Ms. Majestic YEUNG** (Senior Solicitor), **Ms. Florence WONG** (Senior Solicitor) (With effect from 18 December 2012), **Mr. S. K. NG** (Senior Solicitor) (With effect from 20 March 2013),  
**Ms. Christina CHOI** (Senior Solicitor), **Ms. Angel LI** (Deputy Principal Solicitor),  
**Ms. Stephanie WAN** (Senior Solicitor) (With effect from 18 December 2012),  
**Ms. Lisa YUEN** (Senior Solicitor), **Mr. M. K. TAM** (Senior Solicitor)



### 財務科

#### Financial Services Branch

由左至右：  
黃美珍女士(副業務經理)(生效日期為2013年3月1日起)·  
劉仲賢先生(業務經理)·原偉鋒先生(副土地註冊處經理)

From left to right:  
**Ms. Peggy WONG** (Deputy Business Manager) (With effect from 1 March 2013),  
**Mr. Gabriel LAU** (Business Manager), **Mr. W. C. YUEN** (Deputy Registry Manager)



# 土地註冊處營運基金

## The Land Registry Trading Fund

土地註冊處於1993年8月成為香港最先以營運基金形式運作的政府部門之一。營運基金是為鼓勵聚焦提升服務及回應客戶需要而設計的一項公共財政安排。土地註冊處處長是土地註冊處營運基金的總經理。

在營運基金模式下，土地註冊處仍是一個公營機構，但要自行管理財政，收入來自其提供服務所得的費用，以自負盈虧的模式經營。營運基金須向公帑支付紅利，但可以保留投資收益，用作改善服務。此外，基金享有自主權，可決定進行支援部門服務的資本投資項目，並可靈活調配員工，以回應客戶的服務需求。

營運基金的年報及經審計署署長認證的財務報表，每年均須提交香港特別行政區立法會省覽。

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

Under the trading fund model, the Land Registry remains a public agency but is responsible for its own finances and must meet its expenditure from the income derived from fees and charges for the services that it provides. The Trading Fund pays dividends to public funds but may otherwise 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、信念及職能

## Vision, Mission, Values and Functions

### 我們的理想

我們竭盡所能，凡事做到最好。

### OUR VISION

To be the best in all that we do.

### 我們的使命

- 確保為客戶提供穩妥方便的土地註冊和資訊服務。
- 開發人力資源、發展資訊科技、優化服務環境，確保為客戶提供高效及優質服務。
- 與時並進，提倡及循序落實香港土地業權註冊制度。

### 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 title registration.

### 我們的信念

持平守正 — 以至誠的態度及操守接待客戶及工作夥伴。

追求卓越 — 一絲不苟，力臻完美。

誠摯尊重 — 竭誠尊重和信任客戶及工作夥伴。

積極學習 — 與客戶、工作夥伴和海內外同業緊密聯繫、交流學習，為社會提供更佳服務。

### 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.

# 理想、使命、信念及職能

## Vision, Mission, Values and Functions

### 我們對香港的價值

- 香港逾半數家庭是物業的註冊業主。
- 截至2013年3月，銀行及金融機構以註冊土地和物業作抵押的貸款約為18,510億港元。
- 2012/13年度查閱註冊資料約有600萬宗。
- 超過80個政府部門和機構使用土地註冊處的資料進行規劃研究以至執法等工作。
- 土地註冊資料顯示的物業交易可追溯至1844年，乃香港經濟和社會歷史的資料寶庫。

### 職能

土地註冊處的主要職能如下：

- 按照《土地註冊條例》(第128章)及《土地註冊規例》的規定，備存最新的土地登記冊及相關的土地紀錄，以執行土地註冊制度；
- 為市民提供查閱土地登記冊及其他土地紀錄的設施；
- 向政府部門及機構提供物業資料；以及
- 按照《建築物管理條例》(第344章)的規定，處理業主立案法團的註冊申請。





## OUR VALUE TO HONG KONG

- Over half of all Hong Kong families are registered property owners.
- Banks and financial institutions loaned about HK\$1,851 billion as at March 2013 against the security of registered land and property.
- Around six million searches of registered information took place in 2012/13.
- Over 80 Government departments and agencies use the Land Registry's information for purposes ranging from planning studies to law enforcement.
- Registered information traces back to 1844, providing resources on the economic and social history of Hong Kong.

## FUNCTIONS

The Land Registry's main functions are to:

- administer a land registration system by maintaining an up-to-date land register and related land records under the Land Registration Ordinance (Cap. 128) 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).



# 2012/13年度 重要事項與未來展望 Highlights of 2012/13 and Future Outlook

2012/13年度重要事項	詳情	未來展望
<b>企業管治</b> — 超越部門在所有服務承諾中訂定的指標，並把就複雜個案在10個工作天內修訂土地登記冊資料的服務指標由90%提升至92%。	第16頁	— 在2013年4月推行就在櫃位辦理提供土地紀錄認證本，以及一般個案修訂土地登記冊資料的已提升服務指標。
— 接獲264個客戶表揚、11項建議及20項投訴。	第18頁	— 持續聽取客戶意見，致力提升本處服務的質素和效率。
<b>企業社會責任</b> — 參與各種不同的社區計劃及活動、為員工提供安全及健康的工作環境，以及支持環保創議。	第26、28、30頁	— 繼續參與社區服務，以履行服務社會的承諾。
— 為新高中課程的通識教育科製作一套介紹香港土地註冊制度的雙語教材。	第30頁	— 在2013年下半年設立網上資源中心，提供互動式的自學活動。

## 2012/13年度重要事項與未來展望

### Highlights of 2012/13 and Future Outlook

Highlights of 2012/13	More information	Future outlook
<b>Corporate Governance</b> <ul style="list-style-type: none"> <li>Exceeded all targets set in our performance pledges and enhanced the targets for amendment of registered data of complicated cases within 10 working days from 90% to 92%.</li> <li>Received 264 commendations, 11 suggestions and 20 complaints.</li> </ul>	<p>P. 17</p> <p>P. 19</p>	<ul style="list-style-type: none"> <li>To implement enhanced performance targets in April 2013 on supply of certified copies of land records over the counter and amendment of registered data of simple cases.</li> <li>To continue to gauge customer feedback and sustain our efforts to further improve the quality and efficiency of our services.</li> </ul>
<b>Corporate Social Responsibility</b> <ul style="list-style-type: none"> <li>Participated in various community programmes and activities; provided a safe and healthy work environment for staff and supported environmentally friendly initiatives.</li> <li>Produced a bilingual teaching kit on land registration in Hong Kong for the Liberal Studies subject under the New Senior Secondary curriculum.</li> </ul>	<p>P. 27, 29, 31</p> <p>P. 31</p>	<ul style="list-style-type: none"> <li>To continue to participate in community services and serve the community with commitment.</li> <li>To set up an online resource centre in the second half of 2013 to provide interactive self-learning activities.</li> </ul>

# 2012/13年度重要事項與未來展望

## Highlights of 2012/13 and Future Outlook

2012/13年度重要事項	詳情	未來展望
<b>服務及運作</b>		
— 土地文件的註冊量較2011/12年度增加4.5%。	第32頁	— 繼續提供方便及高效率的註冊服務。
— 「綜合註冊資訊系統」網上服務新增了57個登記用戶，戶口總數增至1,026個。	第40頁	— 致力令「綜合註冊資訊系統」網上服務更方便易用，以切合客戶的需要。
— 在本處網站推出新版的街道索引及新界地段／地址對照表，供公眾免費網上瀏覽。	第40頁	— 每年均製作更新的版本。
— 在互動話音系統新增接駁至個別支援服務小組輪候次序服務。	第46頁	— 繼續尋求如何進一步提升服務。
— 榮獲2012年「申訴專員嘉許獎」— 公職人員獎、2012年「國際Galaxy大獎」— 金獎(年報 — 政府機構組別)，以及香港管理專業協會2012年「最佳年報獎」— 優異獎。	第46頁	— 繼續提供優質的服務。
— 推出電子註冊摘要表格的加強版。	第48頁	— 留意客戶的回應，以期進一步提升服務。
<b>業權註冊</b>		
— 就「兩階段轉換機制」建議方案與主要持份者進行討論，及因應主要持份者所關注的事項對該方案作出修訂。	第50頁	— 擬制修訂方案，並就《土地業權條例》的修訂進行公眾諮詢。



## 2012/13年度重要事項與未來展望

### Highlights of 2012/13 and Future Outlook

Highlights of 2012/13	More information	Future outlook
<b>Services and Operations</b>		
— Registration of land documents increased by 4.5% as compared with 2011/12.	P. 33	— To continue to provide customer friendly and efficient registration services.
— The number of subscribers for IRIS Online Services increased to 1,026 with 57 new subscribers.	P. 41	— To enhance the user-friendliness of IRIS Online Services to meet customers' needs.
— Launched new versions of the Street Index and the New Territories Lot/Address Cross Reference Table on the Land Registry's website for free online browsing.	P. 41	— To produce updated versions annually.
— Added a queuing service in the Interactive Voice Response System (IVRS) for specific service help desks.	P. 47	— To continue exploring ways for further enhancement.
— Received The Ombudsman's Awards 2012 for Officers of Public Organisations, the Gold Award under the category of "Annual Reports — Governmental" of the Galaxy Awards 2012 and an Honourable Mention in the Hong Kong Management Association Best Annual Reports Awards 2012.	P. 47	— To continue to deliver quality services.
— Released an upgraded version of the e-Memorial Form.	P. 49	— To monitor customers' feedback and identify room for further enhancement.
<b>Title Registration</b>		
— Held discussions with major stakeholders on the Two-Stage Conversion Mechanism and revised the proposal to address their concerns.	P. 51	— To develop a revised proposal and launch a public consultation exercise on amendments to the Land Titles Ordinance (LTO).

# 2012/13年度重要事項與未來展望

## Highlights of 2012/13 and Future Outlook

2012/13年度重要事項	詳情	未來展望
<b>人力資源管理</b> 一 落實2012/13年度部門培訓計劃，並已按照計劃舉辦培訓課程。	第52、54頁	一 推行2013/14年度部門培訓計劃，並按照計劃舉辦培訓課程。
<b>資訊科技管理</b> 一 為「綜合註冊資訊系統」網上服務推出數項重大提升。	第60頁	一 繼續提升「綜合註冊資訊系統」網上服務，以迎合客戶的需要；及研究提供該項服務流動版的可行性。
一 提升土地註冊處的網頁，以符合萬維網聯盟的《無障礙網頁內容指引》2.0版的AA級別標準。	第62頁	一 跟從政府的無障礙網頁標準。
一 推行妥善措施，確保資訊科技系統的安全性，並繼續提高員工的資訊科技保安意識。	第62頁	一 確保遵行政府的資訊科技保安要求，以及採用資訊科技保安的最佳守則。
<b>財政管理</b> 一 2012/13年度錄得34%的固定資產回報率。	第64頁	一 致力達致由財政司司長釐定的固定資產回報。

## 2012/13年度重要事項與未來展望 Highlights of 2012/13 and Future Outlook

Highlights of 2012/13	More information	Future outlook
<b>Human Resources Management</b> <ul style="list-style-type: none"> <li>Implemented departmental Training Plan 2012/13 and organised training programmes according to the Plan.</li> </ul>	P. 53, 55	<ul style="list-style-type: none"> <li>To implement Training Plan 2013/14 and organise training programmes according to the Plan.</li> </ul>
<b>IT Management</b> <ul style="list-style-type: none"> <li>Implemented several major enhancements to the IRIS Online Services.</li> </ul>	P. 61	<ul style="list-style-type: none"> <li>To further enhance the IRIS Online Services to meet customers' needs and explore the feasibility of providing a mobile version for the Services.</li> </ul>
<ul style="list-style-type: none"> <li>Enhanced the Land Registry's website to conform with the Level AA standards of the Web Content Accessibility Guide (WCAG) version 2.0 issued by the World Wide Web Consortium (W3C).</li> </ul>	P. 63	<ul style="list-style-type: none"> <li>To keep in pace with the web accessibility standards of the Government.</li> </ul>
<ul style="list-style-type: none"> <li>Put in place measures to ensure the security of IT systems and continued to raise staff awareness of IT security.</li> </ul>	P. 63	<ul style="list-style-type: none"> <li>To ensure compliance with the Government's IT security requirements and adopt the best practices in IT security.</li> </ul>
<b>Financial Management</b> <ul style="list-style-type: none"> <li>The rate of return on fixed assets was 34% in 2012/13.</li> </ul>	P. 65	<ul style="list-style-type: none"> <li>To achieve the financial return on fixed assets determined by the Financial Secretary.</li> </ul>



# 企業管治

## Corporate Governance

### 管治架構

本處以問責、誠信及透明度為基石，透過制定的服務標準，力求達致最佳的企業管治水平。

#### 問責

本處須分別向發展局和財經事務及庫務局負責及匯報部門的業績和財務表現。我們每年會向兩個決策局呈交中期企業計劃暨年度業務計劃，以供批核。企業計劃訂定本處未來五年的發展綱領，而業務計劃則作為評核本處每年業績的基準。我們定期與發展局開會，以檢討業務表現。發展局亦會為我們的工作給予政策指引。此外，我們亦與負責監督本處財務表現的財經事務及庫務局定期聯繫。

#### 誠信

根據《營運基金條例》(第430章)，本處可自主進行資本投資及運用資源，以靈活回應服務需求及提高營運效率。在靈活自主的基礎下，我們執行職務時須履行恪守誠信的責任。本處全體人員均須遵守部門指引及相關的政府規則和規章，以妥善履行日常職責。土地註冊處經理是本處的誠信事務主任，負責監督部門的誠信管理事宜。本處除為員工舉辦有關的培訓課程及工作坊外，亦會定期公布及傳閱有關誠信管理的指引和通告，以提升員工對誠信管理的認知。



## 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 and the Financial Services and the Treasury Bureau 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 Development Bureau to review our business performance. The Development Bureau also provides policy steer for our work. In addition, we maintain regular liaison with the Financial Services and the Treasury Bureau, which monitors our financial performance.

### Integrity

Under the Trading Funds Ordinance (Cap. 430), 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 the 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

本處奉行以高透明度運作的原則。根據《營運基金條例》，我們每年須呈交營運基金的年報連同經審計署署長審核的財務報表予立法會省覽。為讓公眾知悉部門業務和物業市場的情況，我們每月會發表土地註冊和查冊的統計數據。

此外，我們透過定期舉行的客戶聯絡小組會議，與私營及公營機構的客戶保持緊密聯繫。由土地註冊處處長擔任主席的《土地業權條例》督導委員會是一個重要渠道，讓主要持份者共同商議關於《土地業權條例》修訂的主要事宜。

### 服務承諾

本處自1993年每年均會檢討「服務承諾」，以貫徹我們持續提升服務質素和效率的方針。在2012/13年度，我們超越了所有在服務承諾中訂定的指標，並提升了一些指標。值得一提的是，我們把達到就複雜個案修訂土地登記冊資料的服務標準的百分比由90%提高至92%。附件I(a)列出本處於年內的服務承諾和表現。

為進一步提升本處來年的服務，我們會在2013年4月提升在櫃位辦理提供土地紀錄認證本，以及就一般個案修訂土地登記冊資料的服務指標。2013/14年度的新服務承諾見附件I(b)。



### Transparency

The Land Registry's operation is also guided by the principle of transparency. As provided under the Trading Funds Ordinance, the Trading Fund's annual report together with the financial statements audited by the Director of Audit are 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. The LTO Steering Committee chaired by the Land Registrar is as an important forum for major stakeholders to consider key issues regarding the amendments to the LTO.

### PERFORMANCE PLEDGES

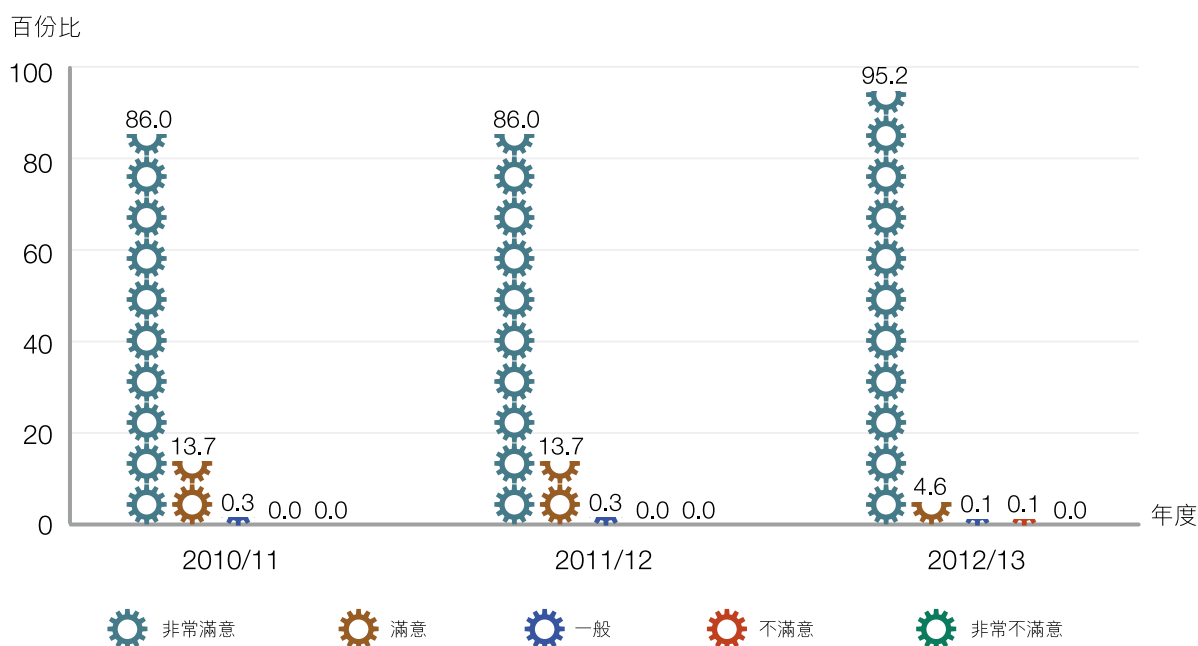
As part of our continuing commitment to improving the quality and efficiency of services, we have been conducting review of our performance pledges annually since 1993. In 2012/13, we exceeded all the targets set in our performance pledges and enhanced some of the targets. In particular, we enhanced the percentage of achieving the service standards for amendment of registered data of complicated cases from 90% to 92%. Annex I (a) sets out the pledges and our performance for the year.

To further improve our service in the coming year, we will implement enhanced performance targets for supply of certified copies of land records over the counter and for amendment of registered data of simple cases in April 2013. The new set of performance pledges for 2013/14 is at Annex I (b).

## 客戶意見

在2012/13年度，本處透過客戶服務熱線、部門網頁、客戶意見卡、來信和電郵等不同渠道接獲264個客戶表揚及11項建議。

### 客戶滿意程度



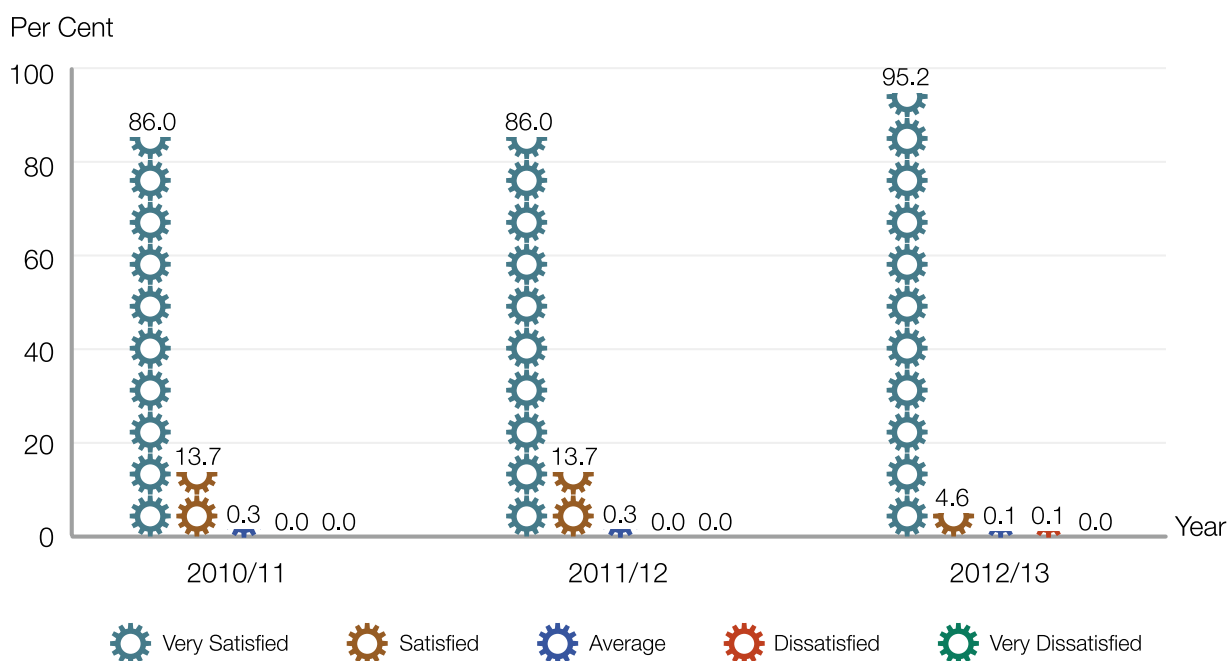
此外，我們亦收到由本處接獲或是經由其他政府部門或立法會秘書處轉介的20項投訴。所有建議和投訴均已獲迅速回應及圓滿處理。



## CUSTOMER FEEDBACK

In 2012/13, the Land Registry received 264 commendations and 11 suggestions through various channels, including our customer service hotline, the Land Registry's homepage, comment cards, letters and emails.

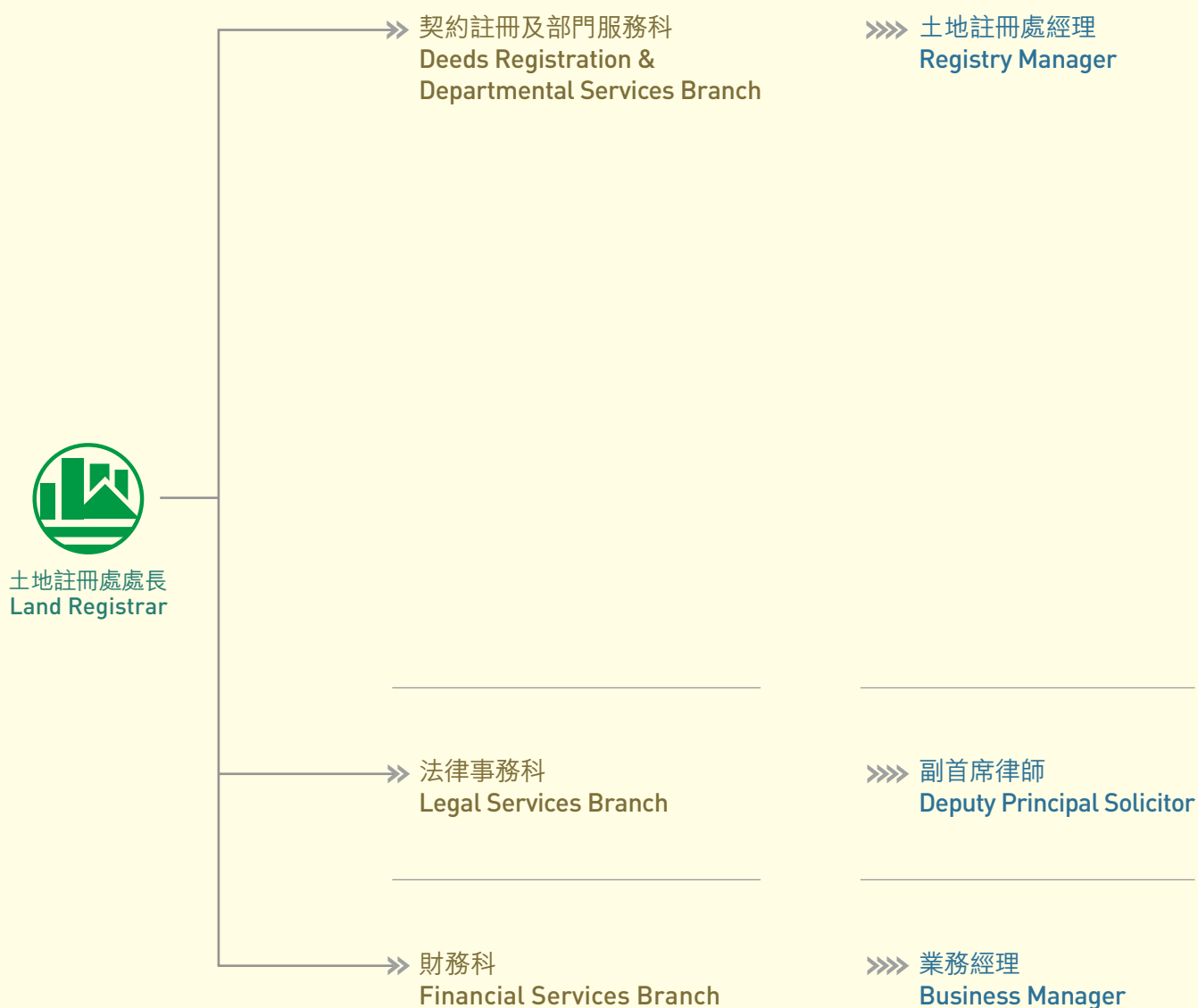
### Customer Satisfaction Rate



There were also 20 complaints received by us or referred to us by other Government offices or the Legislative Council Secretariat. All the suggestions and complaints were promptly addressed and fully responded to.

架構及管理  
**STRUCTURE AND MANAGEMENT**

土地註冊處組織架構圖(截至2013年3月31日)  
**Organisation Chart of the Land Registry (as at 31 March 2013)**



- »»» 常務部  
General Support  
Services Division
- »»» 管理及客戶服務部  
Management & Customer  
Services Division
- »»» 查冊及部門服務部  
Search & Departmental  
Services Division
- »»» 註冊服務部  
Registration Services Division
- »»» 資訊科技管理部  
Information Technology  
Management Division
- »»» 業權註冊執行部  
Title Registration  
Operation Division

- 
- »»» 法律事務部  
Legal Services Division

- 
- »»» 財務部  
Financial Services Division
  - »»» 項目發展部  
Project Development Division

- »»» 部門主任秘書  
Departmental Secretary
- »»» 副土地註冊處經理（管理及客戶服務）  
Deputy Registry Manager/  
Management & Customer Services
- »»» 副土地註冊處經理（查冊及部門服務）  
Deputy Registry Manager/Search &  
Departmental Services
- »»» 副土地註冊處經理（註冊服務）  
Deputy Registry Manager/  
Registration Services
- »»» 高級系統經理  
Senior Systems Managers
- »»» 副土地註冊處經理／總行政主任（業權註冊）  
Deputy Registry Managers/  
Chief Executive Officer (Title Registration)

- 
- »»» 高級律師  
Senior Solicitors

- 
- »»» 副業務經理  
Deputy Business Manager
  - »»» 副土地註冊處經理（項目發展）  
Deputy Registry Manager/  
Project Development

### 管理架構

- 土地註冊處由土地註冊處處長領導，下設三個科，分別由首長級人員主管。
- 土地註冊主任職系人員是土地註冊處的骨幹人員，負責監督各項營運職能及提供公共服務。
- 法律、財務和資訊科技的專業人員及一般職系人員則為土地註冊處提供支援。

### 分科和分部

#### 契約註冊及部門服務科

##### 註冊服務部

- 按照《土地註冊條例》(第128章)為影響土地的文件提供註冊服務。

##### 查冊及部門服務部

- 提供查冊服務、處理業主立案法團的註冊申請，以及向政府部門提供業權報告。





## 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 (LRO) forms the backbone of the Land Registry overseeing various operational functions and the provision of public services.
- The Land Registry is also supported by legal, financial and IT professionals and general grades staff.

## BRANCH AND DIVISION

### Deeds Registration and Departmental Services Branch

#### Registration Services Division

- To provide services for the registration of documents affecting land under the Land Registration Ordinance (Cap. 128).



#### Search & Departmental Services Division

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

### 管理及客戶服務部

- 管理和發展土地註冊主任職系；策劃及提供客戶服務並回應客戶需要；以及透過培訓及發展課程發展人力資源，以配合土地註冊處的業務需要。

### 業權註冊執行部

- 為業權註冊制定運作流程、程序及表格，以及籌劃和推行有關宣傳及教育計劃。
- 為實施業權註冊制度的準備工作提供行政支援，並為與《土地業權條例》相關的主要委員會提供秘書支援服務。

### 資訊科技管理部

- 策劃及管理資訊科技系統及服務(包括「綜合註冊資訊系統」)；開發電腦系統，以支援業權註冊制度及其他新計劃；並為部門提供資訊科技支援。

### 常務部

- 籌劃、管理和檢討人力資源、辦公室設施和行政制度，並為部門提供一般支援服務。

### 法律事務科

#### 法律事務部

- 就《土地註冊條例》及部門的工作提供法律意見及支援服務。
- 就實施《土地業權條例》的準備工作提供法律意見及支援服務；檢討《土地業權條例》以及擬備《土地業權(修訂)條例草案》。

### 財務科

#### 財務部

- 擬備和管控財政預算、管理財務會計、評估成本及各項收費、檢討會計程序及財務制度；以及負責部門的物料供應事宜。

### 項目發展部

- 策劃及推行新措施，以提升部門服務。

#### Management & Customer Services Division

- To manage and develop the LRO Grade; to plan and deliver customer services and respond to their needs; and to develop human resources through training and development programmes to meet the business needs of the Land Registry.

#### Title Registration Operation Division

- To design operational processes, procedures and forms for the 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 LTO.

#### Information Technology Management Division

- To plan and manage IT systems and services (including the IRIS); to develop computer systems to support the TRS and other initiatives; 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 Land Registration Ordinance and the work of the department.
- To provide legal advisory and support services in the preparation for implementation of the LTO; to conduct review of the LTO and to prepare the Land Titles (Amendment) Bill (LT(A)B).

### 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 initiatives for service improvement.



# 企業社會責任 Corporate Social Responsibility

## 企業公民

本處十分重視社會責任，致力成為優秀的企業公民。我們的承諾可見於以下七個主要範疇：

### 支持社會服務

土地註冊處義工隊自2005年起與十多個其他政府部門合力推動「義工服務協作計劃」。在2012/13年度，我們的義工隊為長者和青少年籌辦了25項義工活動。我們並鼓勵同事們騰出私人時間，以組織及參與義工及社區活動。

在2013年1月，香港社會服務聯會再一次向本處頒發「5年Plus同心展關懷」標誌，以表揚我們持續不斷為社會服務。

### 鼎力募捐

我們支持捐助慈善組織的行動，鼓勵員工參與各項慈善活動。在2012/13年度，我們繼續鼓勵同事參加由公益金舉辦的各種活動及作出慷慨捐助，其中包括「公益金便服日」、「愛牙日」、「公益綠識日」及「公益行善『折』食日」。我們亦透過參加香港渣打馬拉松賽事，為香港殘疾人奧委會暨傷殘人士體育協會籌募經費；並透過參加「昂步棧道」活動，支持環境保育。



### 促進平等機會

我們致力消除僱傭方面的歧視(包括性別、殘疾、家庭崗位及種族等)，以及促進全體員工的平等機會。

在2012/13年度，我們繼續參與社會福利署的「陽光路上」培訓計劃及勞工處的「展翅•青見計劃」，為有需要人士提供培訓實習機會。我們亦委聘社會企業為部門辦公室提供清潔服務，以及為部門的聖誕聯歡會提供餐飲服務，為社會上的弱勢社群提供就業機會。

## CORPORATE CITIZENSHIP

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

### Supporting Social Services

The Land Registry Volunteer Team has been joining hands with some ten other Government departments to run a “Crossover Volunteer Project” programme since 2005. In 2012/13, the Volunteer Team organised 25 volunteer activities for the elderly and youngsters. We also encouraged our staff to contribute their own time to organise and participate in volunteer activities and community programmes.

In recognition of our continuing efforts in serving the community, the Hong Kong Council of Social Service once again awarded the “Five Years Plus Caring Organisation” logo to the Land Registry in January 2013.



### Encouraging Donations

We are supportive of donation to charities by encouraging staff to participate in charity events. In 2012/13, we continued to encourage staff to participate and contribute in a variety of activities organised by the Community Chest, including Dress Casual Day, Love Teeth Day, Green Day and Skip Lunch Day. We also raised funds for the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled through joining the Standard Chartered Marathon and supported the community's conservation drive through taking part in the Ngong Ping Charity Walk.

### Promoting Equal Opportunities

We are committed to eliminating discrimination (including sex, disability, family status and race) in employment and promoting equal opportunities for all staff.

In 2012/13, we continued to provide placement opportunities for people in need through participating in the Social Welfare Department's Sunnyway Programme and the Labour Department's Youth Pre-employment Training — Workplace Attachment Programme. We also provided job opportunities for the socially disadvantaged groups through hiring social enterprises for providing cleaning services for our offices and catering service for our departmental function during Christmas.

# 企業社會責任

## Corporate Social Responsibility

### 關懷員工

作為關愛員工的僱主，本處致力維持一支健康的員工隊伍。在2012/13年度，我們就相關課題為員工舉辦了23個講座，包括急救訓練、預防上肢及下肢勞損、使用電腦屏幕的健康小貼士、壓力管理、辦公室暴力處理，以及預防筋肌勞損等。我們亦透過外界的專業人士為員工提供輔導服務，協助他們面對與工作相關或其個人的問題。此外，我們繼續透過部門刊物、講座及員工康樂會的活動，加深員工及其家屬對維持工作和生活平衡，以及健康生活的認識。

有見以母乳餵哺幼兒的好處，本處支持女性員工在產假完畢返回工作崗位後繼續餵哺母乳，容許她們在辦公時間作擠奶小休，並在辦公室為她們安排合適設施。

### 保護環境

我們繼續致力確保部門各項業務和日常運作符合環保原則。為履行此承諾，我們採取了以下措施：

- 制定環保政策，確定須採取行動的主要範疇；
- 公布供員工遵守的環保管理指引；
- 定期到各個辦公室進行環保審核和突擊巡查，以推動員工持續關注環保；
- 繼續實行「減少使用」、「廢物利用」、「循環再造」及「替代使用」的環保政策，並有效使用能源和資源；
- 擴展環保採購的範圍，增加購置含環保特徵的物品，以及要求辦公室清潔的營辦商採取環保做法，包括在清潔期間盡可能減少用水和能源消耗；
- 透過部門《員工通訊》向員工推廣環保意識，宣揚減少廢物、循環再造、節約能源及反污染的訊息；以及
- 實行土地文件雙面列印。

公眾人士可到本處的網站瀏覽《2012年管制人員環保報告》，了解我們的環保成績。



### **Caring for Employees**

As a caring employer, the Land Registry is committed to maintaining a healthy workforce. In 2012/13, we organised a total of 23 seminars for staff on relevant subjects, including first aid, prevention of upper and lower limbs disorder, health tips on the use of computer monitors, stress management, handling of workplace violence and prevention of musculoskeletal disorders. We also provided counseling services through external specialists to assist staff confronting work-related or personal issues. Besides, we continued to enhance staff awareness in maintaining work-life balance and a healthy life style through departmental publications, seminars and outings organised by the Staff Recreation Club for staff and their family members.

Recognising the benefits of breastfeeding for infants, we support female staff to continue breastfeeding after returning to work from maternity leave by allowing them to take lactation breaks during working hours and providing facilitation arrangements in the offices.

### **Being Green and Environmentally Friendly**

We continue to strive to ensure that our business and daily operations are conducted in an environmentally responsible manner. To fulfill this commitment, we have taken the following actions:

- formulated an environmental policy and set out key areas for actions;
- promulgated green housekeeping guidelines for observance by staff;
- conducted regular environmental audit and surprise checks to various offices to keep up 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 should 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;
- promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine; and
- implemented double-sided printing of land documents.

The Controlling Officer's Environmental Report 2012 with detailed environmental performance is available on the Land Registry's website.



# 企業社會責任

## Corporate Social Responsibility

### 提供安全的工作環境

我們繼續致力為員工提供安全及舒適的工作環境。

我們在1997年成立了部門安全管理委員會，負責制定及推行職業安全與健康的政策。我們已頒布周全的職業安全指引和程序，並為員工提供符合人體工程學的辦公室傢俱和設施，以促進員工的職業健康。此外，本處自2003年起參加了由環境保護署舉辦的「室內空氣質素檢定計劃」。我們會定期進行巡查，確保同事工作間的安全。

### 公眾教育

本處為新高中課程的通識教育科推出了包含兩本小冊子和電腦光碟的《土地註冊解碼》雙語教材套，以介紹香港的土地註冊制度。

整個教材套涵蓋六課，內有特別設計的課堂活動和補充閱讀及參考資料，旨在向學生介紹香港土地註冊的歷史、土地註冊處的角色和職能，以及本港土地註冊制度將由契約註冊制度改革成為業權註冊制度的情況。該教材套亦有助學生加深認識土地註冊在香港的發展過程中所擔當的重要角色，以及土地註冊與市民日常生活的密切關係。

我們已在2013年2月初向所有開設通識教育課的中學派發該教材套。

## 未來計劃

### 綠色管理

本處會繼續提倡「綠色辦公室」環境，並尋求減少能源及紙張消耗的契機。

### 公眾教育

為善用《土地註冊解碼》教材套，我們將於2013年下半年設立網上資源中心，為學生提供一站式資訊平台，方便他們進行互動式學習，並有助教師進行研究及資料搜集，以準備與土地註冊課題相關的課堂討論及活動。

### Providing a Safe Workplace

We continue to make every endeavour to provide a safe and comfortable work environment for staff.

A departmental Safety Management Committee was set up in 1997 to formulate and implement 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. We have also participated in the Indoor Air Quality (IAQ) Certification Scheme organised by the Environmental Protection Department since 2003. Regular inspections are conducted to ensure that the workplace is free from safety hazards.

### Public Education

The Land Registry has launched a bilingual teaching kit, consisting of two booklets and a CD-ROM, on land registration in Hong Kong entitled “Decoding Land Registration” for the Liberal Studies subject in the New Senior Secondary curriculum.

The teaching kit comprises six lessons with tailor made class activities and supplementary reading and reference materials. It aims to introduce to students the history of land registration in Hong Kong, the roles and functions of the Land Registry and the reform of our land registration system from a deeds registration system to a title registration system. It also enhances students’ awareness of the significant role played by land registration in the development of Hong Kong and its close relationship with people’s everyday life.



Printed copies of the teaching kit were delivered in early February 2013 to all secondary schools which offer Liberal Studies classes.

## FUTURE PLAN

### Green Management

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

### Public Education

To support the use of the teaching kit, we will set up an online resource centre by the second half of 2013 to provide students with a one-stop information platform for interactive study and to help teachers to conduct researches and collect information for preparing classroom discussions and activities on the subject.



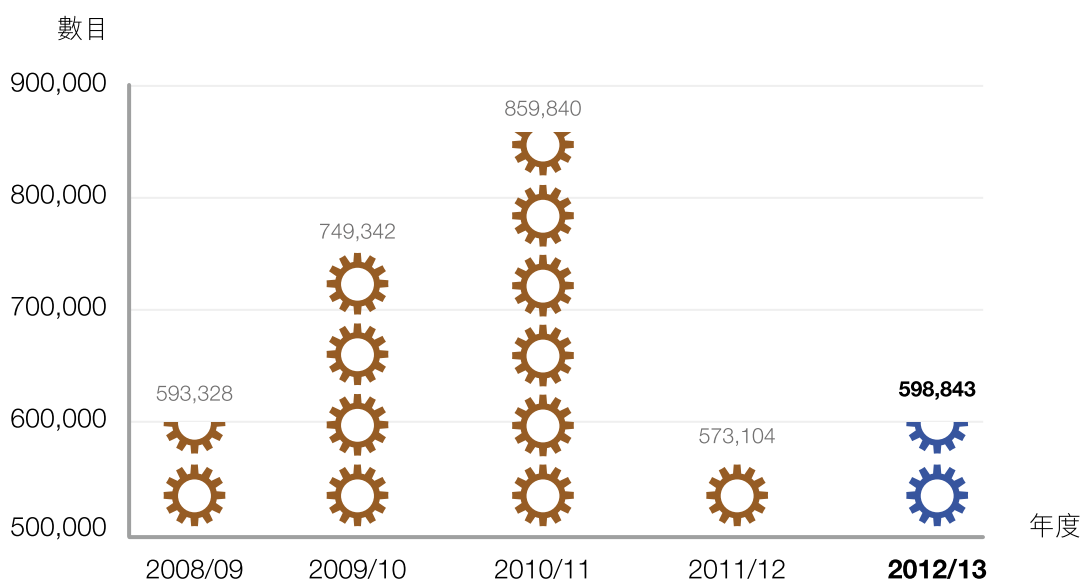
# 服務及運作 Services and Operations

## 辦理土地文件註冊

影響土地的文件均送交本處位於金鐘道政府合署的客戶服務中心辦理註冊。

在2012/13年度，送交註冊的土地文件共598,843份，較2011/12年度增加4.5%。

## 送交註冊的土地文件數目

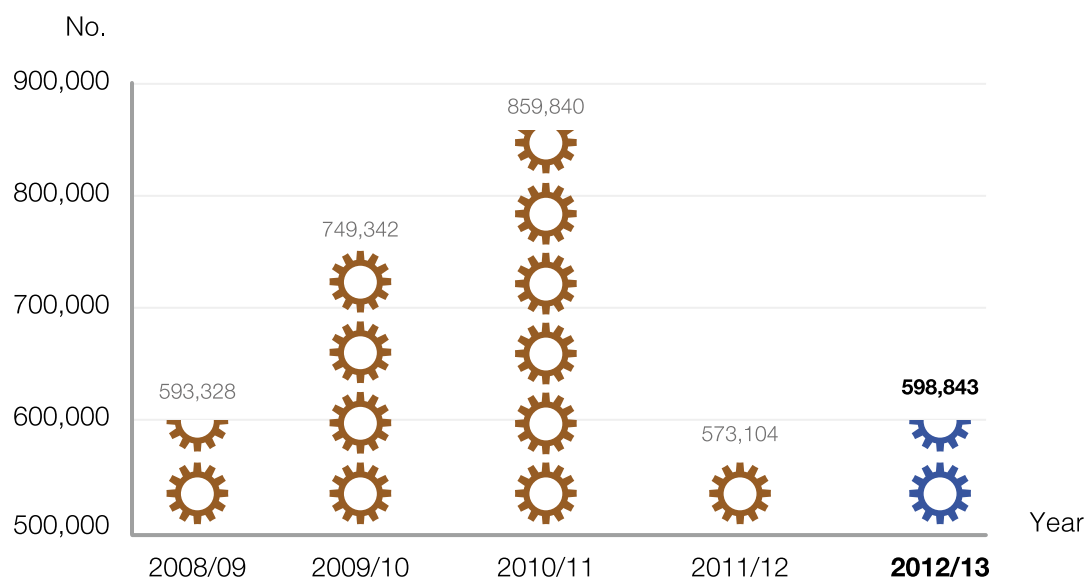


## REGISTRATION OF LAND DOCUMENTS

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

In 2012/13, 598,843 land documents were delivered for registration, representing an increase of 4.5% when compared with 2011/12.

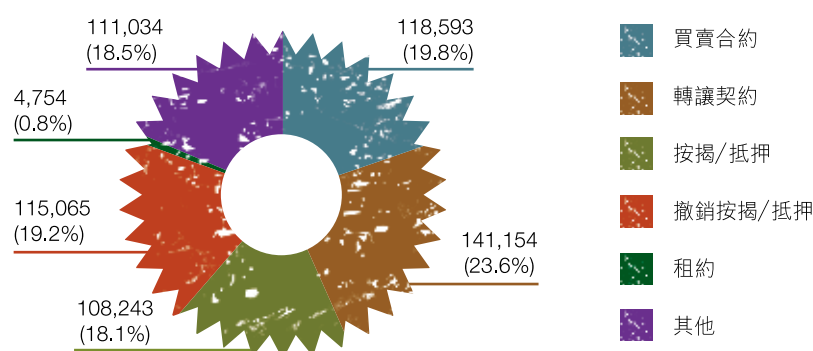
### No. of Land Documents Delivered for Registration



## 服務及運作 Services and Operations

年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及撤銷按揭／抵押，佔全年收到文件總數約81%。

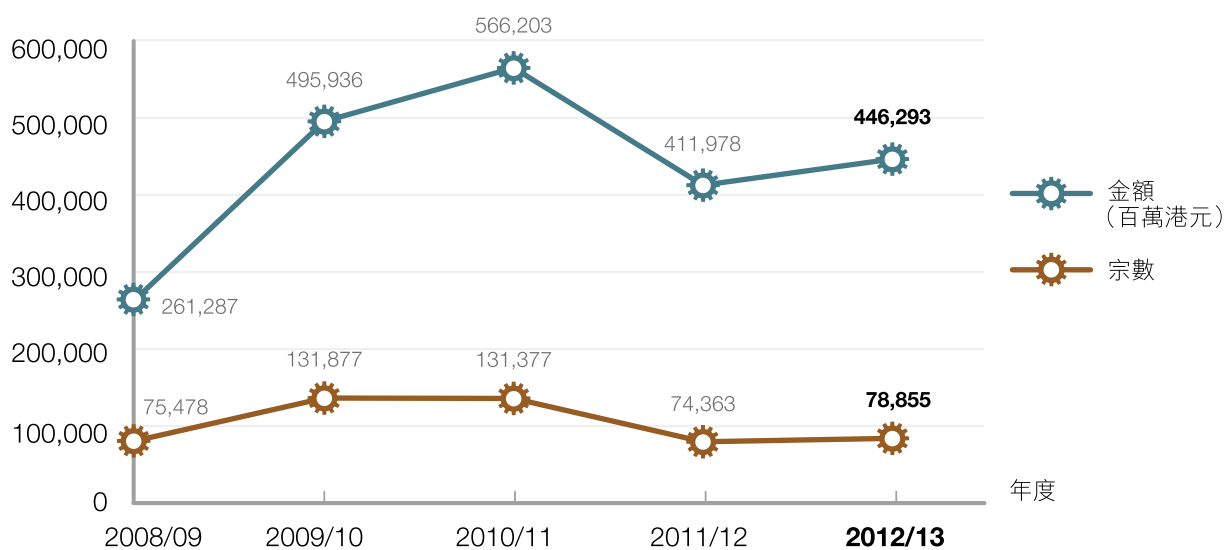
### 2012/13年度送交註冊的土地文件類別



註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

在2012/13年度送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別是78,855份（較去年增加6.0%）及4,462.93億元（較去年增加8.3%）。一般而言，這類合約的數量是反映物業市場交投情況的重要指標。

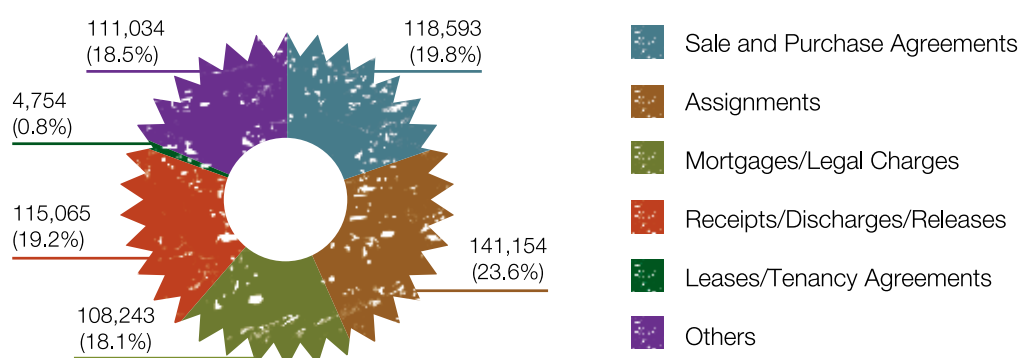
### 送交註冊的住宅樓宇買賣合約宗數和金額



註：上述統計數字只包括已繳付印花稅的樓宇買賣合約，並不包括居者有其屋、私人機構參建居屋及租者置其屋計劃下的住宅買賣，除非有關單位轉售限制期屆滿並已補償差價。

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

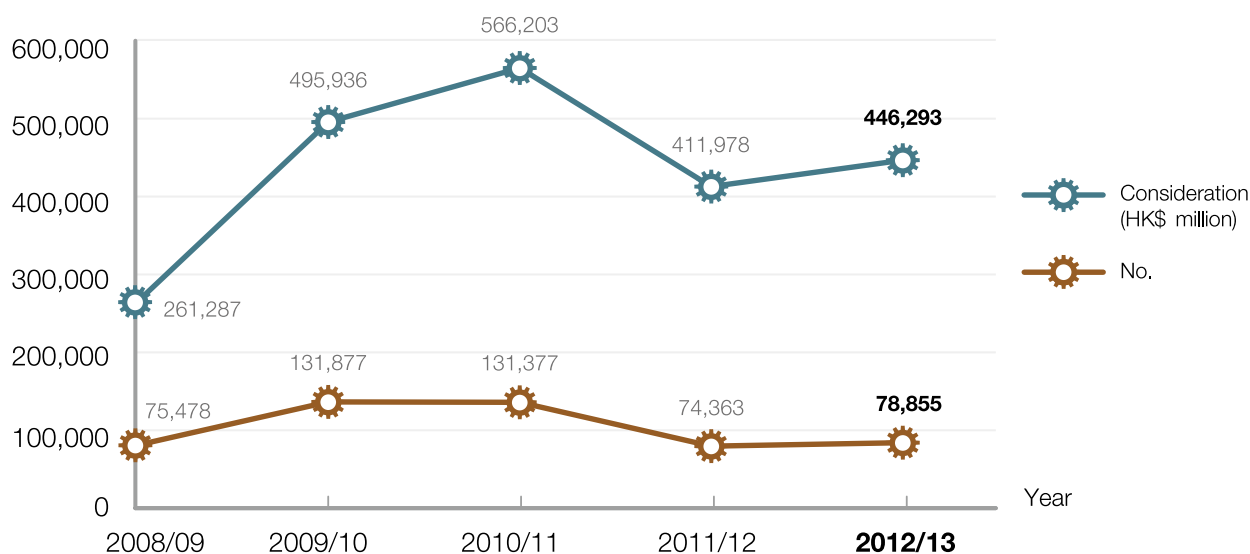
### Distribution of Land Documents Lodged for Registration in 2012/13



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

Among the SPAs of all building units delivered for registration in 2012/13, the number of SPAs of residential units and its total consideration were 78,855 (+6.0% from last year) and \$446,293 million (+8.3% 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.

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

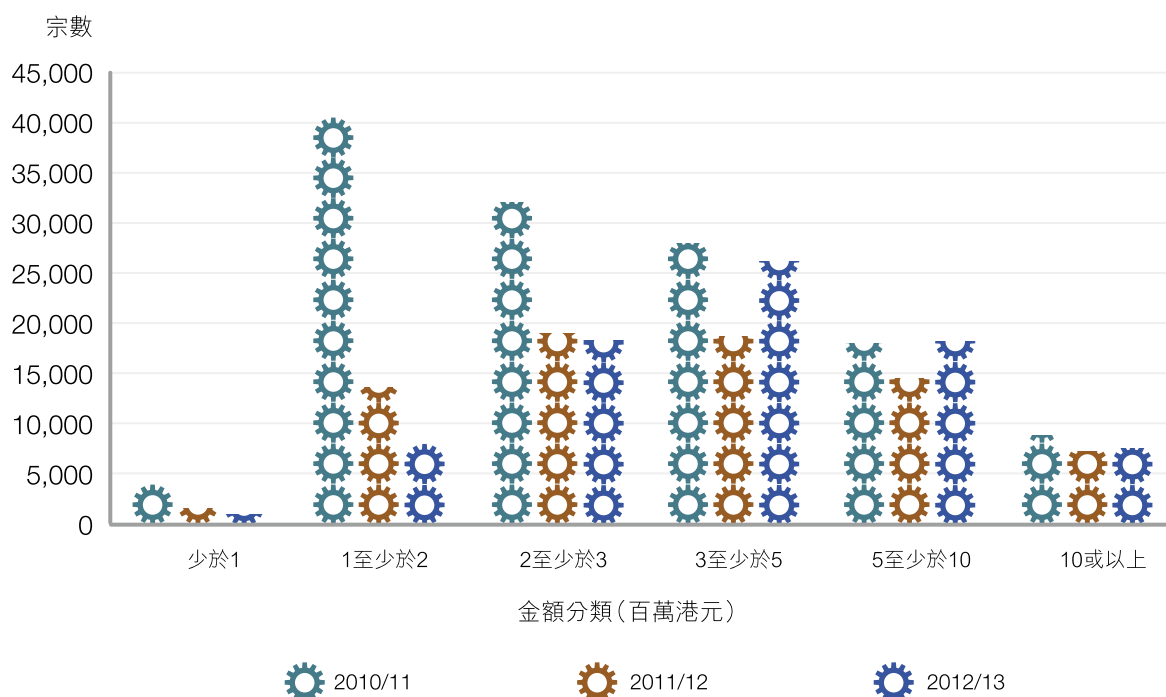


Remark: The statistics only include SPAs with payment of stamp duty and do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid.

## 服務及運作 Services and Operations

在2012/13年度，比例最高的住宅樓宇交易金額是在300萬至500萬港元範圍以內。年內少於200萬港元的住宅樓宇交易金額則顯著減少。

### 按金額分類的住宅樓宇買賣合約宗數



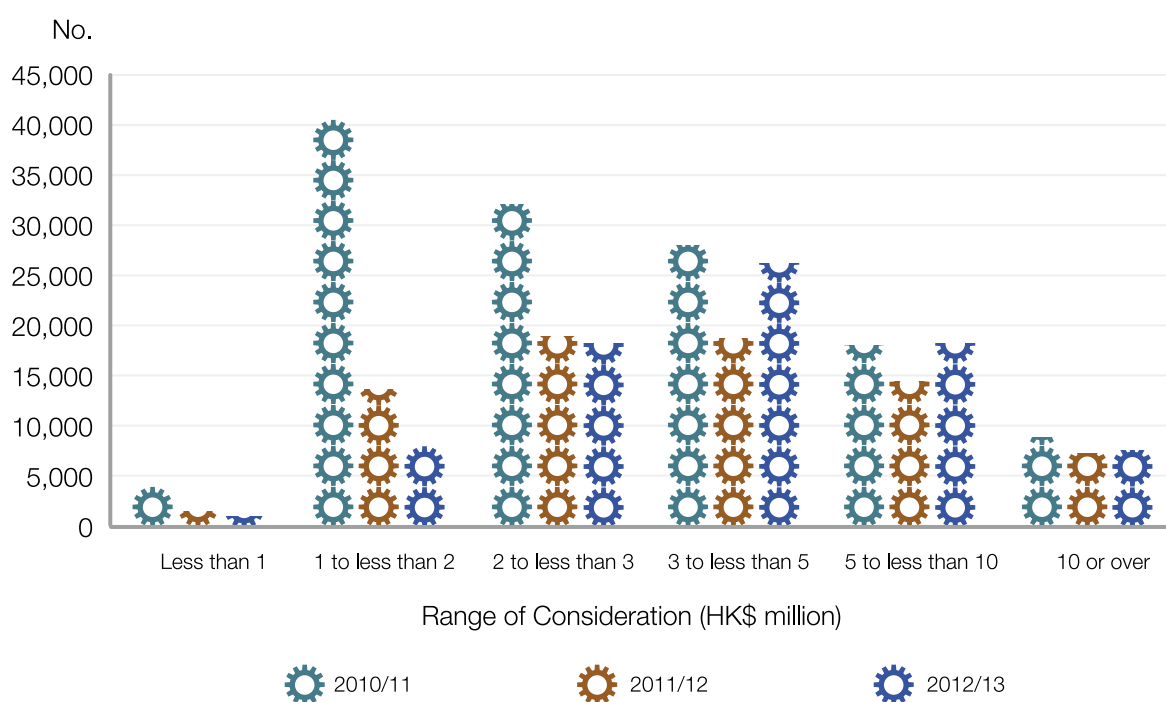
金額分類 (百萬港元)	2010/11		2011/12		2012/13	
	宗數	%	宗數	%	宗數	%
少於1	4,108	3.1	1,464	2.0	902	1.1
1至少於2	40,474	30.8	13,605	18.3	7,902	10.0
2至少於3	32,051	24.4	18,908	25.4	18,228	23.1
3至少於5	27,945	21.3	18,709	25.2	26,211	33.2
5至少於10	17,922	13.6	14,411	19.4	18,133	23.0
10或以上	8,877	6.8	7,266	9.8	7,479	9.5
總數	131,377	100.0	74,363	100.0	78,855	100.0

註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。



The highest proportion of the transactions in residential units in 2012/13 was within the consideration range of three to five million Hong Kong dollars. There was a noticeable drop in such transactions in 2012/13 with consideration of less than two million Hong Kong dollars.

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



Range of Consideration (HK\$ million)	2010/11		2011/12		2012/13	
	No.	%	No.	%	No.	%
Less than 1	4,108	3.1	1,464	2.0	902	1.1
1 to less than 2	40,474	30.8	13,605	18.3	7,902	10.0
2 to less than 3	32,051	24.4	18,908	25.4	18,228	23.1
3 to less than 5	27,945	21.3	18,709	25.2	26,211	33.2
5 to less than 10	17,922	13.6	14,411	19.4	18,133	23.0
10 or over	8,877	6.8	7,266	9.8	7,479	9.5
<b>Total</b>	<b>131,377</b>	<b>100.0</b>	<b>74,363</b>	<b>100.0</b>	<b>78,855</b>	<b>100.0</b>

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

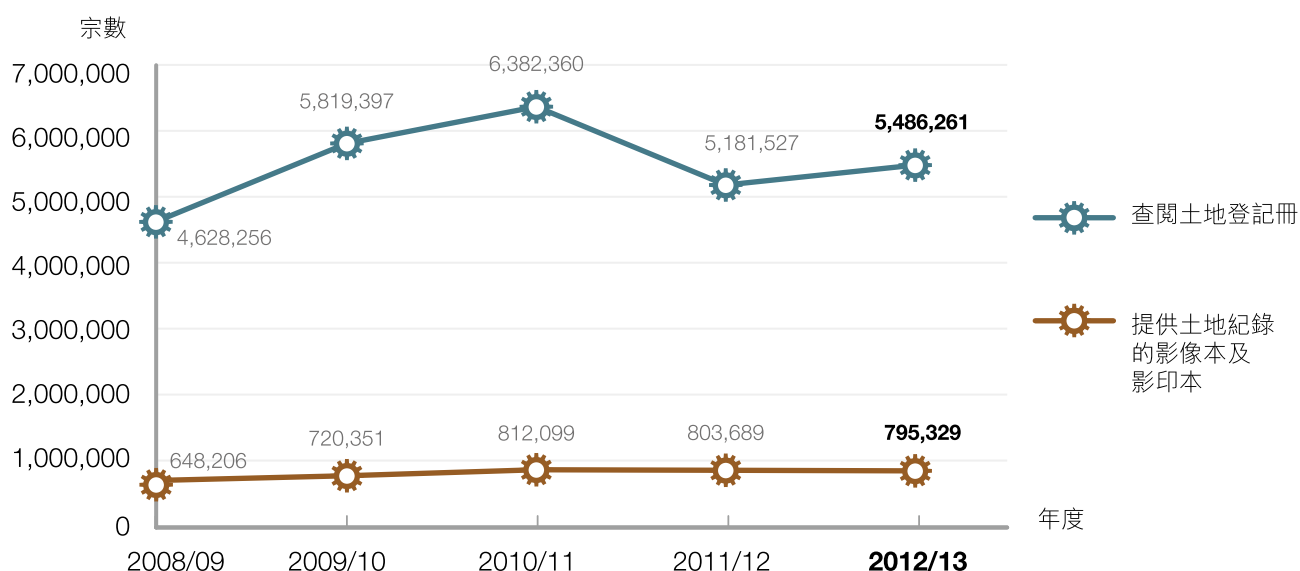
## 服務及運作 Services and Operations

### 查閱土地紀錄服務

土地註冊處備存土地紀錄，旨在提供一個關於物業擁有權的資訊平台，以方便物業交易。

在2012/13年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像本和影印本的總數分別為5,486,261宗（較去年增加5.9%）及795,329份（較去年減少1.0%）。

#### 查閱土地登記冊宗數和提供土地紀錄的影像本及影印本份數



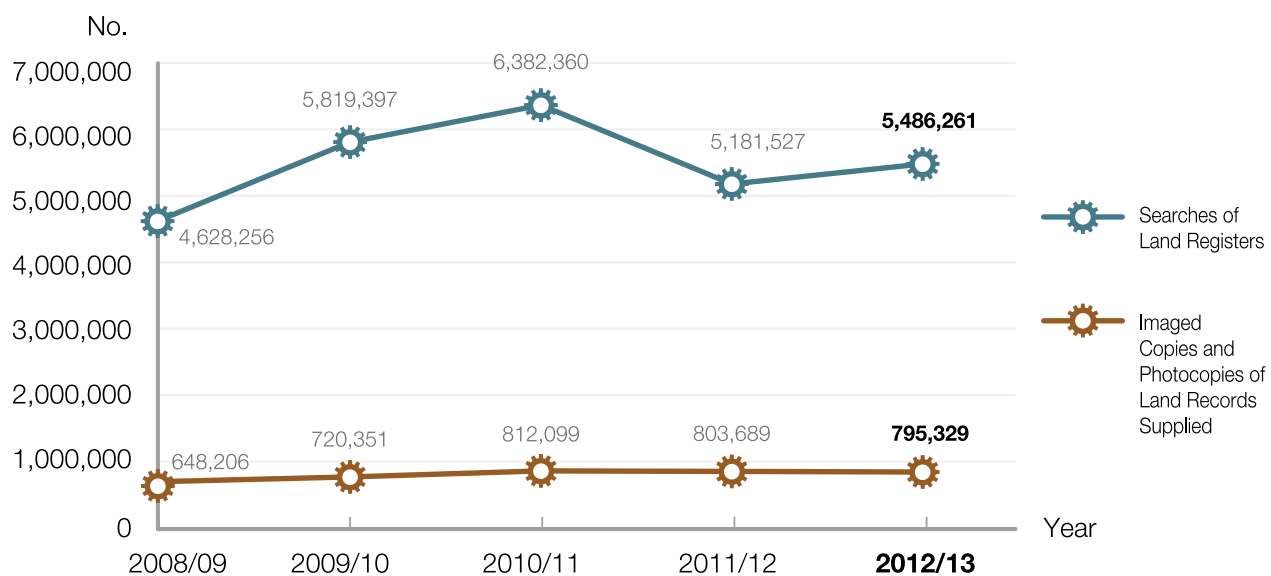
年度	2008/09	2009/10	2010/11	2011/12	2012/13
查閱土地登記冊	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
提供土地紀錄的影像本及影印本	648,206	720,351	812,099	803,689	795,329

## 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 2012/13, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,486,261 (+5.9% from previous year) and 795,329 (–1.0% from previous year) respectively.

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

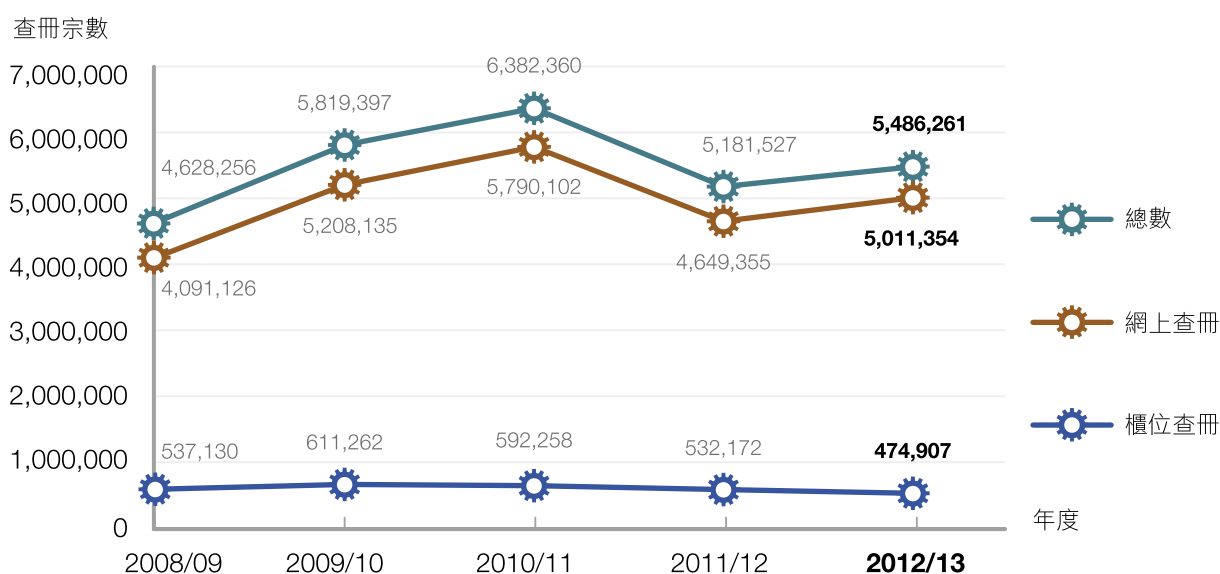


Year	2008/09	2009/10	2010/11	2011/12	2012/13
Searches of Land Registers	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
Imaged Copies and Photocopies of Land Records Supplied	648,206	720,351	812,099	803,689	795,329

## 服務及運作 Services and Operations

土地註冊處由2005年2月開始透過互聯網由「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期7天、每天16小時的查冊服務。自2010年8月起，網上查冊服務時間延長至每天20小時(由上午7時30分至翌日上午3時30分)。公眾人士可以非經常用戶身分或登記用戶身分進行查冊。截至2013年3月，登記用戶的數目增加了57個(上升5.9%)，總數達1,026個。現時網上查冊約佔總查冊量的91%，其餘約9%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

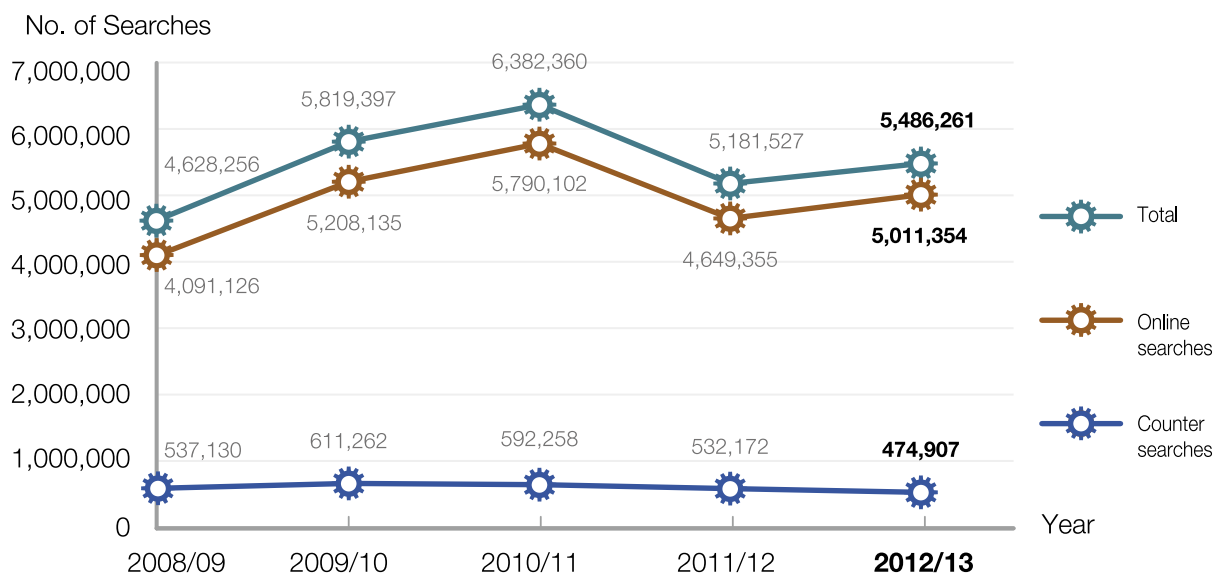
### 查閱土地登記冊宗數



本處每年會推出新版的《街道索引》及《新界地段／地址對照表》，方便用戶以本港的物業地址、樓宇名稱查閱相關的地段編號。為進一步支援使用本處查冊服務的人士，由2012年4月30日起，用戶可在本處網站或透過「綜合註冊資訊系統」網上服務的超連結，免費瀏覽第44版《街道索引》及第13版《新界地段／地址對照表》的網上版本。截至2013年3月31日，該網上版本已錄得超過114,000瀏覽人次。

Since February 2005, the Land Registry has been providing search services over the internet via our IRIS Online Services at [www.iris.gov.hk](http://www.iris.gov.hk) for 16 hours a day, seven days a week. Our service hours were extended to 20 hours daily (from 7:30 a.m. to 3:30 a.m. the next day) from August 2010. Members of the public can conduct searches either on an ad hoc or subscription basis. The number of subscribers increased by 57(+5.9%) to reach 1,026 in March 2013. Currently, searches which are conducted online constitute about 91% of the total search volume. The remaining 9% are conducted over the counter. Counter search service is available at our Customer Centre in Queensway Government Offices and the New Territories Search Offices (NTSOs) in Tai Po, Yuen Long and Tsuen Wan.

### No. of Searches of Land Registers



The Land Registry publishes new editions of the Street Index and the New Territories Lot/Address Cross Reference Table (CRT) annually to help users correlate property addresses and building names with lot numbers in the territory. To further enhance support to users of our search services, online versions of the 44th edition of the Street Index and the 13th edition of the New Territories Lot/Address CRT have been made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services from 30 April 2012. Over 114,000 visits were recorded up to 31 March 2013.

## 服務及運作 Services and Operations

### 業主立案法團服務

根據《建築物管理條例》，土地註冊處負責辦理業主立案法團的註冊事宜，並為公眾提供業主立案法團紀錄的查閱服務。在2012/13年度，新成立的業主立案法團共有169個，全港的業主立案法團總數增至9,689個。



### 客戶服務

本處的管理及客戶服務部專責策劃及統籌客戶服務，以促進卓越服務，滿足客戶對服務質素的殷切期望。我們善用各種渠道與客戶聯絡和溝通，以提升部門服務。



### 聯絡客戶

#### 土地註冊處聯合常務委員會

「土地註冊處聯合常務委員會」的成員包括土地註冊處處長、其下的高級管理團隊，以及香港律師會的代表。委員會定期舉行會議，就土地註冊事宜、本處向法律界人士所提供的服務，以及擬備推行業權註冊制度等進行商討和交流意見。委員會外界成員名單見附錄II(a)。

### OWNERS' CORPORATION SERVICES

The Land Registry is responsible for registration of owners' corporations and provides service for public search of owners' corporation records under the Building Management Ordinance (BMO). In 2012/13, 169 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,689.

### 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.

#### 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. Membership (External) of the Committee is at Annex II (a).





## 服務及運作 Services and Operations

### 客戶聯絡小組

本處透過兩個客戶聯絡小組(私營機構和公營機構)與客戶保持聯絡，使客戶了解本處的最新計劃、服務及工作程序，就業務運作和服務提供事宜促進意見交流，以及就客戶的意見作出回應。

私營機構客戶聯絡小組的成員來自法律界、專業機構及工商團體。公營機構客戶聯絡小組的成員則來自政府部門及公營機構。兩個小組的外界成員名單分別見附錄II (b)及(c)。



客戶聯絡小組(私營機構)  
Customer Liaison Group (Private Sector)

### 講座

本處在2012年5月30日舉辦了兩場關於「新電子註冊摘要表格」的講座，向過百位律師行人員推廣及示範新電子表格的新增功能和主要特點。兩場講座均得到參加者好評。

### 溝通途徑

#### 土地註冊處通函

在2012/13年度，我們發出了三份通函，讓法律界人士和客戶知悉本處推出的新措施和提升的服務。

#### 《土地註冊處通訊》

本處分別在2012年5月及12月發布了共兩期的《土地註冊處通訊》電子版本，向客戶介紹部門的新猷、服務和活動。

#### 資料小冊

我們因應在年內推行提升的服務指標，更新了「服務承諾」的資料小冊。

### 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. Membership (External) of the private sector and the public sector groups is at Annexes II (b) and (c) respectively.



客戶聯絡小組(公營機構)  
Customer Liaison Group (Public Sector)

### Seminars

Two seminars on "The New e-Memorial Form" with over 100 participants from solicitors' firms were held on 30 May 2012 to promote and demonstrate the new functions and key features of the new e-Form. The seminars were well received by the participants.



### Communication Channels

#### Land Registry Circular Memoranda

In 2012/13, we issued three Land Registry Circular Memoranda to update legal practitioners and customers on our new initiatives and the launch of improved services.

#### Land Registry News

Two issues of the Land Registry News were released in May and December 2012 respectively in electronic format to keep our customers updated on the Land Registry's initiatives, services and activities.

#### Information Leaflets

The information leaflet on Performance Pledges was updated for the implementation of the enhanced performance targets during the year.

## 服務及運作 Services and Operations

### 新聞稿

我們不時發放新聞稿公布本處的最新服務資訊，以及提供土地註冊及查冊的定期統計數字。

### 客戶服務熱線

本處的客戶服務熱線由互動話音系統支援，透過預錄訊息和職員接聽服務提供全面的資訊。我們由2012年9月3日起已提升互動話音系統，當系統接駁至個別支援服務小組時會提供輪候次序的服務。透過與效率促進組轄下的1823電話中心合作，本處提供每天24小時的熱線查詢服務。

### 土地註冊處網站

年內，瀏覽本處網站的人次約為600萬，當中有73%的人次瀏覽中文網頁，27%的人次瀏覽英文網頁。

### 獎項

#### 2012年「申訴專員嘉許獎」

本處助理文書主任方國毅先生榮獲2012年「申訴專員嘉許獎」— 公職人員獎。方先生憑着致力提供優質客戶服務的專業精神，獲獎乃實至名歸。



#### 2012「國際Galaxy大獎」

土地註冊處營運基金年報2010/11榮獲2012年「國際Galaxy大獎」— 金獎(年報 — 政府機構組別)。該獎項鼓舞我們在編製年報時不斷追求卓越。

#### 香港管理專業協會「最佳年報獎」

土地註冊處營運基金年報2010/11亦榮獲香港管理專業協會舉辦的2012年「最佳年報獎」— 優異獎，以表揚該年報在不同範疇的優勝之處。



### 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.

### Customer Service Hotline

Our Customer Service Hotline supported by an IVRS offers a whole range of information through recorded messages and manned operator service. We have enhanced the IVRS by providing a queuing service for specific service help desks starting from 3 September 2012. Through collaboration with the Efficiency Unit's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.

### Land Registry's Website

During the year, there were about six million visits (73% in the Chinese language and 27% in the English language) to the Land Registry's website.

## Awards

### The Ombudsman's Awards 2012

One of our Assistant Clerical Officers, Mr. FONG Kwok-ngai has been awarded "The Ombudsman's Awards 2012 for Officers of Public Organisations". Mr. FONG's dedication and professionalism in delivering a high standard of customer service was well recognised.

### International Galaxy Awards 2012

The Land Registry Trading Fund Annual Report for 2010/11 won the Gold Award in the Galaxy Awards 2012 under the category of "Annual Reports — Governmental". The award provided encouragement to our continual pursuit of excellence in the production of our annual reports.



### Hong Kong Management Association Best Annual Reports Awards

The Land Registry Trading Fund Annual Report 2010/11 was also awarded an Honourable Mention for different aspects in the Best Annual Reports Awards 2012 organised by the Hong Kong Management Association.

## 服務及運作 Services and Operations

### 項目發展與新服務

#### 電子註冊摘要表格

電子註冊摘要表格是註冊摘要表格的電子範本，本處在部門網站分別備有基本版和具資料匯入功能的版本供免費下載。基本版內置自動填寫功能，讓用戶在填寫註冊摘要表格時，可從「綜合註冊資訊系統」檢索相關的物業資料作參考。若用戶需以同一套基本資料處理一連串交易或物業項目，具備資料匯入功能的電子註冊摘要表格可讓其從電腦試算表輸入相關資料，一舉製備多份註冊摘要表格。

在所有遞交註冊的註冊摘要中，電子註冊摘要表格的使用持續地超過半數。本處一直留意用戶的回應，以期進一步提升服務。在2012年7月，本處更新了電子註冊摘要表格的自動填寫功能，以加強其穩定性和復原能力。

#### 跨部門的項目

為方便市民取得全面的物業資訊，本處一直提供物業地址資料，以配合差餉物業估價署為「物業資訊網」而進行的地址配對工作。我們在「綜合註冊資訊系統」網站也提供了連接至「物業資訊網」的超連結，令查閱物業紀錄更為方便。

### 未來計劃

#### 標準條款文件

本處計劃建議藉由《土地業權(修訂)條例草案》的相應修訂，對《土地註冊條例》作出修訂，以賦權本處存放標準條款文件，以大幅減少遞交註冊的按揭文件頁數。

#### 電子提示服務

本處現正計劃向業主提供一項嶄新的收費電子提示服務。每當有文書送遞相關物業註冊，本處便會向業主發出電郵提示通知。這項服務可為業主提供更佳物業保障，有助防止物業交易欺詐。

## DEVELOPMENT PROJECTS AND NEW SERVICES

### E-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry for free download from its homepage. Two versions of the e-Memorial Form are available including a basic version and one with data import function. The basic version has an auto-fill function enabling users to retrieve property particulars from the IRIS for reference while they are filling in the memorial form. For users handling a series of transactions or property projects with the same set of basic information, the form with data import function enables transfer of the relevant information from a computer spreadsheet to multiple memorial forms in one go.

The e-Memorial Form has continuously been used for over half of the total number of memorials lodged for registration. The Land Registry has been keeping in view users' feedback to identify room for further enhancement. A new release of the auto-fill function was issued in July 2012 to improve its stability and resilience.

### Inter-departmental Projects

The Land Registry has been collaborating with the Rating and Valuation Department (RVD) in the Property Information Online (PIO) Service through supplying and aligning address information to facilitate the public to obtain comprehensive property information. A hyperlink to the PIO is available on the IRIS website to further enhance the convenience of searching property records.

## FUTURE PLAN

### Standard Terms Document

The Land Registry intends to propose amendments to the Land Registration Ordinance, in the form of consequential amendments under the LT(A)B, to enable deposit of standard terms documents in the Land Registry. The aim is to reduce the bulk of mortgage documents presented for registration.

### e-Alert Service

The Land Registry is planning to provide a new e-alert service for property owners on a subscription basis. The service will provide an email alert to property owners when instruments are presented for registration against their properties. This new service will be a useful tool for owners to better protect their properties and help prevent property transaction fraud.



# 業權註冊 Title Registration

## 近期發展

### 諮詢持份者

年內，我們就「兩階段轉換機制」建議方案與主要持份組織進行討論。我們已收到《土地業權條例》督導委員會各委員的意見，當中成員包括來自消費者委員會、地產代理監管局、新界鄉議局、香港銀行公會、香港大律師公會、香港按揭證券有限公司、香港律師會及香港地產建設商會的代表。為回應委員所關注的事宜，我們已修訂該方案，並正與委員就修訂後的方案作進一步的討論。

### 檢討《土地業權條例》及擬備《土地業權（修訂）條例草案》

我們繼續就《土地業權條例》進行檢討及同時擬備《土地業權（修訂）條例草案》，並把新的轉換機制方案所帶來的改變考慮在內。我們亦與各政府部門緊密合作，以處理及解決《土地業權條例》與各政府部門轄下法例相互之間的問題。

## 未來計劃

我們會繼續與持份者緊密合作，以回應他們對「兩階段轉換機制」建議方案的關注事項。因應諮詢持份者的進展情況，我們下一步將就《土地業權條例》的修訂進行公眾諮詢。我們亦會繼續擬備《土地業權（修訂）條例草案》及草擬有關附屬法例。



## RECENT DEVELOPMENT

### Stakeholder Consultation

During the year, we have been in discussion with major stakeholder associations on the Two-Stage Conversion Mechanism proposal. We have received views from members of the LTO Steering Committee, which include representatives from the Consumer Council, the Estate Agents Authority, the Heung Yee Kuk, the Hong Kong Association of Banks, the Hong Kong Bar Association, the Hong Kong Mortgage Corporation Limited, the Law Society of Hong Kong, and the Real Estate Developers Association of Hong Kong. We have revised the proposal to address members' concerns and are further discussing the revised proposal with them.

### Review of LTO and Preparation of LT(A)B

The review of the LTO continued in parallel with the preparation of the LT(A)B, taking into account the changes brought by the new conversion proposal. We also worked closely with various Government departments to address and resolve issues arising from the inter-relationship between the LTO and ordinances under their purview.

## FUTURE PLAN

We will continue to work closely with stakeholders to address any issues of concern on the Two-Stage Conversion Mechanism proposal. Subject to progress of the stakeholder consultation, we will launch a public consultation exercise on the proposed amendments to the LTO. We will also continue with the preparatory work of the LT(A)B and drafting of the subsidiary legislation.



# 人力資源管理

## Human Resources Management

### 員工發展

#### 人員編制

土地註冊處致力維持一支訓練有素及具靈活性的員工團隊。公務員是本處的核心員工，以確保部門及客戶服務質素的穩定性。我們亦聘用非公務員合約人員，以靈活回應運作或業務不斷轉變的需求。

截至2013年3月31日，本處共僱用了461名常額人員和157名非公務員合約人員。常額人員包含不同職系的人員，包括土地註冊主任、律師、庫務會計師、系統分析／程式編制主任及一般職系人員等。非公務員合約人員則包括土地註冊行政助理、律師、會計助理、資訊科技人員及合約文員等。本處會定期檢視人員編制狀況，並因應運作需要的改變而調整非公務員合約人員的數目。

#### 員工培訓

員工培訓是人力資源發展的重要組成部分。我們給予員工機會和鼓勵，協助他們在不同職業階段全面發揮及發展潛能。為此，我們制定部門年度員工培訓計劃，並按照計劃舉辦各項培訓活動，旨在增加員工的工作信心、加強團隊合作、竭力優化服務，從而令員工以至整個部門的表現持續提升。

在2012/13年度，我們舉辦了超過2,600天的培訓，所提供的培訓涵蓋不同課題，並以多種形式進行。

#### 員工發展主題培訓課程

一年一度的主題培訓是本處員工發展課程的核心組成部分。2012/13年度的培訓主題是「決策解難展智慧」，目的是向員工提供最新的現代策劃模式、概念及應用，以及提升其以創意解決問題的技巧。在2013年1月至3月期間，我們為超過600名不同職級和職系的員工安排了20個培訓工作坊。

### 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. Non-civil Service Contract (NCSC) staff are also employed to give flexibility to the department for responding to changes in operational or business needs.

As at 31 March 2013, the Land Registry employed 461 permanent and 157 NCSC staff members. Our permanent staff comprise officers of various grades including LROs, Solicitors, Treasury Accountants, Analysts/Programmers and general grades. Our NCSC staff include Land Registration Executives, Solicitors, Accounting Executives, IT staff and contract clerks. We regularly review our staffing position and adjust the number of NCSC staff in the light of changes in operational requirements.

#### Staff Training

Staff training is a critical component of human resource development. We provide opportunities and encouragement for staff at all stages of their career to help them realise their potential. To achieve this, we develop annual departmental staff training plans and organise training programmes in accordance with the plans. 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 2012/13, we arranged over 2,600 days of training in various modes on a wide spectrum of subjects.

#### Theme Training

Annual theme training has been a core element of our staff development programme. To update staff on contemporary models, concepts and application of strategic planning and to enhance their creative problem solving skills, the theme for 2012/13 was “Smart Decision; Smart Solution”. A total of 20 training workshops were organised for over 600 staff members of all ranks and grades between January and March 2013.



# 人力資源管理

## Human Resources Management

### 其他培訓

年內，部門舉辦了不同系列的培訓課程，以提升員工的主要工作技能。

我們為主任級同事安排了「了解Y世代員工研討會」，讓其更了解時下年輕工作人員的思維方式及價值觀，以便在日常工作中建立更佳的員工溝通技巧。

為使主任級人員具備有效的管理知識和技巧，我們特別舉辦了「處理和化解工作間衝突」、「工作表現管理」及「壓力管理」工作坊。

我們繼續為所有員工舉辦不同級別的普通話課程，提高他們以普通話溝通的能力。除普通話課程外，我們亦舉辦了「職務英語寫作工作坊」，以提升員工的書面溝通技巧。此外，本處為員工舉辦各類電腦課程，使其獲取資訊科技應用的最新知識。

我們亦定期安排高級人員參加由其他政府部門及私人界別的業務夥伴主辦的講座和簡報會，以擴闊他們的知識和視野。

### 自我增值

除安排課堂培訓外，本處亦鼓勵員工透過網上學習進行自我增值。所有員工均獲安排一天的網上學習，於辦公時間在部門的學習資源中心選取感興趣的不同自修課程。

### 員工發展

我們安排了員工發展課程以擴闊員工的視野，使他們能夠迎接新挑戰、加強溝通技巧，以及發展政策規劃和領導才能。在2012/13年度，本處人員參加了公務員培訓處舉辦的「公共行政領袖實踐課程」及「領導才能基要課程」。

### 鼓勵及嘉許員工

作為不斷追求卓越客戶服務的營運基金部門，我們十分注重對員工的鼓勵和嘉許。

### 員工建議書計劃

本處在1993年推出員工建議書計劃，目的是鼓勵所有員工就不同事宜如提升服務質素、部門運作及環境保護等提出建議。

我們在2012年8月就該計劃舉辦了標語設計比賽，以倡導員工誠信，並在10月舉辦了電子聖誕卡設計比賽。優勝者除獲頒發獎品外，其設計亦獲部門採用。

### Other Training

Throughout the year, the department organised a wide range of training courses to enhance the core competencies of staff.

A seminar on “Understanding Young Workforce from Generation Y” was arranged for Officer Grade staff to enable them to better understand the mindset and values of today’s young workforce and develop better staff communication skills in their daily work.

To equip Officer Grade staff with the knowledge and skills in effective management, we organised tailor-made courses on “Staff Management”, “Performance Management” and “Personal Effectiveness”.

To enhance staff’s proficiency in communicating in Putonghua, we continued to organise Putonghua courses at different levels for all staff. Apart from Putonghua, workplace English writing workshops were conducted to enhance staff’s written communication skills. Various computer courses were also organised to enable them to update their knowledge in IT applications.

We also regularly arranged talks and briefing sessions by other Government departments and business partners in the private sector for broadening our senior staff’s knowledge and exposure.

### Self-learning

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

### Staff Development

We arrange staff development programmes to broaden staff’s perspectives so that they can meet new challenges, strengthen their communication skills and develop policy formulation and leadership capacities. In 2012/13, our staff attended the “Leadership in Action Programme” and the “Leadership Essentials Programme” of the Civil Service Training and Development Institute.

### Staff Motivation and Recognition

As a Trading Fund department, we put strong emphasis on staff motivation and recognition for the continual pursuit of excellence in customer services.

### Staff Suggestions Scheme

The Staff Suggestion Scheme was introduced in 1993 to encourage all staff to make suggestions on various issues including improvement of service quality, operation and environmental protection.

Under the Scheme, we organised a slogan design competition for promoting staff integrity and an electronic Christmas card design competition in August and October 2012 respectively. Winners received awards and their designs were adopted for use by the department.

# 人力資源管理

## Human Resources Management

### 最優秀員工選舉

「最優秀員工選舉」周年獎勵計劃在1997年首次推出，旨在激勵員工士氣、提高工作熱忱，以及表揚對部門作出卓越貢獻的優秀員工。

在2012年11月，我們邀請所有員工投票選出「最優秀員工」，3名員工獲頒獎項。

### 長期服務獎勵計劃

「長期服務獎勵計劃」在1999年推出，是表揚在本處長期服務而表現優良員工的另一項周年獎勵計劃。

在2012年，共有21位服務年資達25年或以上的同事獲此獎項。

### 最佳前線員工獎勵計劃

為提倡優質客戶服務文化，以及表揚員工在客戶服務方面的傑出表現和成績，本處於2007年4月推出「最佳前線員工獎勵計劃」。

是項獎勵計劃每半年舉辦一次，期間獲客戶嘉許次數最多的個別員工和團隊便可得獎。獲獎的員工和團隊名單會在客戶服務中心及新界查冊中心張貼，以作表揚。

### 員工關係

本處深明職管雙方有效溝通對提供優質客戶服務極為重要。我們致力提供合適的環境，例如透過定期舉行的員工關係會議、部門刊物和員工福利活動等，促進各級員工之間的溝通。

### 部門協商委員會

「部門協商委員會」共有14位來自各個員工組別和管理層的代表。委員會每季舉行一次會議，以促進員工與管理層之間的了解和合作。

### 土地註冊處員工通訊

《土地註冊處員工通訊》是由員工定期編製的部門刊物，編輯委員會的成員來自各個部組。通訊內容涵蓋不同課題，包括專題故事、最新業務資訊、社區事務、員工消息與活動剪影、環境保護、保健貼士及語文知識等。這份刊物深受同事歡迎，有助促進團隊精神和加強員工對部門的歸屬感。

### Best Staff of the Year Award Scheme

The annual “Best Staff of the Year” award scheme, first introduced in 1997, aims to motivate staff, promote work commitment and give recognition to staff with remarkable contributions to the department.

In November 2012, all staff were invited to vote for the “Best Staff”. Three prizes were awarded.

### Long Service Appreciation Award Scheme

The Long Service Appreciation Award Scheme, launched in 1999, is another annual award to give recognition to staff with long and meritorious service in the department.

In 2012, a total of 21 staff members with 25 or more years of service were honoured with the award.

### Best Frontline Staff Award Scheme

The Land Registry launched its Best Frontline Staff Award Scheme in April 2007 aiming to foster a culture of good customer service and to recognise laudable staff performance and achievements.

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

## Staff Relations

The Land Registry recognises that effective communication between management and staff is crucial for the provision of quality service to customers. We are committed to providing an environment that encourages communication among staff at all levels through regular staff relations meetings, departmental publications and staff welfare functions.

### 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.

### 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 and language knowledge, etc. It is popular among staff and helps promote team spirit and a sense of corporate identity.



# 人力資源管理

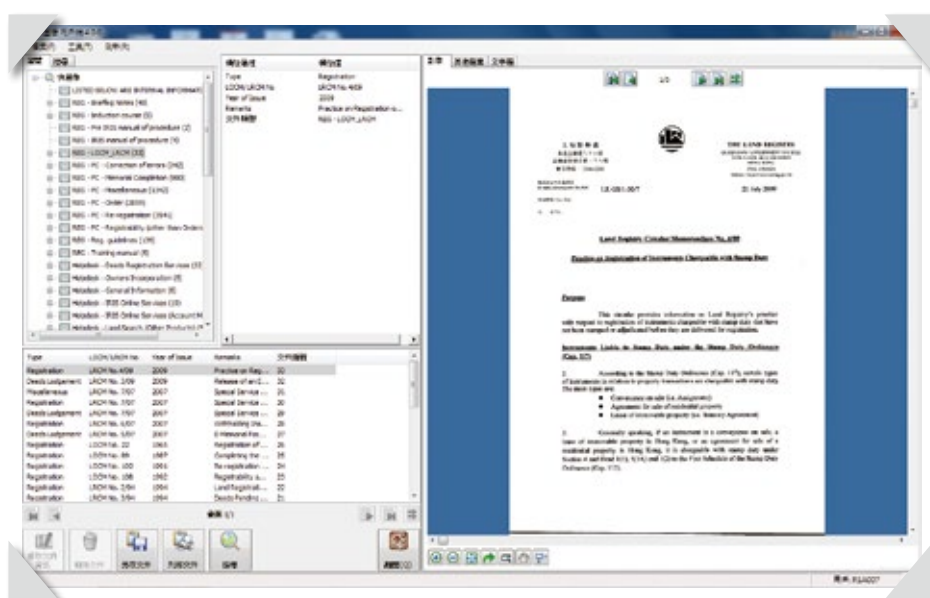
## Human Resources Management

### 土地註冊處員工康樂會

「土地註冊處員工康樂會」由本處同事以義務形式管理。在2012/13年度，該會為部門同事及其家屬舉辦了多項社會及康樂活動，包括部門的周年員工聯歡晚宴、聖誕聯歡會、義工服務、興趣班及郊遊活動等。

### 知識管理

本處設置了「知識管理系統」，以促進部門內部的知識管理和分享。該系統包含超過5,400份參考文件和案例。在2012/13年度，本處員工每天檢索超過225項系統資料，以作日常工作參考。



### 未來計劃

本處在來年會繼續加強部門的學習文化，為員工提供適當的培訓課程，以及安排合適的人員參加管理人員專業發展課程及公務員事務局培訓課程。透過參加這些培訓及發展課程，員工的能力將有所提高，以作更好的準備面對轉變，為部門的未來發展作出貢獻。

### Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. In 2012/13, it organised various social and recreational activities for staff and their families, including the department's annual dinner, Christmas party, volunteer social services, interest classes and outings.



### Knowledge Management

The Land Registry maintains a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. The system contains over 5,400 reference documents and precedent cases. Over 225 searches were made by our staff for reference in their daily work in 2012/13.

### 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 Bureau 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.



# 資訊科技管理 IT Management

## 「綜合註冊資訊系統」及其網上服務

### 「綜合註冊資訊系統」網上服務

「綜合註冊資訊系統」網上服務在本處密切監察下，一直運作暢順。

### 「綜合註冊資訊系統」服務提升

在2012/13年度，本處為「綜合註冊資訊系統」網上服務作出下列多項重大提升：

- 就電腦土地紀錄(包括土地登記冊、土地文件、尚未記入土地登記冊的註冊摘要資料及註冊摘要日誌中的記項)的查冊訂單實行雙面列印；
- 提供更清晰易讀的已註冊契約及中止註冊契約的「發還通知書」；
- 增加「以瀏覽器閱覽」及「下載」方式收取電腦土地紀錄(包括土地登記冊、土地文件及尚未記入土地登記冊的註冊摘要資料)的檔案容量，上限由4 MB提升至10 MB；
- 提升「查閱土地登記冊」的功能：
  - 採用新的整合版面設計，並加入新的「登記冊類型」選項，以方便用戶查閱地段登記冊或分層土地登記冊或同時查閱該兩類登記冊；
  - 善用外部來源(例如差餉物業估價署)的地址資料，提供以「屋宇／門牌號數」及「街道名稱」或「屋苑／樓宇名稱」查閱地段登記冊的功能；
  - 在街道名稱建議清單上提供中英對照的街道名稱；以及
  - 簡化各查冊版面上選取地段、座號及層數記錄的方法。
- 新增一項網上功能，讓擁有管理員權限的登記用戶可重設其登入編號，以及查閱過往六個月內的重設記錄；以及
- 在「綜合註冊資訊系統」的網頁上加入連接至地政總署「地理資訊地圖」服務的超連結([www.map.gov.hk](http://www.map.gov.hk))。

## INTEGRATED REGISTRATION INFORMATION SYSTEM (IRIS) AND THE IRIS ONLINE SERVICES

### IRIS Online Services

Kept under close monitoring, the IRIS online services have been operating smoothly.

### Enhancements to IRIS

The Land Registry implemented the following major enhancements to IRIS in 2012/13:

- adopting double-sided printing for search orders of computerised land records (including land registers, land documents, unposted memorial information and entries in the Memorial Day Book);
- improving the clarity of the “despatch letter” for registered deeds and stopped deeds;
- increasing the upper limit of file size of computerised land records (including land registers, land documents and unposted memorial information) to be delivered by “View by Browser” and “By Download” from four megabytes to ten megabytes;
- enhancing the “Search Land Register” function by:
  - adopting a new, integrated screen design and adding a new “Type of Register” option to facilitate search of lot registers, subdivision registers or both types of registers;
  - providing search of lot registers by House/Building No. and Street Name or Development Name by using address information from external sources such as the RVD;
  - displaying both the English and Chinese Street Names in the suggestion list; and
  - simplifying the selection for Lot, Block and Floor records on various search screens.
- providing a new online function for subscribers with supervisor privilege to reset their Login Identification and to view the resetting history for the past six months; and
- adding a new hyperlink to the GeoInfo Map service of the Lands Department ([www.map.gov.hk](http://www.map.gov.hk)) on the IRIS website.

### 其他資訊科技服務

政府正推行「無障礙網頁運動」，目的是令各政府部門的網站(昔日資料除外)採用無障礙網頁設計，以方便所有人士(包括殘疾人士)瀏覽。為支持是項計劃，我們已將本處的網站提升至符合萬維網聯盟的《無障礙網頁內容指引》2.0版的AA級別標準。



### 資訊科技保安

本處恪守政府的資訊科技保安要求，並參考資訊科技保安業界的最佳做法，推行各種改進措施。我們會定期傳閱部門的資訊科技保安政策及指引，加深員工認識資訊保安及保障個人資料的重要性。

### 未來計劃

#### 部門的資訊科技發展和創議

我們會繼續研究如何進一步提升部門的電子服務，以切合客戶的需求，包括：

- 提升「綜合註冊資訊系統」的硬件和軟件，以提供高效及可靠的服務；以及
- 研究提供「綜合註冊資訊系統」網上服務流動版的可行性。

#### 業權註冊的資訊科技支援

我們會配合《土地業權條例》的修訂工作，為業權註冊設計資訊科技系統。

### Other IT Services

In support of the Government's Web Accessibility Campaign that aims at making government websites, except archive materials, accessible to all (including people with disabilities), we have enhanced the Land Registry's website to conform with the Level AA standards of the Web Content Accessibility Guide (WCAG) version 2.0 issued by the World Wide Web Consortium (W3C).

## IT SECURITY

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

## FUTURE PLAN

### Departmental IT Development and Initiatives

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

- to upgrade the hardware and software of the IRIS for efficient and reliable service delivery; and
- to consider the feasibility of providing a mobile version of the IRIS Online Services.

### IT Support for Title Registration

Design of the IT system for title registration will be taken forward to tie in with the amendment exercise of the LTO.





# 財政管理 Financial Management

## 財政目標

土地註冊處根據《營運基金條例》的條文，奉行下列明確的財政目標：

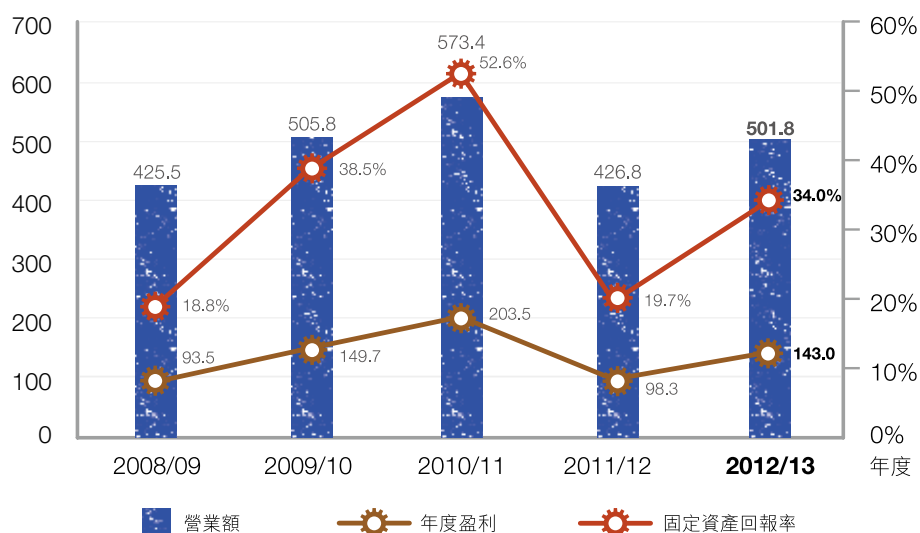
- 使以跨年方式計算的營運基金收入足以支付為市民及政府部門提供服務的開支；以及
- 取得合理的回報，回報率是由財政司司長根據固定資產而釐訂。

## 實際表現

與2011/12年度比較，本年度的營業額增加了7,500萬元(上升17.6%)至5.018億元，主要原因是來自業權報告的收入有所增加。運作開支則增加了2,220萬元(上升6.5%)至3.622億元，主要原因是員工費用有所增加。

## 財政表現

港幣(百萬元)





## FINANCIAL OBJECTIVES

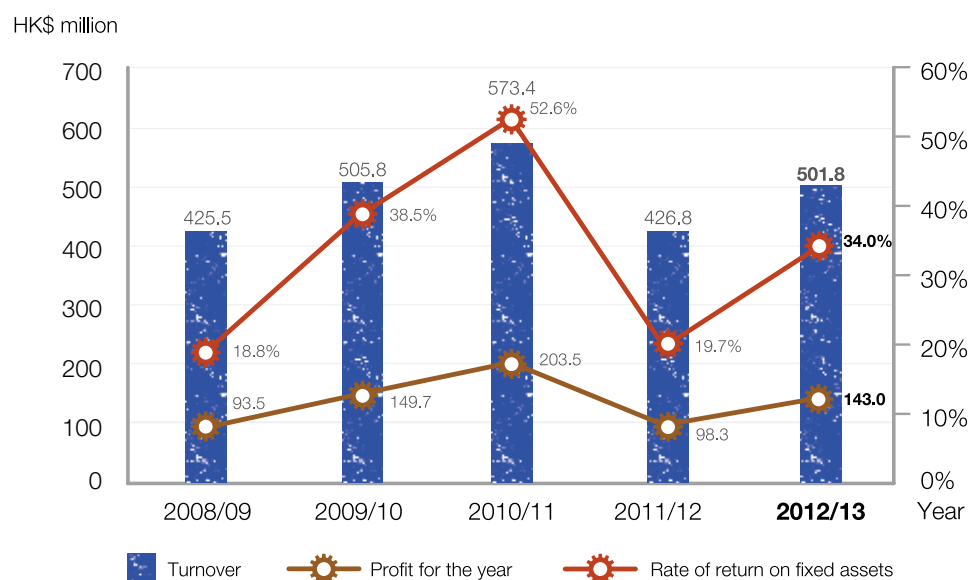
In accordance with the Trading Funds Ordinance, the Land Registry pursues clearly defined financial objectives as follows:

- 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.

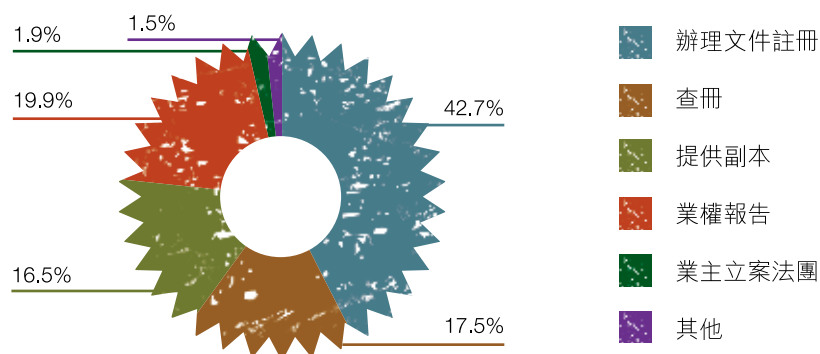
## ACTUAL PERFORMANCE

When compared with 2011/12, turnover increased by \$75 million (up 17.6%) to \$501.8 million mainly due to increase in Reports on Title revenue. Operating expenses also increased by \$22.2 million (up 6.5%) to \$362.2 million mainly due to increase in staff costs.

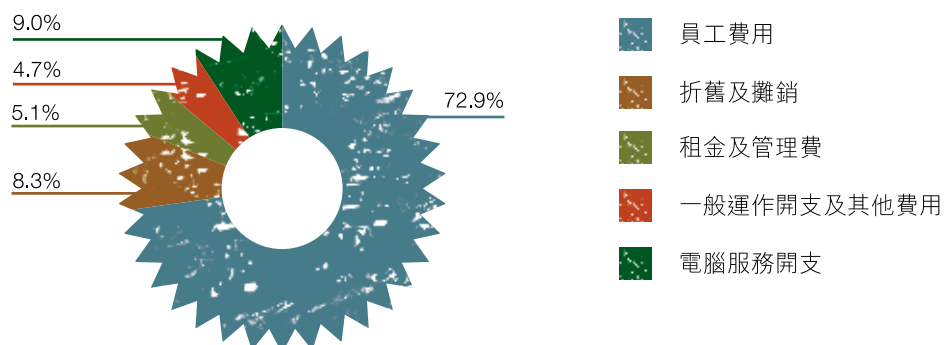
### Financial Performance



## 2012/13年度營業額分析



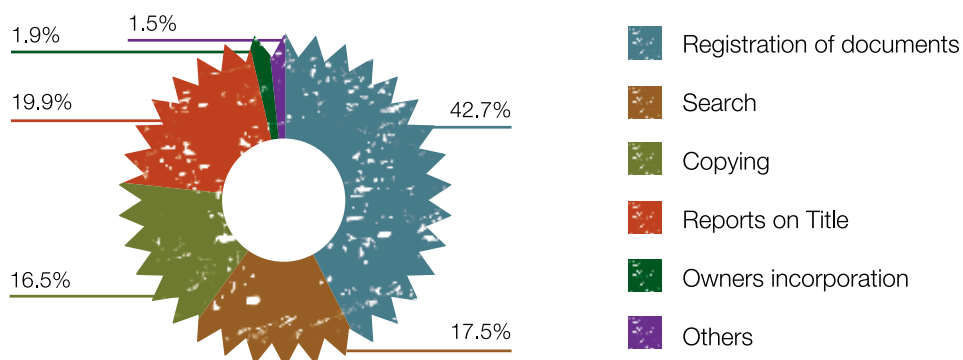
## 2012/13年度營運成本分析



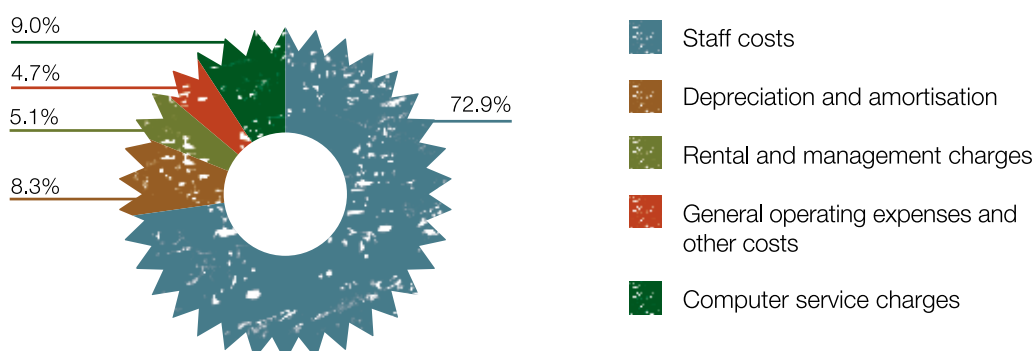
## 展望

本處會繼續審慎理財。本處的收入和固定資產回報主要取決於物業市場的交投量，而物業市況則取決於宏觀經濟因素和按揭利率的走勢。然而，我們會盡力在下個財政年度達致由財政司司長根據固定資產釐訂的目標回報率。

## 2012/13 Analysis of Turnover



## 2012/13 Analysis of Operating Costs



## FORECAST

The Land Registry will continue to exercise strict control on costs. Revenue and return on fixed assets will depend mainly on transaction volume in the property market, which will in turn depend on wider economic factors and the trend of mortgage interest rates. Nevertheless, we would do our best to meet the target rate of return on fixed assets employed as determined by the Financial Secretary for the coming financial year.



# 審計署署長報告

## Report of the Director of Audit



香港特別行政區政府  
審計署

### 獨立審計報告

#### 致立法會

茲證明我已審核及審計列載於第70至102頁土地註冊處營運基金的財務報表，該等財務報表包括於2013年3月31日的財務狀況表與截至該日止年度的全面收益表、權益變動表和現金流量表，以及主要會計政策概要及其他附註解釋資料。

#### 土地註冊處營運基金總經理就財務報表須承擔的責任

土地註冊處營運基金總經理須負責按照《營運基金條例》(第430章)第7(4)條及香港財務報告準則製備真實而中肯的財務報表，及落實其認為必要的內部控制，以使財務報表不存有由於欺詐或錯誤而導致的重大錯誤陳述。

#### 審計師的責任

我的責任是根據我的審計對該等財務報表作出意見。我已按照《營運基金



Audit Commission  
The Government of the Hong Kong Special Administrative Region

### Independent Audit Report

#### To the Legislative Council

I certify that I have examined and audited the financial statements of the Land Registry Trading Fund set out on pages 70 to 102, which comprise the statement of financial position as at 31 March 2013, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

#### General Manager, Land Registry Trading Fund's Responsibility 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 section 7(4) of the Trading Funds Ordinance (Cap. 430) and Hong Kong Financial Reporting Standards, 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.

#### Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in

# 審計署署長報告

## Report of the Director of Audit

條例》第7(5)條及審計署的審計準則進行審計。這些準則要求我遵守道德規範，並規劃及執行審計，以合理確定財務報表是否不存有任何重大錯誤陳述。

審計涉及執执行程序以獲取有關財務報表所載金額及披露資料的審計憑證。所選定的程序取決於審計師的判斷，包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險。在評估該等風險時，審計師考慮與該基金製備真實而中肯的財務報表有關的內部控制，以設計適當的審計程序，但並非為對基金的內部控制的效能發表意見。審計亦包括評價土地註冊處營運基金總經理所採用的會計政策的合適性及所作出的會計估計的合理性，以及評價財務報表的整體列報方式。

我相信，我所獲得的審計憑證是充足和適當地為我的審計意見提供基礎。

### 意見

我認為，該等財務報表已按照香港財務報告準則真實而中肯地反映土地註冊處營運基金於2013年3月31日的狀況及截至該日止年度的運作成果及現金流量，並已按照《營運基金條例》第7(4)條所規定的方式妥為製備。

審計署署長  
(審計署助理署長劉新和代行)

審計署  
香港灣仔  
告士打道7號  
入境事務大樓26樓  
2013年9月23日

accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the General Manager, Land Registry Trading Fund, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

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 2013, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance.

LAU Sun-wo  
Assistant Director of Audit  
for Director of Audit

Audit Commission  
26th Floor, Immigration Tower  
7 Gloucester Road  
Wanchai, Hong Kong  
23 September 2013

# 財務報表

## Certified Financial Statements



## 全面收益表

### Statement of Comprehensive Income

截至二零一三年三月三十一日止年度  
(以港幣千元表示)

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2013	2012
營業額	<b>Turnover</b>	3	<b>501,775</b>	426,796
運作成本	Operating costs	4	<b>(362,233)</b>	(340,014)
運作盈利	Profit from operations		<b>139,542</b>	86,782
其他收入	Other income	5	<b>30,707</b>	29,699
名義利得稅前盈利	<b>Profit before notional profits tax</b>		<b>170,249</b>	116,481
名義利得稅	Notional profits tax	6	<b>(27,229)</b>	(18,139)
年度盈利	<b>Profit for the year</b>		<b>143,020</b>	98,342
其他全面收益	Other comprehensive income		—	—
年度總全面收益	<b>Total comprehensive income for the year</b>		<b>143,020</b>	98,342
固定資產回報率	<b>Rate of return on fixed assets</b>	7	<b>34.0%</b>	19.7%

第77至102頁的附註為本財務報表的一部分。

The notes on pages 77 to 102 form part of these financial statements.



# 財務狀況表

## Statement of Financial Position

於二零一三年三月三十一日  
(以港幣千元表示)

as at 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2013	2012
<b>非流動資產</b>	<b>Non-current assets</b>			
物業、設備及器材	Property, plant and equipment	8	294,508	302,796
無形資產	Intangible assets	9	35,982	51,094
持至期滿的證券	Held-to-maturity securities	10	55,397	101,165
外匯基金存款	Placement with the Exchange Fund	11	438,457	415,205
			<b>824,344</b>	870,260
<b>流動資產</b>	<b>Current assets</b>			
應收帳款及預繳款項	Debtors and prepayments	12	18,190	20,309
應收關連人士帳款	Amounts due from related parties		13,577	6,796
應退名義利得稅	Notional profits tax recoverable		—	4,887
持至期滿的證券	Held-to-maturity securities	10	46,055	—
銀行存款	Bank deposits		280,000	170,000
現金及銀行結餘	Cash and bank balances		49,756	48,292
			<b>407,578</b>	250,284
<b>流動負債</b>	<b>Current liabilities</b>			
遞延收入	Deferred revenue	13	11,228	11,044
客戶按金	Customers' deposits	14	29,124	27,481
應付帳款	Creditors		8,387	8,761
應付關連人士帳款	Amounts due to related parties		1,389	1,437
僱員福利撥備	Provision for employee benefits	15	4,882	6,683
應付名義利得稅	Notional profits tax payable		14,604	—
			<b>69,614</b>	55,406
<b>流動資產淨額</b>	<b>Net current assets</b>		<b>337,964</b>	194,878
<b>總資產減去流動負債</b>	<b>Total assets less current liabilities</b>		<b>1,162,308</b>	1,065,138

第77至102頁的附註為本財務報表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

## 財務狀況表(續)

### Statement of Financial Position (continued)

		附註 Note	2013	2012
<b>非流動負債</b>	<b>Non-current liabilities</b>			
遞延稅項	Deferred tax	16	8,546	11,780
僱員福利撥備	Provision for employee benefits	15	80,591	74,036
			<b>89,137</b>	85,816
<b>資產淨額</b>	<b>NET ASSETS</b>		<b>1,073,171</b>	979,322
<b>資本及儲備</b>	<b>CAPITAL AND RESERVES</b>			
營運基金資本	Trading fund capital	17	118,300	118,300
保留盈利	Retained earnings	18	883,361	811,851
擬發股息	Proposed dividend	19	71,510	49,171
			<b>1,073,171</b>	979,322

周淑貞

土地註冊處營運基金總經理  
二零一三年九月二十三日

Mary CHOW

General Manager, Land Registry Trading Fund  
23 September 2013

第77至102頁的附註為本財務報表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

## 權益變動表

### Statement of Changes in Equity

截至二零一三年三月三十一日止年度  
(以港幣千元表示)

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

		2013	2012
在年初的結餘	Balance at beginning of year	979,322	982,711
年度總全面收益	Total comprehensive income for the year	143,020	98,342
年內已付股息	Dividend paid during the year	(49,171)	(101,731)
在年終的結餘	Balance at end of year	1,073,171	979,322

第77至102頁的附註為本財務報表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

# 現金流量表

## Statement of Cash Flows

截至二零一三年三月三十一日止年度  
(以港幣千元表示)

for the year ended 31 March 2013  
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2013	2012
<b>營運項目的現金流量</b>	<b>Cash flows from operating activities</b>		
運作盈利	Profit from operations	139,542	86,782
折舊及攤銷	Depreciation and amortisation	30,139	30,552
應收帳款及應收 關連人士帳款的 (增加)/減少	(Increase)/Decrease in debtors and amounts due from related parties	(5,023)	5,057
遞延收入的增加/ (減少)	Increase/(Decrease) in deferred revenue	553	(2,571)
應付帳款及應付 關連人士帳款的 增加/(減少)	Increase/(Decrease) in creditors and amounts due to related parties	1,421	(2,438)
僱員福利撥備的增加	Increase in provision for employee benefits	4,754	2,898
客戶按金的增加	Increase in customers' deposits	1,643	721
已付名義利得稅	Notional profits tax paid	(10,971)	(39,179)
<b>營運項目的現金 流入淨額</b>	<b>Net cash from operating activities</b>	<b>162,058</b>	<b>81,822</b>
<b>投資項目的現金流量</b>	<b>Cash flows from investing activities</b>		
銀行存款的減少 (等同現金除外)	Decrease in bank deposits (other than cash equivalents)	—	40,000
添置固定資產	Purchase of fixed assets	(8,583)	(4,484)
外匯基金存款的增加	Increase in placement with the Exchange Fund	(23,252)	(415,205)
已收利息	Interest received	30,412	24,267
<b>投資項目的現金 流出淨額</b>	<b>Net cash used in investing activities</b>	<b>(1,423)</b>	<b>(355,422)</b>

第77至102頁的附註為本財務報表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

## 現金流量表(續)

### Statement of Cash Flows (continued)

	附註 Note	2013	2012
融資項目的現金流量 已付股息	<b>Cash flows from financing activities</b> Dividend paid	<b>(49,171)</b>	(101,731)
融資項目的現金 流出淨額	<b>Net cash used in financing activities</b>	<b>(49,171)</b>	(101,731)
現金及等同現金的 增加／(減少)淨額	<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>111,464</b>	(375,331)
在年初的現金及 等同現金	Cash and cash equivalents at beginning of year	<b>218,292</b>	593,623
在年終的現金及 等同現金	<b>Cash and cash equivalents at end of year</b> 20	<b>329,756</b>	218,292

第77至102頁的附註為本財務報表的一部分。

The notes on pages 77 to 102 form part of these financial statements.

# 財務報表附註

## Notes to the Financial Statements

(除另有註明外，所有金額均以港幣千元為表示單位)

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

### 1. 總論

### General

立法會在一九九三年六月三十日根據《營運基金條例》(第430章)第3、4及6條通過決議案，在一九九三年八月一日設立土地註冊處營運基金。土地註冊處備存載列最新資料的土地登記冊以執行土地註冊制度，並向客戶提供查閱土地登記冊和有關土地記錄的服務和設施。此外，土地註冊處亦負責辦理業主立案法團的申請。

The Land Registry Trading Fund ("LRTF") 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.

### 2. 主要會計政策

### Significant accounting policies

#### 2.1 符合準則聲明

#### Statement of compliance

本財務報表是按照香港公認的會計原則及所有適用的香港財務報告準則(此詞是統稱，當中包括香港會計師公會頒布的所有適用的個別香港財務報告準則、香港會計準則及詮釋)編製。土地註冊處營運基金採納的主要會計政策摘要如下。

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

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 2. 主要會計政策(續)

#### Significant accounting policies (continued)

##### 2.2 編製財務報表的基礎

##### Basis of preparation of the financial statements

本財務報表的編製基礎均以原值成本法計量。

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

編製符合香港財務報告準則的財務報表需要土地註冊處營運基金管理層作出判斷、估計及假設。該等判斷、估計及假設會影響會計政策的實施，以及資產與負債和收入與支出的呈報款額。該等估計及相關的假設，均按以往經驗及其他在有關情況下被認為合適的因素而制訂。倘若沒有其他現成數據可供參考，則會採用該等估計及假設作為判斷有關資產及負債的帳面值的基礎。估計結果或會與實際價值有所不同。

The preparation of financial statements in conformity with HKFRSs requires the management of LRTF to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, 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.

該等估計及其所依據的假設會作持續檢討。如修訂會計估計只會影響當年的會計期，當年的會計期內會確認有關修訂；如修訂會影響當年及未來的會計期，則會在當年及未來的會計期內確認有關修訂。

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.

土地註冊處營運基金在實施會計政策方面並不涉及任何關鍵的會計判斷。無論對未來作出的假設，或在報告期結束日估計過程中所存在的不明朗因素，皆不足以構成重大風險，導致資產和負債的帳面金額在來年大幅修訂。

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



## 財務報表附註(續) Notes to the Financial Statements (continued)

### 2. 主要會計政策(續)

### Significant accounting policies (continued)

#### 2.3 金融資產及金融負債

#### Financial assets and financial liabilities

##### 2.3.1 初始確認

##### Initial recognition

土地註冊處營運基金會按起初取得資產或引致負債的目的將金融資產及金融負債作下列分類：貸出款項及應收帳款、持至期滿的證券及其他金融負債。

The LRTF classifies its financial assets and financial liabilities into different categories at inception, depending on the purpose for which the assets were acquired or the liabilities were incurred. The categories are: loans and receivables, held-to-maturity securities and other financial liabilities.

金融資產及金融負債最初按公平值(通常相等於成交價)加上因收購金融資產或產生金融負債而直接引致的交易成本計量。

Financial assets and financial liabilities are measured initially at fair value, which normally equals to the transaction prices, plus transaction costs that are directly attributable to the acquisition of the financial asset or issue of the financial liability.

土地註冊處營運基金在成為有關金融工具的合約其中一方之日會確認有關金融資產及金融負債。至於購買及出售市場上有既定交收期的金融資產，則於交收日入帳。

The LRTF recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument. Regular way purchases and sales of financial assets are accounted for at settlement date.

##### 2.3.2 分類

##### Categorisation

###### 2.3.2.1 貸出款項及應收帳款

###### Loans and receivables

貸出款項及應收帳款為具有固定或可以確定收支金額，但在活躍市場並沒有報價的非衍生金融資產，而土地註冊處營運基金亦無意將之持有作交易用途。此類別包括外匯基金存款、應收帳款、應收關連人士帳款、銀行存款及現金及銀行結餘。

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and which the LRTF has no intention of trading. This category includes placement with the Exchange Fund, debtors, amounts due from related parties, bank deposits, and cash and bank balances.

貸出款項及應收帳款採用實際利率法按攤銷成本值扣除任何減值虧損(如有)列帳(附註2.3.4)。

Loans and receivables are carried at amortised cost using the effective interest method less impairment losses, if any (note 2.3.4).

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

## 2. 主要會計政策(續)

## Significant accounting policies (continued)

### 2.3 金融資產及金融負債(續)

### Financial assets and financial liabilities (continued)

#### 2.3.2 分類(續)

#### Categorisation (continued)

##### 2.3.2.1 貸出款項及應收帳款(續)

##### Loans and receivables (continued)

實際利率法是計算金融資產或金融負債的攤銷成本值，以及攤分在有關期間的利息收入或支出的方法。實際利率是指可將金融工具在預計有效期間(或適用的較短期間)內的預計現金收支，折現成該金融資產或金融負債的帳面淨值所適用的貼現率。土地註冊處營運基金在計算實際利率時，會考慮金融工具的所有合約條款以估計現金流量，但不會計及日後的信貸虧損。有關計算包括與實際利率相關的所有收取自或支付予合約各方的費用、交易成本及所有其他溢價或折讓。

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

##### 2.3.2.2 持至期滿的證券

##### Held-to-maturity securities

持至期滿的證券為具有固定或可以確定收支金額及有固定到期日，而且土地註冊處營運基金有明確意向及能力，可以持有直至到期的非衍生金融資產，惟符合貸出款項及應收帳款定義的金融資產則除外。

Held-to-maturity securities are non-derivative financial assets with fixed or determinable payments and fixed maturity which the LRTF has the positive intention and ability to hold to maturity, other than those that meet the definition of loans and receivables.

持至期滿的證券採用實際利率法按攤銷成本值扣除任何減值虧損(如有)列帳(附註2.3.4)。

Held-to-maturity securities are carried at amortised cost using the effective interest method less impairment losses, if any (note 2.3.4).

##### 2.3.2.3 其他金融負債

##### Other financial liabilities

其他金融負債採用實際利率法按攤銷成本值列帳。

Other financial liabilities are carried at amortised cost using the effective interest method.

## 財務報表附註(續) Notes to the Financial Statements (continued)

### 2. 主要會計政策(續)

### Significant accounting policies (continued)

#### 2.3 金融資產及金融負債(續)

#### Financial assets and financial liabilities (continued)

##### 2.3.3 註銷確認

##### Derecognition

當從金融資產收取現金流量的合約權屆滿時，或已轉讓該金融資產及其絕大部分風險和回報的擁有權，該金融資產會被註銷確認。

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.

當合約指明的債務被解除、取消或到期時，該金融負債會被註銷確認。

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

##### 2.3.4 金融資產減值

##### Impairment of financial assets

貸出款項及應收帳款、持至期滿的證券的帳面值會在每個報告期結束日作出評估，以確定是否有客觀的減值證據。貸出款項及應收帳款以及持至期滿的證券若存在減值證據，虧損會以該資產的帳面值與按其原本的實際利率用折現方式計算其預期未來現金流量的現值之間的差額，在全面收益表內確認。如其後減值虧損降低，並證實與在確認減值虧損後出現的事件相關，則該減值虧損會在全面收益表內回撥。

The carrying amount of loans and receivables and held-to-maturity securities are reviewed at the end of each reporting period to determine whether there is objective evidence of impairment. If any impairment evidence exists, a loss is recognised in the statement of comprehensive income as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. If in a subsequent period, the amount of such impairment loss decreases and the decrease can be linked objectively to an event occurring after the impairment loss was recognised, the impairment loss is reversed through the statement of comprehensive income.

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 2. 主要會計政策(續)

#### Significant accounting policies (continued)

##### 2.4 物業、設備及器材

##### Property, plant and equipment

於一九九三年八月一日撥歸土地註冊處營運基金的物業、設備及器材，最初的成本是按立法會所通過成立土地註冊處營運基金的決議案中所列的估值入帳。由一九九三年八月一日起新購的物業、設備及器材均按購入價入帳。

Property, plant and equipment appropriated to the LRTF 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 LRTF. Property, plant and equipment acquired since 1 August 1993 are capitalised at their costs of acquisition.

以下物業、設備及器材以成本值扣除累計折舊及任何減值虧損列帳(附註2.6)：

- 於一九九三年八月一日撥歸土地註冊處營運基金的自用物業；及
- 設備及器材包括電腦器材、汽車、傢具與裝置，以及其他器材。

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

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

折舊是按照物業、設備及器材的估計可使用年期以直線法攤銷扣除估計剩餘值的成本值，計算方法如下：

- |            |     |
|------------|-----|
| — 建築物      | 30年 |
| — 電腦器材     | 5年  |
| — 器材、傢具及裝置 | 5年  |
| — 汽車       | 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 years  |
| — Equipment, furniture and fittings | 5 years  |
| — Motor vehicles                    | 5 years  |

於一九九三年八月一日撥歸土地註冊處營運基金的土地(為土地註冊處營運基金之物業所在地)視為非折舊資產。

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

出售物業、設備及器材的損益以出售所得淨額與資產的帳面值之間的差額來決定，並在出售日於全面收益表內確認。

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

## 財務報表附註(續) Notes to the Financial Statements (continued)

### 2. 主要會計政策(續)

### Significant accounting policies (continued)

#### 2.5 無形資產

#### Intangible assets

無形資產包括購入的電腦軟件牌照及已資本化的電腦軟件程式開發成本值。若電腦軟件程式在技術上可行，而土地註冊處營運基金有足夠資源及有意完成開發工作，有關的開發費用會被資本化。資本化費用包括直接工資及材料費用。無形資產按成本值扣除累計攤銷及任何減值虧損列帳(附註2.6)。

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

無形資產的攤銷按估計可使用年期(5年)以直線法列入全面收益表。

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 years.

#### 2.6 固定資產的減值

#### Impairment of fixed assets

固定資產，包括物業、設備及器材，以及無形資產的帳面值在每個報告期結束日評估，以確定有否出現減值跡象。若有減值跡象而資產的帳面值高於其可收回數額，則有關減值虧損在全面收益表內確認。資產的可收回數額為其公平值減出售成本與使用值兩者中的較高者。

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

#### 2.7 等同現金

#### Cash equivalents

等同現金指短期及流通性高的投資，該等項目在購入時距期滿日不超過3個月，並隨時可轉換為已知數額的現金，而其價值變動的風險不大。

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 acquisition.

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

## 2. 主要會計政策(續)

## Significant accounting policies (continued)

### 2.8 僱員福利

### Employee benefits

土地註冊處營運基金的僱員包括公務員及合約員工。薪金、約滿酬金及年假開支均在僱員提供有關服務所在年度以應計基準確認入帳。就公務員而言，僱員附帶福利開支包括香港特別行政區政府(「政府」)給予僱員的退休金及房屋福利，均在僱員提供有關服務所在年度支銷。

The employees of LRTF 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.

就按可享退休金條款受聘的公務員的長俸負債已包括於支付予政府有關附帶福利開支中。就其他員工向強制性中央公積金計劃的供款於全面收益表中支銷。

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

### 2.9 名義利得稅

### Notional profits tax

- (i) 根據《稅務條例》(第112章)土地註冊處營運基金並無稅務責任，但政府要求土地註冊處營運基金須向政府一般收入支付一筆款項以代替利得稅(即名義利得稅)，該款項是根據《稅務條例》的規定所計算。本年度名義利得稅支出包括本期稅項及遞延稅項資產和負債的變動。

The LRTF has no tax liability under the Inland Revenue Ordinance (Cap. 112). However, the Government requires the LRTF to pay to the General Revenue an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. Notional profits tax expense for the year comprises current tax and movements in deferred tax assets and liabilities.

- (ii) 本期稅項為本年度對應課稅收入按報告期結束日已生效或實際有效的稅率計算的預計應付稅項，並包括以往年度應付稅項的任何調整。

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

## 財務報表附註(續) Notes to the Financial Statements (continued)

### 2. 主要會計政策(續)

### Significant accounting policies (continued)

#### 2.9 名義利得稅(續)

#### Notional profits tax (continued)

- (iii) 遞延稅項資產及負債是因納稅基礎計算的資產及負債與其帳面值之間的差異，而分別產生的可扣稅及應課稅的暫記差額。遞延稅項資產也可由未使用稅務虧損及稅項抵免而產生。

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

所有遞延稅項負債及未來可能有應課稅盈利予以抵銷的遞延稅項資產，均予確認。

All deferred tax liabilities, and all deferred tax assets to the extent that it is probable that future taxable profits will be available against which the assets can be utilised, are recognised.

遞延稅項的確認額是根據該資產及負債的帳面值之預期收回及結算的方式，按在報告期結束日已生效或實際有效的稅率計算。遞延稅項資產及負債不作折現。

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

遞延稅項資產的帳面金額在每個報告期結束日重新審閱，對預期不再有足夠的應課稅盈利以實現相關稅務利益的遞延稅項資產予以扣減。被扣減的遞延稅項資產會於預期將來出現足夠的應課稅盈利時撥回。

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

#### 2.10 收入的確認

#### Revenue recognition

營運收入在提供服務時確認。利息收入採用實際利率法以應計方式確認。

Revenue is recognised as services are provided. Interest income is recognised as it accrues using the effective interest method.



## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 2. 主要會計政策(續)

#### Significant accounting policies (continued)

##### 2.11 外幣換算

##### Foreign currency translation

本年度外幣交易，按交易當日的匯率換算為港元。以非港幣計算的貨幣資產及負債，均按報告期結束日的匯率換算為港元。外匯換算產生的匯兌收益及虧損，會在全面收益表中確認。

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 end of the reporting period. Exchange gains and losses are recognised in the statement of comprehensive income.

##### 2.12 關連人士

##### Related parties

土地註冊處營運基金是根據《營運基金條例》成立，並屬政府轄下的獨立會計單位。年內，土地註冊處營運基金在日常業務中與各關連人士進行交易。這些人士包括政府各局及部門、營運基金，以及受政府所管制或主要影響的財政自主機構。

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

##### 2.13 新訂及經修訂香港財務報告準則的影響

##### Impact of new and revised HKFRSs

香港會計師公會已頒布自本會計期開始生效的多項新訂及經修訂的香港財務報告準則。適用於本財務報表所呈報的年度的會計政策，並未因這些發展而有任何改變。

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

土地註冊處營運基金並沒有採納在本會計期尚未生效的任何新香港財務報告準則(附註25)。

The LRTF has not applied any new HKFRSs that are not yet effective for the current accounting period (note 25).



## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 3. 營業額

#### Turnover

		2013	2012
辦理文件註冊	Registration of documents	214,209	212,097
查冊	Search	87,771	82,166
提供副本	Copying	82,736	78,361
業權報告	Reports on title	100,101	35,833
業主立案法團	Owners incorporation	9,316	10,804
其他	Others	7,642	7,535
<b>總額</b>	<b>Total</b>	<b>501,775</b>	426,796

#### 4. 運作成本

#### Operating costs

		2013	2012
員工費用	Staff costs	264,199	247,968
一般運作開支	General operating expenses	14,777	12,617
電腦服務開支	Computer service charges	32,529	29,170
租金及管理費	Rental and management charges	18,409	16,121
中央行政費用	Central administrative overheads	1,615	3,097
折舊及攤銷	Depreciation and amortisation	30,139	30,552
審計費用	Audit fees	565	489
<b>總額</b>	<b>Total</b>	<b>362,233</b>	340,014

#### 5. 其他收入

#### Other income

		2013	2012
銀行存款利息	Bank deposits interest	2,185	3,638
持至期滿證券利息	Held-to-maturity securities interest	5,316	5,312
外匯基金存款利息	Placement with the Exchange Fund interest	22,876	20,987
匯兌淨虧損	Net exchange loss	(39)	(238)
其他	Others	369	—
<b>總額</b>	<b>Total</b>	<b>30,707</b>	29,699

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 6. 名義利得稅

#### Notional profits tax

- (i) 於全面收益表內扣除的名義利得稅如下：

The notional profits tax charged to the statement of comprehensive income represents:

		2013	2012
本期稅項	Current tax		
本年名義利得稅的撥備	Provision for notional profits tax for the year	30,475	21,161
上年度多提之撥備	Over-provision in respect of last year	(12)	—
		30,463	21,161
遞延稅項	Deferred tax		
暫記差額的產生及撥回	Origination and reversal of temporary differences	(3,234)	(3,022)
名義利得稅	Notional profits tax	27,229	18,139

- (ii) 稅項支出與全面收益表盈利按適用稅率計算的稅項兩者之對帳如下：

The reconciliation between tax expense and accounting profit at applicable tax rates is as follows:

		2013	2012
名義利得稅前盈利	Profit before notional profits tax	170,249	116,481
按香港利得稅率 16.5% (二零一二年：16.5%) 計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2012: 16.5%)	28,091	19,219
二零一二至一三年度 一次性的稅項寬減	One-off tax reduction in 2012-13	(10)	—
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	(840)	(1,080)
上年度多提之撥備	Over-provision in respect of last year	(12)	—
名義稅項支出	Notional tax expense	27,229	18,139

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 7. 固定資產回報率

#### Rate of return on fixed assets

固定資產回報率是以總全面收益(不包括利息收入和利息支出)除以固定資產平均淨值所得的百分率。固定資產包括物業、設備、器材及無形資產。預期土地註冊處營運基金可以達致財政司司長定下每年固定資產回報率6.9%(二零一二年: 8.3%)的目標。

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income and interest expenses) divided by average net fixed assets, and expressed as a percentage. Fixed assets include property, plant and equipment and intangible assets. The LRTF is expected to meet a target rate of return on fixed assets of 6.9% (2012: 8.3%) per year as determined by the Financial Secretary.

#### 8. 物業、設備及器材

#### Property, plant and equipment

		土地及 建築物	電腦器材	器材、傢具 及裝置	汽車	總計
		Land and Buildings	Computer Equipment	Equipment, Furniture and Fittings	Motor Vehicles	Total
<b>成本</b>	<b>Cost</b>					
在二零一一年四月一日	At 1 April 2011	350,000	146,443	18,416	—	514,859
添置	Additions	—	3,597	199	—	3,796
在二零一二年三月三十一日	At 31 March 2012	350,000	150,040	18,615	—	518,655
在二零一二年四月一日	<b>At 1 April 2012</b>	<b>350,000</b>	<b>150,040</b>	<b>18,615</b>	<b>—</b>	<b>518,655</b>
添置	<b>Additions</b>	<b>—</b>	<b>3,632</b>	<b>1,727</b>	<b>244</b>	<b>5,603</b>
出售/註銷	<b>Disposals</b>	<b>—</b>	<b>—</b>	<b>(1,087)</b>	<b>—</b>	<b>(1,087)</b>
在二零一三年三月三十一日	<b>At 31 March 2013</b>	<b>350,000</b>	<b>153,672</b>	<b>19,255</b>	<b>244</b>	<b>523,171</b>
<b>累計折舊</b>	<b>Accumulated depreciation</b>					
在二零一一年四月一日	At 1 April 2011	68,036	118,624	15,984	—	202,644
年度費用	Charge for the year	3,852	8,190	1,173	—	13,215
在二零一二年三月三十一日	At 31 March 2012	71,888	126,814	17,157	—	215,859
在二零一二年四月一日	<b>At 1 April 2012</b>	<b>71,888</b>	<b>126,814</b>	<b>17,157</b>	<b>—</b>	<b>215,859</b>
年度費用	<b>Charge for the year</b>	<b>3,852</b>	<b>8,833</b>	<b>1,157</b>	<b>49</b>	<b>13,891</b>
出售/註銷回撥	<b>Written back on disposals</b>	<b>—</b>	<b>—</b>	<b>(1,087)</b>	<b>—</b>	<b>(1,087)</b>
在二零一三年三月三十一日	<b>At 31 March 2013</b>	<b>75,740</b>	<b>135,647</b>	<b>17,227</b>	<b>49</b>	<b>228,663</b>
<b>帳面淨值</b>	<b>Net book value</b>					
在二零一三年三月三十一日	<b>At 31 March 2013</b>	<b>274,260</b>	<b>18,025</b>	<b>2,028</b>	<b>195</b>	<b>294,508</b>
在二零一二年三月三十一日	At 31 March 2012	278,112	23,226	1,458	—	302,796

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 9. 無形資產

#### Intangible assets

電腦軟件牌照及系統開發成本  
Computer software licences  
and system development costs  
2013 2012

成本	Cost		
在年初	At beginning of year	181,219	178,002
添置	Additions	1,136	3,217
在年終	At end of year	182,355	181,219
累計攤銷	Accumulated amortisation		
在年初	At beginning of year	130,125	112,788
年度費用	Charge for the year	16,248	17,337
在年終	At end of year	146,373	130,125
帳面淨值	Net book value		
在年終	At end of year	35,982	51,094

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 10. 持至期滿的證券

#### Held-to-maturity securities

		2013	2012
按攤銷成本列帳	At amortised cost		
上市：	Listed:		
— 本港	— in Hong Kong	55,397	55,350
— 本港以外	— outside Hong Kong	15,123	15,100
非上市	Unlisted	70,520	70,450
		30,932	30,715
<b>總額</b>	<b>Total</b>	<b>101,452</b>	101,165
列為：	Classified as:		
流動資產	Current assets	46,055	—
非流動資產	Non-current assets	55,397	101,165
<b>總額</b>	<b>Total</b>	<b>101,452</b>	101,165

#### 11. 外匯基金存款

#### Placement with the Exchange Fund

外匯基金存款結餘為4.385億港元(二零一二年：4.152億港元)，其中4億港元為原有存款，3,850萬港元(二零一二年：1,520萬港元)為報告期結束日已入帳但尚未提取的利息。該存款為期六年(由存款日起計)，期內不能提取原有存款。

The balance of the placement with the Exchange Fund amounted to HK\$438.5 million (2012: HK\$415.2 million), being the original placement of HK\$400 million plus HK\$38.5 million (2012: HK\$15.2 million) interest paid but not yet withdrawn at the end of the reporting period. The term of the placement is six years from the date of placement, during which the amount of original placement cannot be withdrawn.

外匯基金存款利息按每年1月釐定的固定息率計算。該息率是基金投資組合過去6年的平均年度投資回報，或3年期外匯基金債券在上一個年度的平均年度收益，兩者取其較高者，下限為0%。二零一三年固定息率為每年5.0%，二零一二年為每年5.6%。

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Exchange Fund Notes for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 5.0% per annum for the year 2013 and at 5.6% per annum for the year 2012.

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 12. 應收帳款及預繳款項

#### Debtors and prepayments

		2013	2012
應收帳款	Trade debtors	7,827	9,545
應計利息：	Accrued interest from:		
— 銀行存款	— bank deposits	48	33
— 持至期滿的證券	— held-to-maturity securities	674	674
— 外匯基金存款	— placement with the Exchange Fund	5,406	5,781
預繳款項及其他按金	Prepayment and other deposits	4,235	4,276
<b>總額</b>	<b>Total</b>	<b>18,190</b>	<b>20,309</b>

#### 13. 遞延收入

#### Deferred revenue

指已售出但仍未使用的查冊票，及預先支付的訂購費用或其他服務收費。

This represents outstanding search tickets and subscription fees/other service charges received in advance of which services have not yet been rendered.

		2013	2012
查冊票	Search tickets	—	369
訂購費用或其他服務收費	Subscription fees/other service charges	11,228	10,675
<b>總額</b>	<b>Total</b>	<b>11,228</b>	<b>11,044</b>

#### 14. 客戶按金

#### Customers' deposits

		2013	2012
網上服務登記用戶	Online services subscribers	27,409	26,497
各政府部門	Government departments	1,715	984
<b>總額</b>	<b>Total</b>	<b>29,124</b>	<b>27,481</b>

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 15. 僱員福利撥備

#### Provision for employee benefits

此為在計至報告期結束日就所提供的服務給予僱員年假及合約僱員約滿酬金的估計負債(見附註2.8)。

This represents the estimated liability for employees' annual leave and obligations on contract-end gratuities payable to contract staff for services rendered up to the end of the reporting period (also see Note 2.8).

#### 16. 遞延稅項

#### Deferred tax

在財務狀況表內確認的遞延稅項主要部分及年內的變動如下：

Major components of deferred tax recognised in the statement of financial position and the movements during the year are as follows:

		多於有關折舊及攤銷 的折舊免稅額 Depreciation allowances in excess of the related depreciation and amortisation	其他暫記差額 Other temporary differences	總額 Total
在二零一一年四月一日的結餘	Balance at 1 April 2011	14,880	(78)	14,802
於全面收益表內計入	Credited to the statement of comprehensive income	(3,010)	(12)	(3,022)
在二零一二年三月三十一日的結餘	Balance at 31 March 2012	11,870	(90)	11,780
在二零一二年四月一日的結餘	Balance at 1 April 2012	11,870	(90)	11,780
於全面收益表內(計入)/扣除	(Credited)/Charged to the statement of comprehensive income	(3,247)	13	(3,234)
在二零一三年三月三十一日的結餘	Balance at 31 March 2013	8,623	(77)	8,546

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 17. 營運基金資本

#### Trading fund capital

此為政府對土地註冊處營運基金的投資。

This represents the Government's investment in the LRTF.

#### 18. 保留盈利

#### Retained earnings

		2013	2012
在年初的結餘	Balance at beginning of year	811,851	762,680
年度總全面收益	Total comprehensive income for the year	143,020	98,342
擬發股息	Proposed dividend	(71,510)	(49,171)
在年終的結餘	Balance at end of year	883,361	811,851

#### 19. 擬發股息

#### Proposed Dividend

向政府擬發股息是根據年度總全面收益及經財經事務及庫務局局長核准的年度營運計劃裏列出的50%目標派息比率(二零一二年: 50%)作出。

The proposed dividend to the Government is based on the total comprehensive income for the year and the target dividend payout ratio of 50% (2012: 50%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

#### 20. 現金及等同現金

#### Cash and cash equivalents

		2013	2012
現金及銀行結餘	Cash and bank balances	49,756	48,292
銀行存款	Bank deposits	280,000	170,000
現金及等同現金	Cash and cash equivalents	329,756	218,292



## 財務報表附註(續) Notes to the Financial Statements (continued)

### 21. 關連人士交易

### Related party transactions

除了在本財務報表的其他部分披露的與關連人士交易外，年內與關連人士進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:

- (i) 土地註冊處營運基金向關連人士提供的服務包括土地文件註冊、查閱土地登記冊及土地記錄，以及提供土地記錄副本和業權報告。這些服務為土地註冊處營運基金帶來的總收入達13,800萬港元(二零一二年：7,300萬港元)，這金額已計算在附註3的營業額項下。

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. The total revenue derived from these services amounted to HK\$138 million (2012: HK\$73 million). This amount is included in turnover under note 3.

- (ii) 關連人士向土地註冊處營運基金提供的服務包括有關電腦、辦公地方、中央行政和審計的服務。土地註冊處營運基金在這些服務方面的總開支達2,600萬港元(二零一二年：2,500萬港元)，這金額已計算在附註4的運作成本項下。

Services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to HK\$26 million (2012: HK\$25 million). This amount is included in operating costs under note 4.

- (iii) 向關連人士購入的固定資產包括裝置工程。這些資產的總成本為200萬港元(二零一二年：20萬港元)。

Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to HK\$2.0 million (2012: HK\$0.2 million).

土地註冊處營運基金向關連人士提供服務的收費和接受這些人士服務的收費都是按照劃一標準計算，即同時提供給公眾的服務，收費和公眾一樣；至於只提供給關連人士的服務，則按服務的十足成本計算。

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.

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 22. 金融風險管理

#### Financial risk management

##### (i) 投資政策

##### Investment policy

土地註冊處營運基金以審慎保守的方式來投資包括外匯基金存款、債務證券及銀行存款的金融資產。投資的決定是按照由財經事務及庫務局局長、香港金融管理局所發出的指引，並符合其他有關規例。投資的債務證券是由政府或由信貸評級可靠的香港半官方機構發出。一般來說，投資的債務證券會持至期滿。

The LRTF maintains a conservative approach on investments in financial assets including placement with the Exchange Fund, debt securities and bank deposits. Investment decisions are made according to the guidelines from the Secretary for Financial Services and the Treasury, Hong Kong Monetary Authority and other relevant regulations. Invested debt securities are issued by the Government or quasi-government bodies in Hong Kong with sound credit ratings and are in general held to maturity.

##### (ii) 信貸風險

##### Credit risk

信貸風險指金融工具的一方將不能履行責任而且會引致另一方蒙受財務損失的風險。

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.

土地註冊處營運基金的信貸風險，主要取決於應收帳款、銀行存款、外匯基金存款及債務證券的投資。土地註冊處營運基金訂有風險政策，並持續監察須承擔的信貸風險。

The LRTF's credit risk is primarily attributable to debtors, bank deposits, placement with the Exchange Fund and investments in debt securities. The LRTF has a credit policy in place and the exposure to these credit risks is monitored on an ongoing basis.

關於應收帳款，網上服務登記用戶須繳付按金。

In respect of debtors, deposits are required from the LRTF's online services subscribers.

為盡量減低信貸風險，所有定期存款均存於香港的持牌銀行。

To minimise credit risks, all fixed deposits are placed with licensed banks in Hong Kong.

至於外匯基金存款，其相關信貸風險偏低。

For the placement with the Exchange Fund, the credit risk is considered to be low.

## 財務報表附註(續) Notes to the Financial Statements (continued)

### 22. 金融風險管理(續)

### Financial risk management (continued)

#### (ii) 信貸風險(續)

#### Credit risk (continued)

債務證券投資方面，只考慮獲穆迪或標準普爾評為投資級別的債務證券。在報告期結束日，債務證券投資的信貸質素(以穆迪或標準普爾的評級中的較低者分析)如下：

For investments in debt securities, only those classified under the investment grade by Moody's or Standard & Poor's are considered. At the end of the reporting period, the credit quality of investments in debt securities, analysed by the lower of ratings designated by Moody's or Standard & Poor's, is as follows:

		2013	2012
持至期滿的證券 (按信貸級別排列)	Held-to-maturity securities by credit rating		
Aa1至Aa3/AA+至AA-	Aa1 to Aa3/AA+ to AA-	101,452	101,165

在報告期結束日土地註冊處營運基金的金融資產所須承擔的最高信貸風險數額相當於其帳面值。

The maximum exposure to credit risk of the financial assets of the LRTF at the end of the reporting period is equal to their carrying values.

#### (iii) 流動資金風險

#### Liquidity risk

流動資金風險指某一實體將難以履行與金融負債相關的責任的風險。

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

根據《營運基金條例》，土地註冊處營運基金須負責其現金管理，包括盈餘現金的長短期投資，惟須獲財政司司長批准。土地註冊處營運基金的政策是定期監察即時及預期的流動資金需要，確保能維持足夠的現金儲備，以符合長短期的流動資金需要。土地註冊處營運基金的流動資金狀況穩健，故其面對的流動資金風險甚低。

Under the Trading Funds Ordinance, the LRTF 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 LRTF'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 LRTF has a strong liquidity position, it has a very low level of liquidity risk.

## 財務報表附註(續)

## Notes to the Financial Statements (continued)

### 22. 金融風險管理(續)

### Financial risk management (continued)

#### (iv) 利率風險

#### Interest rate risk

利率風險指因市場利率變動而引致虧損的風險。利率風險可進一步分為公平值利率風險及現金流量利率風險。

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

公平值利率風險指金融工具的公平值會因市場利率變動而波動的風險。由於土地註冊處營運基金的持至期滿的證券及銀行存款為定息金融工具，當市場利率上升，這些金融工具的公平值便會下跌。然而，由於上述金融資產均按攤銷成本值列示，市場利率的變動不會影響相關帳面值及土地註冊處營運基金的盈利和儲備。

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 LRTF's held-to-maturity securities and bank deposits bear interest at fixed rates, their fair values will fall when market interest rates increase. However, as all these financial assets are stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the LRTF's profit and reserves.

現金流量利率風險指金融工具的未來現金流量會因市場利率變動而波動的風險。土地註冊處營運基金無須面對重大的現金流量利率風險，因為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 LRTF is not exposed to material cash flow interest rate risk because it has no major financial instruments bearing interest at a floating rate.

#### (v) 貨幣風險

#### Currency risk

貨幣風險指金融工具的公平值或未來現金流量會因匯率變動而波動的風險。

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.

土地註冊處營運基金的一般業務交易是以港元為單位，因而不會引致貨幣風險。

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

至於以美元為單位的投資，基於港元與美元掛鈎，土地註冊處營運基金的貨幣風險甚低。

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 LRTF has a very low level of currency risk.

## 財務報表附註(續) Notes to the Financial Statements (continued)

### 22. 金融風險管理(續)

### Financial risk management (continued)

#### (v) 貨幣風險(續)

#### Currency risk (continued)

在報告期結束日，以美元為本位的金融資產總計有1.02億港元(二零一二年：1.02億港元)。剩餘的金融資產及所有金融負債均以港元為本位。

At the end of the reporting period, financial assets totalling HK\$102 million (2012: HK\$102 million) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

#### (vi) 其他財務風險

#### Other financial risk

土地註冊處營運基金因於每年一月釐定的外匯基金存款息率(附註11)的變動而須面對金融風險。於二零一三年三月三十一日，假設二零一二年及二零一三年的息率增加／減少50個基點而其他因素不變，估計年度盈利及儲備將增加／減少180萬港元。

The LRTF 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 2013, a 50 basis point increase/decrease in the interest rates for 2012 and 2013, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$1.8 million.

#### (vii) 公平值

#### Fair values

在活躍市場買賣的金融工具的公平值是根據報告期結束日的市場報價釐定。如沒有該等市場報價，則以現值或其他估值方法以報告期結束日的市況數據評估其公平值。

The fair value of financial instruments traded in active markets is based on quoted market prices at the end of the reporting period. 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 end of the reporting period.

## 財務報表附註(續) Notes to the Financial Statements (continued)

### 22. 金融風險管理(續)

### Financial risk management (continued)

#### (vii) 公平值(續)

#### Fair values (continued)

持至期滿的證券在報告期結束日的公平值如下：

The fair values of held-to-maturity securities at the end of the reporting period were as follows:

		帳面值 Carrying value		公平值 Fair value	
		2013	2012	2013	2012
持至期滿的證券	Held-to-maturity securities	101,452	101,165	105,378	107,954

所有其他金融工具均以與其公平值相同或相差不大的金額在財務狀況表內列帳。

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

### 23. 資本承擔

### Capital commitments

在二零一三年三月三十一日，土地註冊處營運基金有下列尚未列入財務報表的資本承擔：

As at 31 March 2013, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows:

		2013	2012
已批准及簽約	Authorised and contracted for	1,019	1,920
已批准惟未簽約	Authorised but not yet contracted for	96,162	85,515
總額	Total	97,181	87,435

## 財務報表附註(續)

### Notes to the Financial Statements (continued)

#### 24. 經營租約承擔

#### Operating lease commitments

在二零一三年三月三十一日，根據不可撤銷的土地及建築物經營租約在未來的最低應付租賃款項總額如下：

As at 31 March 2013, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows:

		2013	2012
不超過一年	Not later than one year	2,434	3,646
超過一年但不超過五年	Later than one year but not later than five years	—	2,434
<b>總額</b>	<b>Total</b>	<b>2,434</b>	<b>6,080</b>

#### 25. 已頒布但於截至二零一三年三月三十一日止年度尚未生效的修訂、新準則及詮釋可能造成的影響

#### Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2013

直至本財務報表發出之日，香港會計師公會已頒布多項修訂、新準則及詮釋。其中包括於截至二零一三年三月三十一日止年度尚未生效，亦沒有提前在本財務報表中被採納的修訂、新準則及詮釋。

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 2013 and which have not been early adopted in these financial statements.

土地註冊處營運基金正就該等修訂、新準則及詮釋在首次採納期間預計會產生的影響進行評估。迄今的結論是採納該等修訂、新準則及詮釋不大可能會對土地註冊處營運基金的運作成果及財務狀況有重大影響。

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

# 財務報表附註(續)

## Notes to the Financial Statements (continued)

### 25. 已頒布但於截至二零一三年三月三十一日止年度尚未生效的修訂、新準則及詮釋可能造成的影響(續)

### Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2013 (continued)

下列財務報告準則修訂及新準則可能會導致日後的財務報表須作出新的或經修訂的資料披露：

The following developments may result in new or amended disclosures in future financial statements:

	在以下日期或之後 開始的會計期生效 Effective for accounting periods beginning on or after
香港會計準則第1號(經修訂)「財務報表的呈報」的修訂 — 其他全面收益項目的呈報	二零一二年七月一日
Amendments to HKAS 1(Revised), Presentation of Financial Statements — Presentation of Items of Other Comprehensive Income	1 July 2012
香港會計準則第19號(2011)「僱員福利」	二零一三年一月一日
HKAS 19 (2011), Employee Benefits	1 January 2013
香港會計準則第32號「金融工具：呈報」的修訂： — 金融資產與金融負債的對銷	二零一四年一月一日
Amendments to HKAS 32, Financial Instruments: Presentation — Offsetting Financial Assets and Financial Liabilities	1 January 2014
香港會計準則第36號「資產減值」的修訂： — 非金融資產可收回金額的披露	二零一四年一月一日
Amendments to HKAS 36, Impairment of Assets — Recoverable Amount Disclosures for Non-Financial Assets	1 January 2014
香港財務報告準則第7號「金融工具：披露」的修訂： — 披露—金融資產與金融負債的對銷	二零一三年一月一日
Amendments to HKFRS 7, Financial Instruments: Disclosures — Disclosures — Offsetting Financial Assets and Financial Liabilities	1 January 2013
香港財務報告準則第9號「金融工具」	二零一五年一月一日
HKFRS 9, Financial Instruments	1 January 2015
香港財務報告準則第13號「公平值計量」	二零一三年一月一日
HKFRS 13, Fair Value Measurement	1 January 2013



(a) 2012/13 年度服務承諾  
2012/13 Performance Pledges

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
1. 辦理土地文件註冊 <b>Registration of land documents</b>	15 (a+b)		92	99.1
(a) 由收到契約至根據已註冊的契約更新土地登記冊 <sup>(註1)</sup> ；以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a)11			
(b) 完成影像處理程序並把已註冊的契約送回交契人士 <sup>(註1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b)4			
2. 在櫃位查閱電腦土地登記冊 <b>Counter search of computerised land registers</b>		15	97	100
3. 提供土地紀錄影像副本 <b>Supply of imaged copies of land records</b>				
(a) 在櫃位索取 <b>Over the counter</b>				
(i) 不連過大圖則 Without oversize plans		15	97	100
(ii) 附連過大圖則 With oversize plans	5		97	100
(b) 透過網上服務訂購 <b>Order via online services</b>				
(i) 親身領取 Collection in person				
• 不連彩色圖則 Without colour plans	1		97	100
• 附連彩色圖則 With colour plans	3		97	100
• 附連過大圖則 With oversize plans	5		97	100

## 附錄I Annex I

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 不連彩色圖則 Without colour plans				
— 下午6時前訂購 Orders placed before 6 pm	1		97	100
— 下午6時後或在星期六、 星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 附連彩色圖則 With colour plans	3		97	100
• 附連過大圖則 With oversize plans	5		97	100
<b>4. 提供土地紀錄認證本 Supply of certified copies of land records</b>				
<b>(a) 在櫃位辦理 Over the counter</b>				
(i) 電腦土地登記冊 Computerised land registers		50	97	100
(ii) 不連過大圖則的影像副本 Imaged copies without oversize plans		50	97	100
(iii) 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97	100
<b>(b) 透過網上服務訂購 Order via online services</b>				
(i) 親身領取 Collection in person				
• 電腦土地登記冊 Computerised land registers	1		97	100
• 影像副本 Imaged copies				
— 不連過大圖則 Without oversize plans	3		97	100
— 附連過大圖則 With oversize plans	5		97	100

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的 百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 電腦土地登記冊 Computerised land registers				
— 下午6時前訂購 Orders placed before 6 pm	1		97	100
— 下午6時後或在星期六、 星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 不連過大圖則的影像副本 Imaged copies without oversize plans	3		97	100
• 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97	100
<b>5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)</b>				
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98	100
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98	100
<b>6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>				
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98	100
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98	100
<b>7. 電話查詢服務 Telephone enquiry services</b>				
(a) 辦公時間收到留言 Voice mail left during office hours		收到留言後60分鐘內回覆 Return calls within 60 minutes after receiving the voice mail	93	100
(b) 非辦公時間收到留言 Voice mail left after office hours		下一個工作天 早上10時前回覆 Return calls before 10 am on the next working day	93	100

## 附錄I Annex I

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
<b>8. 修訂土地登記冊資料</b> <b>Amendment of Registered Data</b>				
(a) 一般個案(即根據註冊摘要資料更正土地登記冊) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		92	99.2
(b) 複雜個案 Complicated cases	10		92 <sup>(註2)</sup> (See Note 2)	98.8
<b>9. 為再交付註冊的中止註冊契約辦理註冊</b> <b>Registration of withheld deeds redelivered for registration</b>	16(a+b)		92	98.4
(a) 由收到再交付註冊的中止註冊契約至根據已註冊的契約更新相關土地登記冊；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a)12			
(b) 完成影像處理程序並把已註冊的契約送回交契人士 Completion of imaging and return of the registered deed to the lodging party	(b)4			
<b>10. 處理建議／投訴</b> <b>Handling of suggestions/complaints</b>	本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。 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.		—	—

註1： 不包括被中止註冊的契約  
Note 1: Excluding deeds withheld from registration

註2： 已提高的服務指標  
Note 2: Enhanced performance target

**(b) 2013/14年度服務承諾(生效日期為2013年4月1日起)**  
**2013/14 Performance Pledges (with effect from 1 April 2013)**

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>1. 辦理土地文件註冊</b> <b>Registration of land documents</b>	15(a+b)		92
(a) 由收到契約至根據已註冊的契約更新土地登記冊 <sup>(註1)</sup> ；以及 From receipt of a deed to updating the land register with the registered deed <sup>(See Note 1)</sup> ; and	(a)11		
(b) 完成影像處理程序並把已註冊的契約送回交契人士 <sup>(註1)</sup> Completion of imaging and return of the registered deed to the lodging party <sup>(See Note 1)</sup>	(b)4		
<b>2. 在櫃位查閱電腦土地登記冊</b> <b>Counter search of computerised land registers</b>		15	97
<b>3. 提供土地紀錄影像副本</b> <b>Supply of imaged copies of land records</b>			
<b>(a) 在櫃位索取</b> <b>Over the counter</b>			
(i) 不連過大圖則 Without oversize plans		15	97
(ii) 附連過大圖則 With oversize plans	5		97
<b>(b) 透過網上服務訂購</b> <b>Order via online services</b>			
(i) 親身領取 Collection in person			
• 不連彩色圖則 Without colour plans	1		97
• 附連彩色圖則 With colour plans	3		97
• 附連過大圖則 With oversize plans	5		97

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服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 不連彩色圖則 Without colour plans			
— 下午6時前訂購 Orders placed before 6 pm	1		97
— 下午6時後或在星期六、 星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 附連彩色圖則 With colour plans	3		97
• 附連過大圖則 With oversize plans	5		97
<b>4. 提供土地紀錄認證本</b> <b>Supply of certified copies of land records</b>			
<b>(a) 在櫃位辦理</b> <b>Over the counter</b>			
(i) 電腦土地登記冊 Computerised land registers		40 <sup>(註2)</sup> (See Note 2)	97
(ii) 不連過大圖則的影像副本 Imaged copies without oversize plans		40 <sup>(註2)</sup> (See Note 2)	97
(iii) 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97
<b>(b) 透過網上服務訂購</b> <b>Order via online services</b>			
(i) 親身領取 Collection in person			
• 電腦土地登記冊 Computerised land registers	1		97
• 影像副本 Imaged copies			
— 不連過大圖則 Without oversize plans	3		97
— 附連過大圖則 With oversize plans	5		97

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 電腦土地登記冊 Computerised land registers			
— 下午6時前訂購 Orders placed before 6 pm	1		97
— 下午6時後或在星期六、 星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 不連過大圖則的影像副本 Imaged copies without oversize plans	3		97
• 附連過大圖則的影像副本 Imaged copies with oversize plans	5		97
<b>5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)</b>			
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98
<b>6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>			
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98
<b>7. 電話查詢服務 Telephone enquiry services</b>			
(a) 辦公時間收到留言 Voice mail left during office hours	收到留言後60分鐘內回覆 Return calls within 60 minutes after receiving the voice mail		93
(b) 非辦公時間收到留言 Voice mail left after office hours	下一個工作天 早上10時前回覆 Return calls before 10 am on the next working day		93

# 附錄I Annex I

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>8. 修訂土地登記冊資料</b> <b>Amendment of Registered Data</b>			
(a) 一般個案(即根據註冊摘要資料更正土地登記冊) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		93 <sup>(註3)</sup> (See Note 3)
(b) 複雜個案 Complicated cases	10		92
<b>9. 為再交付註冊的中止註冊契約辦理註冊</b> <b>Registration of withheld deeds redelivered for registration</b>	16(a+b)		92
(a) 由收到再交付註冊的中止註冊契約至根據已註冊的契約更新相關土地登記冊；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a)12		
(b) 完成影像處理程序並把已註冊的契約送回交契人士 Completion of imaging and return of the registered deed to the lodging party	(b)4		
<b>10. 處理建議／投訴</b> <b>Handling of suggestions/complaints</b>	本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。 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.		—

註1： 不包括被中止註冊的契約  
Note 1: Excluding deeds withheld from registration

註2： 已提高的服務標準  
Note 2: Enhanced service standard

註3： 已提高的服務指標  
Note 3: Enhanced performance target



**(a) 2012/13 年度土地註冊處聯合常務委員會外界委員**

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**(b) 2012/13 年度土地註冊處客戶聯絡小組(私營機構)外界委員**

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		黃志民先生	Mr. WONG Chi-man

## 附錄II Annex II

### (c) 2012/13 年度土地註冊處客戶聯絡小組(公營機構)外界委員

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