



香港土地註冊處營運基金

The Land Registry Trading Fund Hong Kong

SECURING Your Property

Supporting

OPEN MARKET

保障市民財產 支持公開市場

ANNUAL REPORT 年報

2016-17



年報設計概念

地球圍繞著不同類型的地標、綠色環境及來自各行各業的市民。此設計寓意土地註冊處向大眾提供360度的土地註冊和查冊服務，並為社群培育關懷的文化。至於色彩繽紛的水彩畫貫徹整份年報，更突顯本處和諧及共融的服務文化。

Design concept of the annual report

The earth is surrounded by different types of landmarks, green environment with people from all walks of life. This design symbolises the Land Registry delivers 360 degree of land registration and search services to the public, as well as nurtures a culture of caring for the community. A colourful water-painting of the whole layout also projects the harmonious and inclusive service culture of the department.

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2016/17年度重要事項 HIGHLIGHTS of 2016/17



財政管理 FINANCIAL MANAGEMENT



營業額：
Turnover:
\$409.1 百萬元
million



盈利：
Profit:
\$42.3 百萬元
million



營運成本：
Operating costs:
\$382.5 百萬元
million



固定資產回報率：
Rate of return on fixed assets:
8.1%



服務及運作 SERVICES AND OPERATIONS



遞交註冊的土地文件數目：
No. of land documents
delivered for registration:
468,630



查閱土地登記冊次數：
No. of searches of
land registers:
5,319,961



提供土地紀錄的影像處理
副本及影印本數目：

No. of imaged copies
and photocopies of land
records supplied:

747,969



「綜合註冊資訊系統」
網上服務使用率：

Usage of IRIS
Online Services:

92%



電子註冊摘要表格使用率：
Usage of e-Memorial Form:

>60%



《街道索引》及
《新界地段／地址對照表》
網上版瀏覽次數：

No. of visits to online versions
of the Street Index and
New Territories Lot/
Address Cross
Reference Table:

**38,660 &
90,045**



業主立案法團註冊數目：
No. of owners' corporations
registered:

220



接待訪客及參與分享會人數：
No. of visitors received and
participants of sharing
sessions:

359



為《銀行業條例》(第155章)下
的認可機構推出電子提示服務
Launched e-Alert Service for
Authorised Institutions under
the Banking Ordinance
(Cap. 155)



企業管治 CORPORATE GOVERNANCE



服務指標：
超越部門在服務承諾中
訂定的所有指標
Performance targets:
Exceeded all targets
set in our performance
pledges



客戶表揚數目：
No. of commendations:

30



建議項目：
No. of suggestions:

11



投訴項目：
No. of complaints:

25



人力資源管理 HUMAN RESOURCES MANAGEMENT



僱員人數：
No. of employees:

572



培訓天數：
No. of training days:

>1,630



企業社會責任 CORPORATE SOCIAL RESPONSIBILITY



義工活動數目：
No. of volunteer
activities:

26



慈善活動數目：
No. of charity programmes:

4



接待「校園推廣計劃」及事業探索先導計劃的學生及學校數目：
No. of students and schools received under School Promotion
Programme and pilot scheme on career exploration:

24 學生
students

2 學校
schools



資訊科技管理 IT MANAGEMENT



「綜合註冊資訊系統」
的重大提升項目：
No. of major
enhancements to IRIS:

12



整合及提升辦公室系統的
備份設施
Consolidated and upgraded
backup facilities of office
systems

處長的話

Message From The LAND REGISTRAR



我很高興向大家提交截至2017年3月31日止財政年度的土地註冊處營運基金報告。

香港物業市場在2016年第二季反彈回升，並於第三季轉趨熾熱。隨着政府在2016年11月初再加推一輪需求管理措施，以及美國在2016年12月加息，香港物業市道顯著冷卻。雖然全年的市道極為波動，但與2015/16年度比較，文件註冊及查閱土地登記冊的總宗數分別增加5.1%及5.4%。本處的營業額及盈利分別上升5.7%至4.091億元及8.9%至4,230萬元，其主要原因是業務有所增加。在2016/17年度，土地註冊處營運基金達致8.1%的固定資產回報率，較財政司司長所訂定每年6.9%的目標利率為高。

I am pleased to present the report of the Land Registry Trading Fund for the financial year ending 31 March 2017.

The Hong Kong property market rebounded in the second quarter of 2016 and turned exuberant in the third quarter of the year. The market cooled off notably after the Government's introduction of a further round of demand-side management measures in early November 2016 and the US interest rate hike in December 2016. While there were sharp fluctuations through the year, as compared to 2015/16, the total number of documents registered and searches of land registers increased by 5.1% and 5.4% respectively. Our business turnover and profit registered an increase of 5.7% to \$409.1 million and 8.9% to \$42.3 million respectively, mainly due to an increase in business volume. The Land Registry Trading Fund achieved a financial return on fixed assets of 8.1% in 2016/17, which was higher than the target rate of 6.9% per annum set by the Financial Secretary.

本處的業務能取得穩健表現，是基於我們一直致力提供優質服務，並為客戶開拓新服務。年內，我們超越了在服務承諾中訂下的所有指標，並提升了「綜合註冊資訊系統」網上服務的多項功能。此外，與香港金融管理局(金管局)磋商後，本處修訂了電子提示服務的功能，並於2017年2月起將有關服務擴展至《銀行業條例》(第155章)下的認可機構，有助金管局落實對該等認可機構按揭貸款進行信貸風險管理的一項新監管要求。在業主的同意下，認可機構為其承按的物業訂購電子提示服務後，每當有再按揭記／按揭文件交付本處辦理註冊時，便會收到本處發出的電子提示訊息。我們會繼續聆聽客戶的意見，以提升電子提示服務的水平。

本處另一項主要工作是發展及落實香港的業權註冊制度。我們一直與持份者緊密合作，並就「更正」和「彌償」條文的修訂建議、把現有土地納入業權註冊制度的不同方案，以及先在新土地實行業權註冊制度的建議與他們交換意見。我們除了會繼續與持份者就尚未解決的問題交換意見外，也會就部分海外普通法司法管轄區業權註冊法例的最新發展，以及其採用的優良措施進行研究，以優化我們的建議方案。

展望將來，儘管本處在2016/17年度的業績表現穩定，但前路仍充滿挑戰。環球和本地經濟的不明朗情況，以及美國息率正常化的步伐，仍會成為影響物業市場的主要因素。縱使本處的業務表現會受到外圍經濟環境影響，我們將繼續竭力為市民提供最佳服務。最後，我想藉此機會多謝各位同事過去一年再次的卓越工作表現，並衷心感謝所有合作夥伴和客戶對本處的鼎力支持。

張美珠女士，JP
土地註冊處處長
土地註冊處營運基金總經理

Underpinning our solid business performance is our continued commitment in providing quality service and exploring new business for our customers. During the year, we exceeded all the targets set in our performance pledges and implemented various functional enhancements to our IRIS Online Services. In addition, we have in consultation with the Hong Kong Monetary Authority extended the e-Alert Service with modified features to the Authorised Institutions (AIs) under the Banking Ordinance (Cap. 155) since February 2017 to facilitate its implementation of a supervisory requirement on AIs for managing credit risks in mortgage lending. With the consent of the property owners, the AIs subscribing to the Service will receive electronic notifications from us when further charge/mortgage documents in respect of the properties mortgaged to the AIs concerned are lodged for registration in the Land Registry. We will continue to enhance the e-Alert Service in the light of feedback from our customers.

Another key aspect of our work is the development and implementation of a title registration system in Hong Kong. We have been working closely and exchanging views with stakeholders on the revised proposals for rectification and indemnity provisions, the options for bringing existing land under title registration and the proposal of implementing title registration on new land first. While continuing the exchange of views with stakeholders on the outstanding issues, we will conduct a study of the latest developments regarding title registration legislation and good practices being adopted in several overseas common law jurisdictions in order to enhance our proposals as necessary.

Looking forward, despite our stable performance in 2016/17, challenges abound. The uncertain global and local economic conditions as well as the pace of US interest rate normalisation will continue to be the major factors affecting the property market. Although our business performance is susceptible to the external economic environment, we remain committed to delivering the best services to the public. I would like to take this opportunity to thank my colleagues for another year of excellent work and to express my gratitude for the unfailing support from our partners and customers.

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



The Land Registry
AT A GLANCE 概覽
土地註冊處



土地註冊處營運基金

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。

The Land Registry Trading Fund

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

Under the trading fund model, the Land Registry remains a public agency but is responsible for its own finances and must meet its expenditure from the income derived from fees and charges for the services that it provides. The Trading Fund 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

我們的理想

我們竭盡所能，凡事做到最好。

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。

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。

Vision, Mission, Values and Functions

Our Vision

To be the best in all that we do.

Our Mission

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

Our Values

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



我們對香港的價值

- 香港約有半數家庭是物業的註冊業主。
- 截至2017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25,070億港元。
- 2016/17年度查閱註冊資料超逾500萬宗。
- 超過95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

- Around half of all Hong Kong families are registered property owners.
- Banks and financial institutions loaned about HK\$2,507 billion as at March 2017 against the security of registered land and property.
- Over five million searches of registered information took place in 2016/17.
- Over 95 Government departments and agencies use the Land Registry's information for purposes ranging from planning studies to law enforcement.
- Registered information traces back to 1844, providing resources on the economic and social history of Hong Kong.

Functions

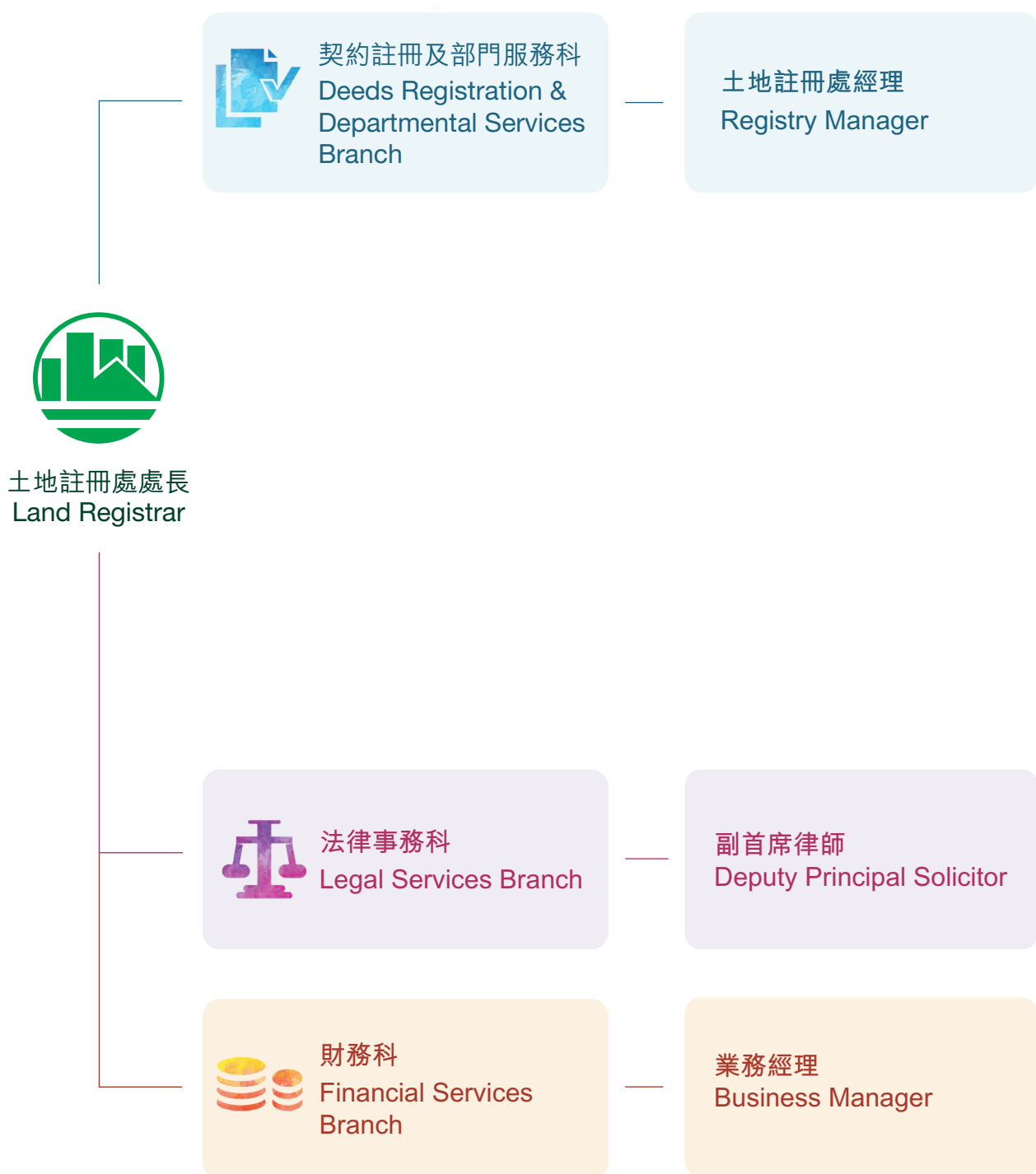
The Land Registry's main functions are to:

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

架構及管理 Structure and Management

土地註冊處的組織架構圖(截至2017年3月31日)

Organisation Chart of the Land Registry (as at 31 March 2017)



土地註冊處概覽
THE LAND REGISTRY AT A GLANCE



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》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。

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

- 為業權註冊制度制定運作流程、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、開發、推行及管理資訊科技系統及服務，並為部門提供資訊科技支援。

Management Structure

- Headed by the Land Registrar, the Land Registry is organised into three functional branches each led by a directorate officer.
- The departmental grade of Land Registration Officer forms the backbone of the Land Registry overseeing various operational functions and the provision of public services.
- The Land Registry is also supported by legal, financial and IT professionals and general grades staff.

Branch and Division

Deeds Registration and Departmental Services Branch

Registration Services Division

- To provide services for registration of documents affecting land under the LRO.

Search & Departmental Services Division

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

Management & Customer Services Division

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

Title Registration Operation Division

- To design operational processes, procedures and forms for the Title Registration System (TRS); and to plan and implement publicity and education programmes.
- To provide administrative support in the preparation for the implementation of the TRS and secretariat support to major committees concerning the Land Titles Ordinance (LTO).

Information Technology Management Division

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

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；檢討已制定的《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。

General Support Services Division

- To plan, manage and review human resources, office accommodation and administrative systems; and to provide general support services to the department.

Legal Services Branch

Legal Services Division

- To provide legal advisory and support services relating to the LRO and the work of the department.
- To provide legal advisory and support services in the preparation for the implementation of the LTO; to conduct review of the enacted LTO; and to prepare the 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.



註冊服務部
Registration Services Division



查冊及部門服務部
Search & Departmental Services Division



管理及客戶服務部
Management & Customer Services Division

土地註冊處概覽
THE LAND REGISTRY AT A GLANCE

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：

張美珠女士，JP (土地註冊處處長)
李群女士 (業務經理)
吳麗君女士 (副首席律師)
方吳淑儀女士 (土地註冊處經理)

From left to right:

Ms Doris CHEUNG, JP (Land Registrar)
Ms Vivian LEE (Business Manager)
Ms Doris WU (Deputy Principal Solicitor)
Mrs Amy FONG (Registry Manager)

契約註冊及部門服務科
Deeds Registration and Departmental Services Branch



前排由左至右：

溫錫麟先生(副土地註冊處經理)
黎偉強先生(部門主任秘書)
方吳淑儀女士(土地註冊處經理)
高倩雯女士(總行政主任)
陳碧瑜女士(副土地註冊處經理)

Front row from left to right:

Mr Francis WAN (Deputy Registry Manager)
Mr Jack LAI (Departmental Secretary)
Mrs Amy FONG (Registry Manager)
Miss Shirley KO (Chief Executive Officer)
Ms Peggy CHAN (Deputy Registry Manager)

後排由左至右：

彭嘉輝先生(副土地註冊處經理)
謝少卿女士(高級系統經理)
霍偉勤女士(高級系統經理)
李芳群女士(副土地註冊處經理)
原偉銓先生(副土地註冊處經理)

Back row from left to right:

Mr K. F. PANG (Deputy Registry Manager)
Ms Ada TSE (Senior Systems Manager)
Ms Emily FOK (Senior Systems Manager)
Miss Fion LI (Deputy Registry Manager)
Mr W. C. YUEN (Deputy Registry Manager)

法律事務科
Legal Services Branch



由左至右：

喬美琴女士(高級律師)
邱敏妮女士(高級律師)
(生效日期為2017年1月13日)
李寶君女士(高級律師)
吳麗君女士(副首席律師)
尹玉清女士(高級律師)

From left to right:

Ms Queenie KIU (Senior Solicitor)
Ms Teresa YAU (Senior Solicitor)
(With effect from 13 January 2017)
Ms Shirley LEE (Senior Solicitor)
Ms Doris WU (Deputy Principal Solicitor)
Ms Stephanie WAN (Senior Solicitor)

財務科
Financial Services Branch

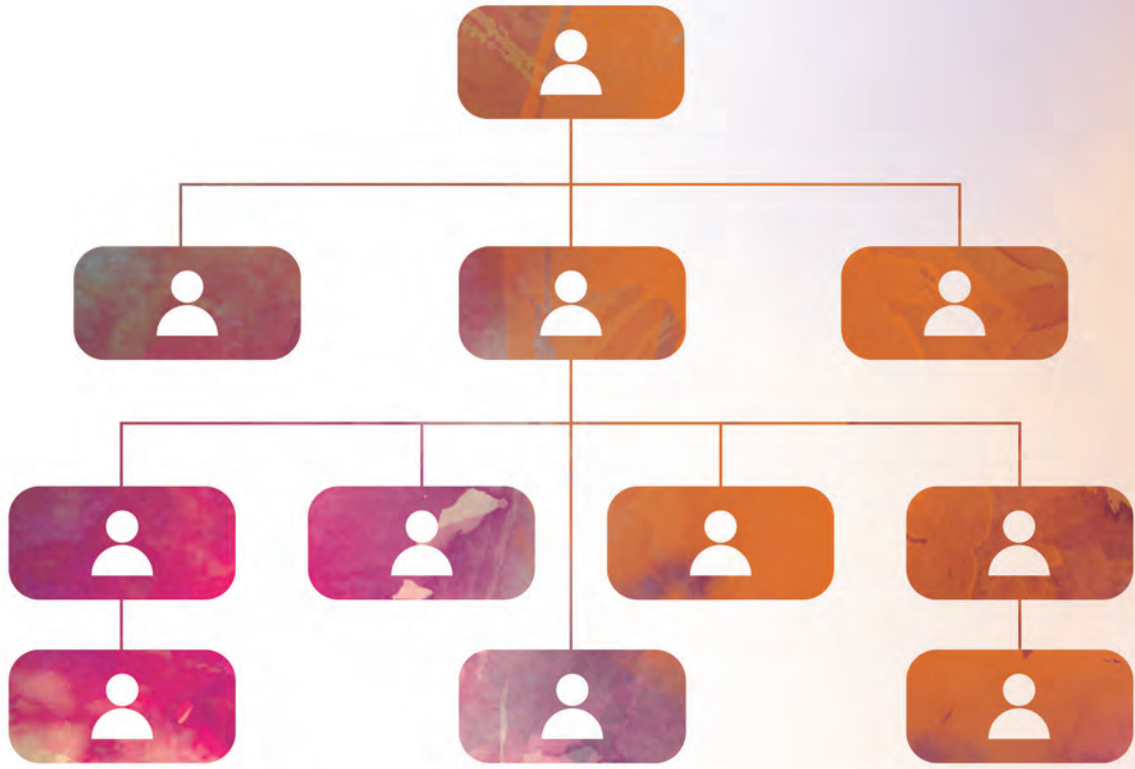


由左至右：

林謝淑儀女士(副土地註冊處經理)
李群女士(業務經理)
黃美珍女士(副業務經理)

From left to right:

Mrs Cindy LAM (Deputy Registry Manager)
Ms Vivian LEE (Business Manager)
Ms Peggy WONG (Deputy Business Manager)



Corporate

GOVERNANCE

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责任。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 (DEVB) and the Financial Services and the Treasury Bureau (FSTB) for its business and financial performance respectively. We submit a medium range corporate-cum-annual business plan to the two Bureaux for approval each year. The corporate plan sets out the blueprint for the department's development in the next five years, while the business plan serves as the basis against which our annual performance is evaluated. We meet regularly with the DEVB to review our business performance. The DEVB also provides policy steer for our work. In addition, we maintain regular liaison with the FSTB, which monitors our financial performance.

Integrity

Under the Trading Funds Ordinance (Cap. 430) (TFO), we have the flexibility to respond to service needs and enhance operational efficiency through autonomy in capital investment and the use of resources. Underpinning this flexibility is the duty to uphold integrity in discharging our responsibilities. All Land Registry staff conduct daily business in a proper manner in compliance with departmental guidelines and the relevant Government rules and regulations. The Registry Manager is the Ethics Officer of the Land Registry overseeing integrity management work in the department. Apart from organising training courses and workshops, relevant guidelines and circulars on integrity management are promulgated and re-circulated to staff regularly to raise their awareness in this regard.

透明度

本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。

服務承諾

本處自從於1993年成立營運基金後，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2016/17年度，我們超越了在服務承諾中訂定的所有指標，更把電話查詢的服務指標由93%提升至94%。附錄I(a)列出本處於年內的服務承諾和表現。

來年，我們會就提供土地紀錄的認證副本和電話查詢提升服務標準。本處於2017/18年度的新服務承諾見附錄I(b)。

Transparency

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

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

Performance Pledges

As part of our continuing commitment to improving the quality and efficiency of services, we have been conducting review of our performance pledges annually since the establishment of the Trading Fund in 1993. In 2016/17, we exceeded all the targets set in our performance pledges. In particular, we enhanced the performance target for telephone enquiry services from 93% to 94%. Annex I (a) sets out the pledges and our performance for the year.

In the coming year, we will implement enhanced service standards for supply of certified copies of land records and telephone enquiry service. The new set of performance pledges for 2017/18 is at Annex I (b).



客戶意見

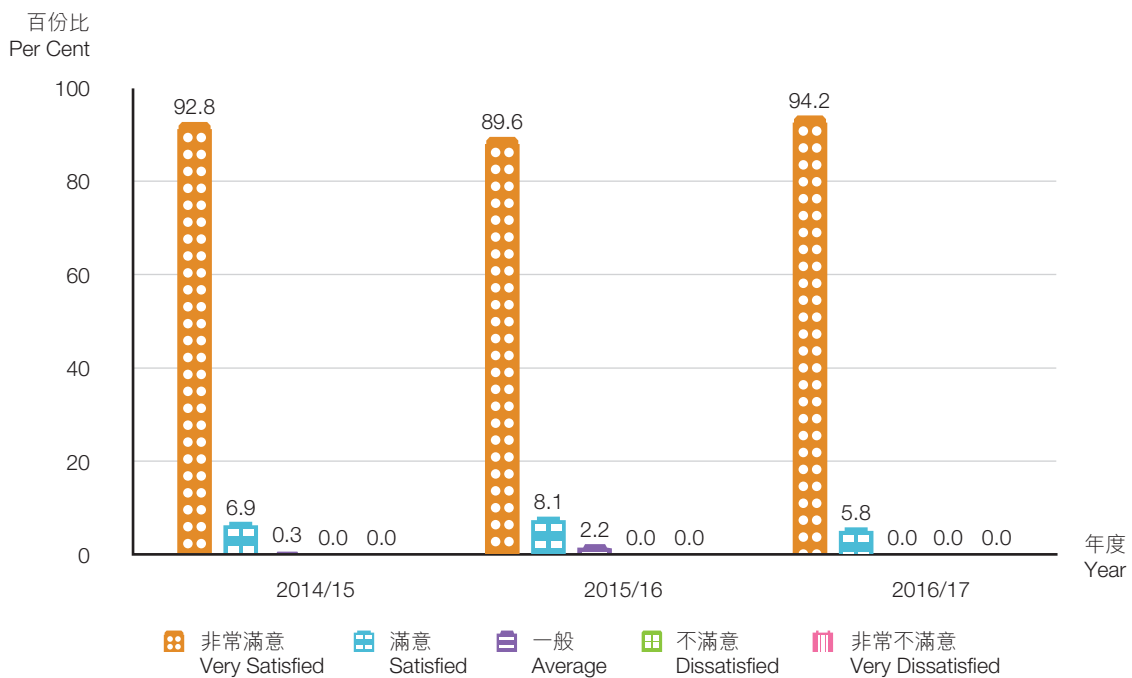
在2016/17年度，本處透過客戶服務熱線、部門網頁、客戶意見卡、來信和電郵等不同渠道接獲30個客戶表揚及11項建議。

Customer Feedback

In 2016/17, the Land Registry received 30 commendations and 11 suggestions through various channels, including our customer service hotline, the Land Registry's homepage, comment cards, letters and emails.

客戶滿意程度

Customer Satisfaction Rate



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%。

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

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25項投訴。所有建議和投訴均已獲迅速回應及圓滿處理。

There were also 25 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.



Corporate

SOCIAL 企業 **社會** 責任

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2016/17年度，我們的義工隊為長者籌辦了26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2017年3月，香港社會服務聯會向本處頒發連續10年或以上「同心展關懷」標誌，以表揚我們持續不斷為社會服務。

Corporate Citizenship

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

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 2016/17, the Volunteer Team organised 26 volunteer activities for the elderly. 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 awarded the “Ten Years Plus Caring Organisation” logo to the Land Registry in March 2017.



鼎力募捐

我們支持捐助和慈善行動，並鼓勵員工參與各項慈善活動。在2016/17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」及「公益行善『折』食日」。我們亦透過參加渣打香港馬拉松賽事，繼續支持「看得見的希望－奧比斯」、香港殘疾人奧委會暨傷殘人士體育協會及香港防癌會的籌款活動。

Encouraging Donations

We support donation drives and charities by encouraging staff to participate in charity events. In 2016/17, we continued to encourage staff to participate and contribute in a variety of events organised by the Community Chest, including the Dress Casual Day, Love Teeth Day and Skip Lunch Day. We also continued to support fund raising for “Seeing is Believing” – Orbis, the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled and the Hong Kong Anti-Cancer Society through joining the Standard Chartered Hong Kong Marathon.



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。

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.

在2016/17年度，我們共有24名殘疾員工，佔本處員工總人數的4.2%。我們會繼續參與社會福利署的「陽光路上」培訓計劃和公務員事務局的「殘疾學生實習計劃」，為有需要人士提供培訓實習機會。此外，我們繼續邀請社會企業競投本處辦公室的清潔服務合約及聖誕聯歡會的餐飲服務合約，以促進弱勢社群的就業機會。

In 2016/17, we had a total of 24 staff members with disabilities, representing 4.2% of the total strength of the Land Registry. We also continued to provide placement opportunities for people in need through participating in the Social Welfare Department's Sunnyway Programme and the Civil Service Bureau's Internship Scheme for Students with Disabilities. Besides, for promoting job opportunities for the socially disadvantaged groups, we continued to invite social enterprises to bid for our office cleaning service contract and catering service contract for our departmental function during Christmas.

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2016/17年度，我們就相關課題為員工舉辦了32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、預防筋肌勞損、使用顯示屏幕設備的健康錦囊，以及室內空氣質素與職業健康等。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，以及健康生活方式的認識。

Caring for Employees

As a caring employer, the Land Registry is committed to maintaining a healthy workforce. In 2016/17, we organised a total of 32 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, prevention of musculoskeletal disorders, health hints on the use of display screen equipment, and indoor air quality and occupational health. We also provided counseling services through external specialists to assist staff facing work-related or personal issues.

Besides, we had 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.



企業社會責任

CORPORATE SOCIAL RESPONSIBILITY

香港吸煙與健康委員會為表揚土地註冊處向員工推動無煙生活的努力，在2017年2月向本處頒發2016年「香港無煙領先企業大獎」之銀獎。

鑑於以母乳餵哺幼兒有多種好處，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的設施。為表揚本處致力提供方便餵哺母乳的環境，部門於2016年10月獲頒發「2015/16年度家庭友善僱主獎勵計劃」下的「支持母乳餵哺獎」。

In recognition of our efforts to promote a smoke-free lifestyle among our staff members, the Land Registry was awarded the Silver Award of Hong Kong Smoke-free Leading Company Awards 2016 by the Hong Kong Council on Smoking and Health in February 2017.

Given 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 office. In recognition of our dedication to providing a breastfeeding friendly environment, the Land Registry was granted the “Awards for Breastfeeding Support” under the 2015/16 Family-Friendly Employers Award Scheme in October 2016.



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；
- 公布環保管理指引，以供員工遵守；
- 定期到各個辦公室進行環保審核和突擊巡查，使員工持續關注環保；
- 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，增加購置含環保特性的物品，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；
- 透過部門的《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；
- 實行土地文件副本雙面列印；
- 在切實可行範圍內使用再生紙張或用過的空白頁紙張進行列印及影印；以及

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 sustain the momentum in environmental protection;
- continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
- expanded the scope of green procurement through increasing the number of purchase items that 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;
- implemented double-sided printing of land document copies;
- used recycled paper or the blank side of used paper for printing and photocopying as far as practicable; and

企業社會責任

CORPORATE SOCIAL RESPONSIBILITY

- 參與由「綠惜地球」舉辦的「綠瓶子工作間」計劃，承諾在辦公室舉行的盛事／活動／會議中不提供膠樽裝水。
- participated in the “Green Bottle Workplace” programme organised by the Green Earth and not providing bottled water when holding events/activities/meetings at our offices.



公眾人士可到本處的網站瀏覽《2016年管制人員環保報告》，了解我們的環保成績。

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。我們為此在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家具和設施，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」，我們所有辦事處在2016年均獲得「良好級」證書。我們亦會定期進行巡查，確保同事工作間的安全。

The Controlling Officer's Environmental Report 2016 with detailed environmental performance is available on the Land Registry's website.

Providing a Safe Workplace

We continue to make every endeavour to provide a safe and comfortable work environment for staff. In this regard, we set up a departmental Safety Management Committee 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 and all our offices have achieved the “Good” Class under the Scheme in 2016. Besides, regular inspections are conducted to ensure that the workplace is free from safety hazards.



公眾教育

作為本處公眾教育活動的一部分，我們繼續參加了由公務員事務局與教育局在2016/2017學年合辦的校園推廣計劃—「政府服務知多點」。本處亦於2017年3月安排羅定邦中學的學生前來參觀，以介紹本處的服務和土地註冊制度。學生對參觀活動的反應良好，對本處的工作和土地紀錄亦甚感興趣。

此外，本處參與了由教育局主辦的「為非華語中學生提供與就業相關的經歷先導計劃」，於2016年7月為聖保祿學校的學生，舉辦了一個設有分享環節的就業講座。學生認為該等就業資訊非常有用，而且本處的土地註冊主任所分享的實際工作經驗和挑戰很有趣和具啟發性。

Public Education

As part of our public education activities, the Land Registry continued to participate in the School Promotion Programme — “Know More about Government Service”, which was jointly organised by the Civil Service Bureau and the Education Bureau for the 2016/2017 school year. A visit was arranged for Law Ting Pong Secondary School students in March 2017 to introduce our services and the land registration system. The feedback from the visit was positive. The students showed great interest in our work as well as the land records of the Land Registry.

Besides, we arranged a career talk with a sharing session for students from St. Paul's Convent School in July 2016 under the scheme of “Pilot on Providing Career-related Experience for Non-Chinese Speaking Students in Secondary Schools” organised by the Education Bureau. The students found the career-related information very useful and the sharing with our Land Registration Officers about their real-life work experience and challenges interesting and inspiring.



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

本處會繼續舉辦公眾教育活動，使公眾加深認識本處的服務及香港土地註冊制度的發展情況。

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

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

SERVICES *And* OPERATIONS

服務 *及* 運作



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2016/17年度，送交註冊的土地文件共468,630份，較2015/16年度增加5.1%。

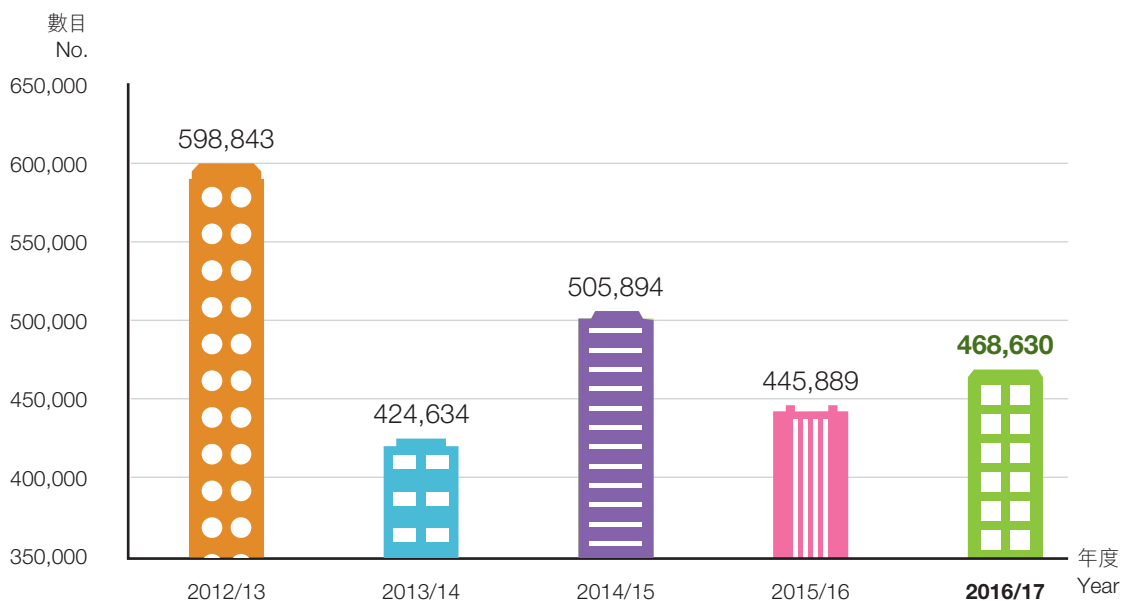
Registration of Land Documents

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

In 2016/17, 468,630 land documents were delivered for registration, representing an increase of 5.1% when compared with 2015/16.

送交註冊的土地文件數目

No. of Land Documents Delivered for Registration



服務及運作

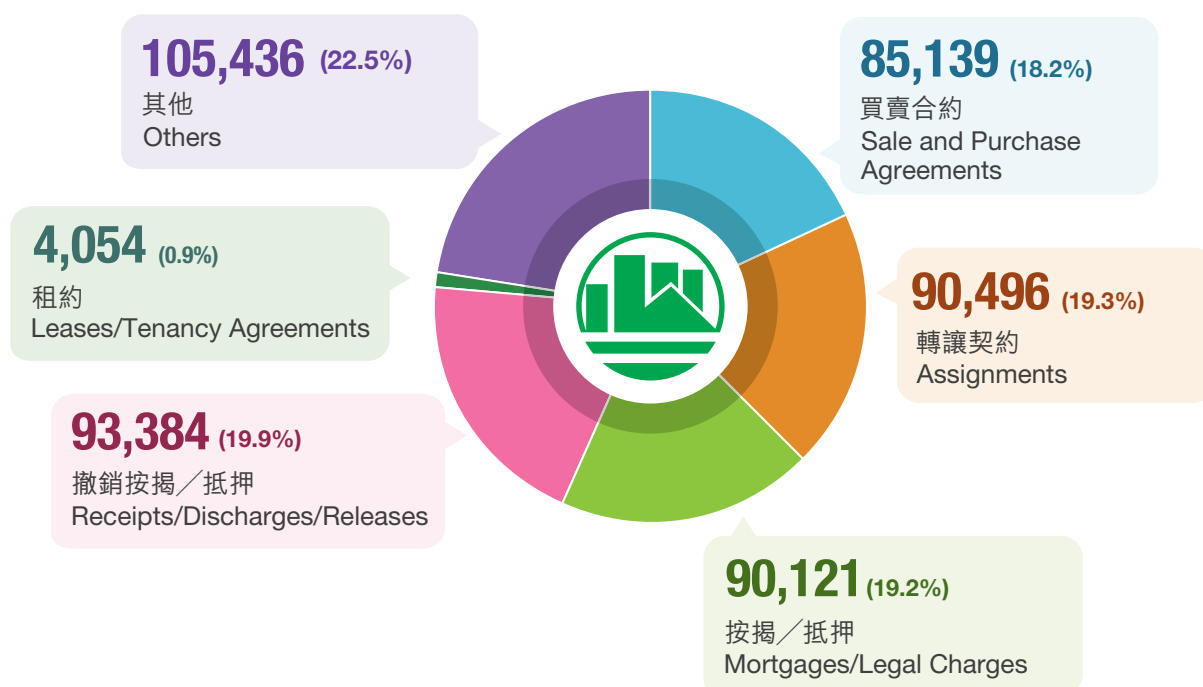
SERVICES AND OPERATIONS

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的77%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 77% of all documents received during the year.

2016/17年度送交註冊的土地文件類別

Distribution of Land Documents Lodged for Registration in 2016/17

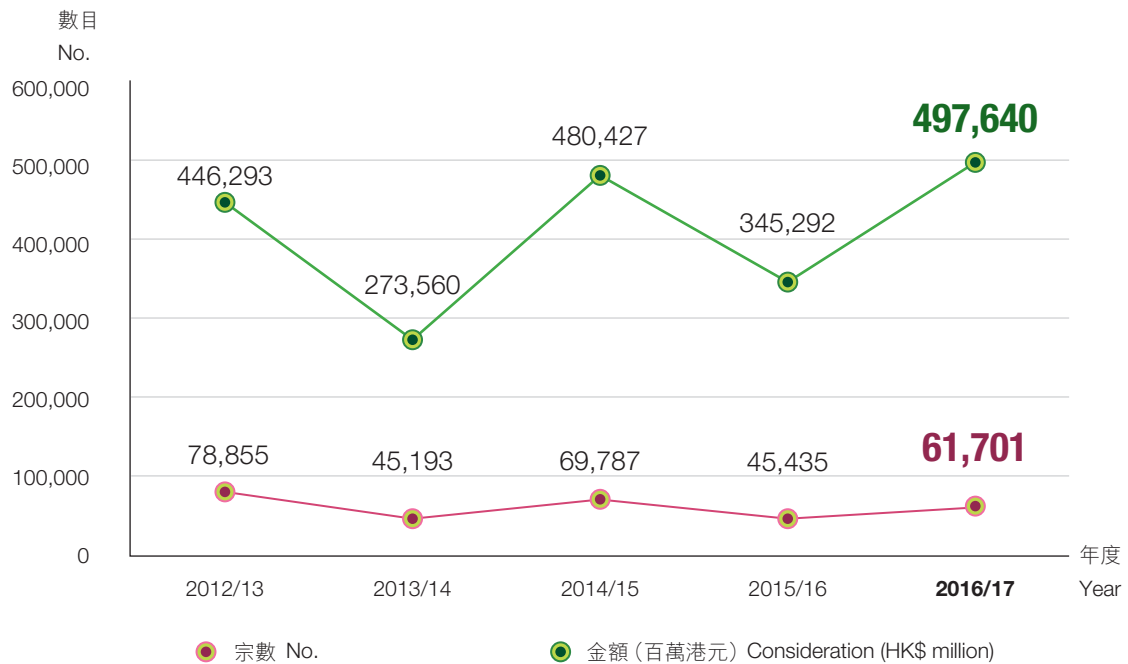


在2016/17年度送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別是61,701份（較去年增加35.8%）及4,976.4億元（較去年增加44.1%）。一般而言，這類合約的數量是反映物業市場交投情況的重要指標。

Among the SPAs of all building units delivered for registration in 2016/17, the number of SPAs of residential units and its total consideration were 61,701 (+35.8% from last year) and \$497,640 million (+44.1% from last year) respectively. The number of these agreements is generally regarded as a key indicator of the level of activity in the property market.

送交註冊的住宅樓宇買賣合約宗數和金額

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



註：上述統計數字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。

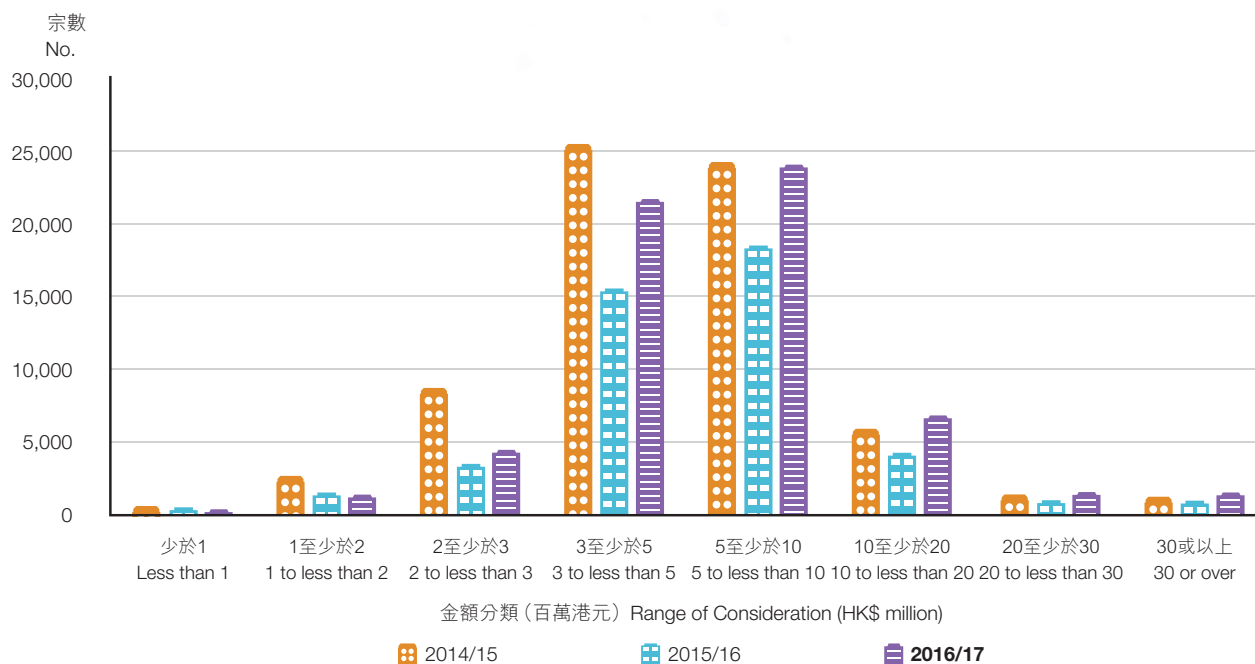
Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid after the sale restriction period.

在2016/17年度，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元。年內超過1,000萬港元的住宅樓宇交易則顯著增加。

The majority of the transactions in residential units in 2016/17 were within the consideration range of five to ten million Hong Kong dollars. There was a significant increase in transactions in 2016/17 with consideration of more than ten million Hong Kong dollars.

按金額分類的住宅樓宇買賣合約宗數

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



| 金額分類 | | 2014/15 | | 2015/16 | | 2016/17 | |
|------------------------|--------------------|---------|-------|---------|-------|---------------|--------------|
| Range of Consideration | | 宗數 No. | | 宗數 No. | | 宗數 No. | |
| (百萬港元) | | % | | % | | % | |
| (HK\$ million) | | % | | % | | % | |
| 少於1 | Less than 1 | 373 | 0.5 | 329 | 0.7 | 279 | 0.5 |
| 1至少於2 | 1 to less than 2 | 2,501 | 3.6 | 1,399 | 3.1 | 1,356 | 2.2 |
| 2至少於3 | 2 to less than 3 | 8,705 | 12.5 | 3,486 | 7.7 | 4,451 | 7.2 |
| 3至少於5 | 3 to less than 5 | 25,465 | 36.5 | 15,536 | 34.2 | 21,682 | 35.1 |
| 5至少於10 | 5 to less than 10 | 24,227 | 34.7 | 18,487 | 40.7 | 24,046 | 39.0 |
| 10至少於20 | 10 to less than 20 | 5,899 | 8.5 | 4,249 | 9.4 | 6,814 | 11.0 |
| 20至少於30 | 20 to less than 30 | 1,387 | 2.0 | 989 | 2.2 | 1,552 | 2.5 |
| 30或以上 | 30 or over | 1,230 | 1.8 | 960 | 2.1 | 1,521 | 2.5 |
| 總數 | Total | 69,787 | 100.0 | 45,435 | 100.0 | 61,701 | 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%。

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

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2016/17年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像處理副本和影印本的總數分別為5,319,961宗（較去年增加5.4%）及747,969份（較去年減少6.2%）。

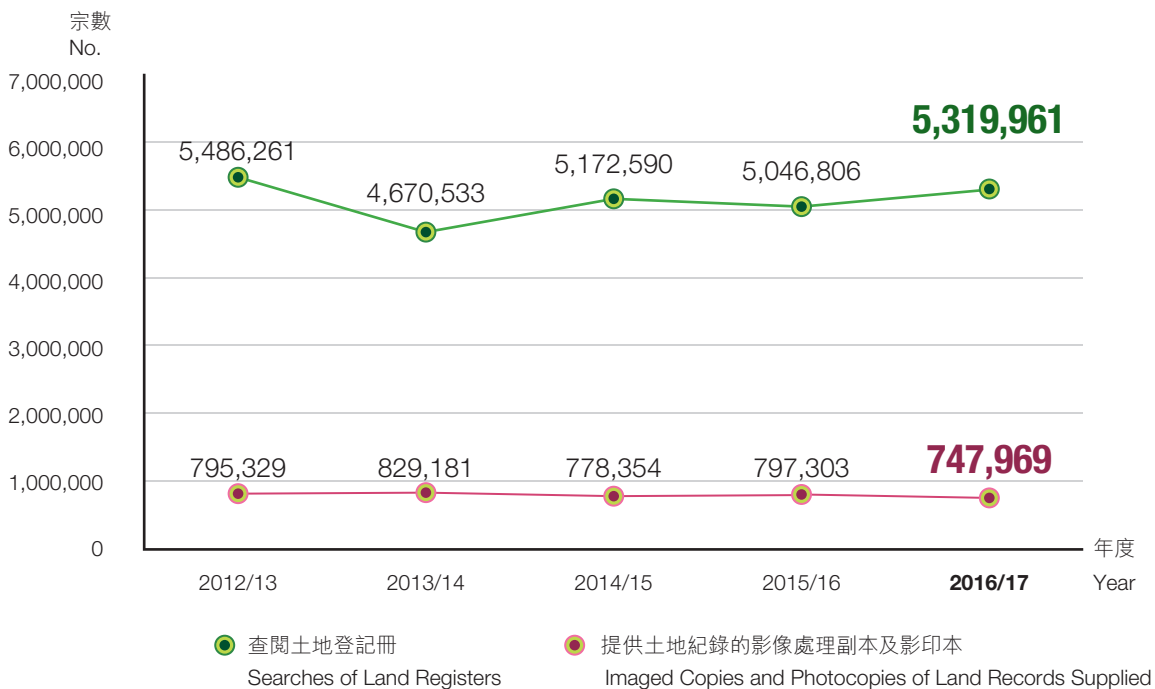
Search Services

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

In 2016/17, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,319,961 (+5.4% from previous year) and 747,969 (-6.2% from previous year) respectively.

查閱土地登記冊宗數和提供土地紀錄的影像處理副本及影印本份數

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



服務及運作

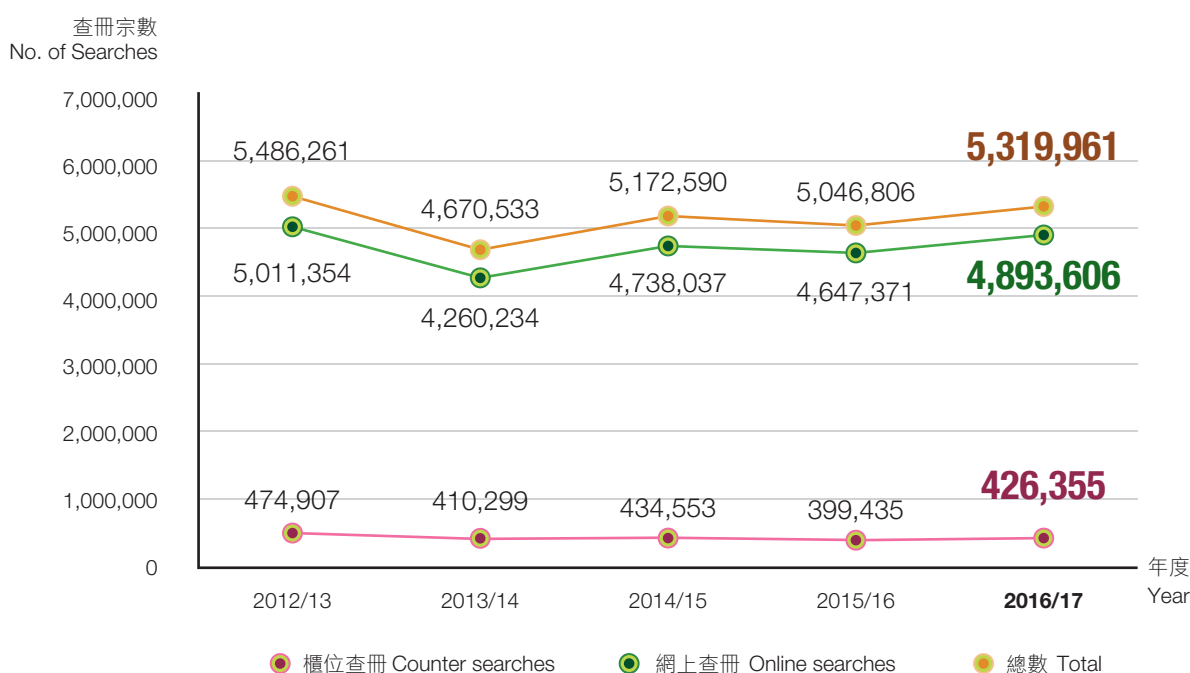
SERVICES AND OPERATIONS

土地註冊處透過互聯網上的「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期7天、每天20小時(由上午7時30分至翌日上午3時30分)的查冊服務。公眾人士可以非經常用戶或登記用戶身分進行查冊。在2016/17年度，登記用戶的數目增加了57個(上升4.6%)，總數達1,286個。現時網上查冊約佔總查冊量的92%，其餘約8%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。

The Land Registry is providing search services over the internet via our IRIS Online Services at www.iris.gov.hk seven days a week for 20 hours a day (from 7:30 a.m. to 3:30 a.m. the next day). The public can conduct searches on either an ad hoc or a subscription basis. The number of subscribers increased by 57 (+4.6%) and reached 1,286 during 2016/17. Currently, searches conducted online constituted about 92% of the total search volume. The remaining 8% were conducted over the counter. Counter search service is available at our Customer Centre in Queensway Government Offices and the New Territories Search Offices (NTSOs) in Tai Po, Yuen Long and Tsuen Wan.

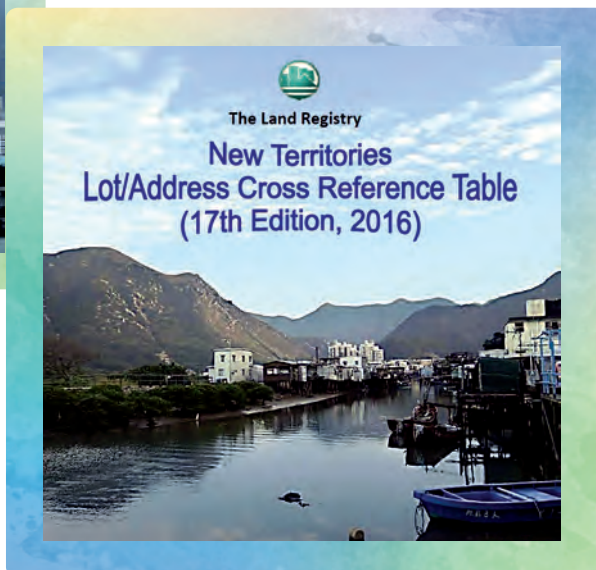
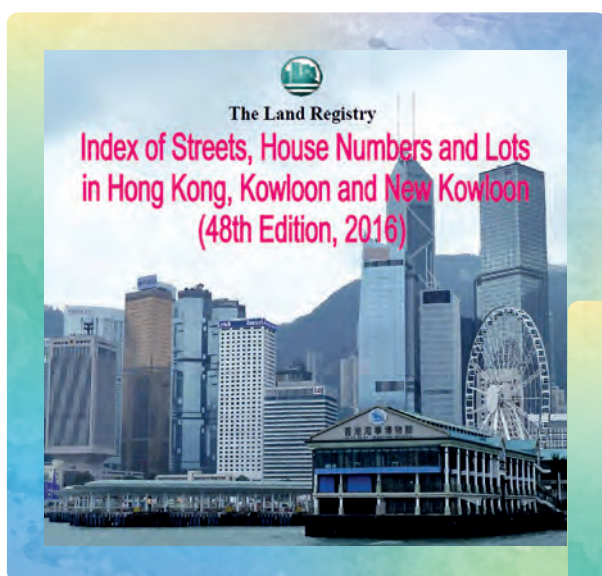
查閱土地登記冊宗數

No. of Searches of Land Registers



本處每年均會推出新版的《街道索引》及《新界地段／地址對照表》(《對照表》)，方便公眾以本港的物業地址或樓宇名稱查閱相關的地段編號。為配合網上查冊服務，公眾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《街道索引》及《對照表》的網上版本。截至2017年3月31日，在2016年4月29日推出的《街道索引》及《對照表》網上版本已錄得超過128,000瀏覽人次。

The Land Registry publishes new editions of the Street Index (SI) and the New Territories Lot/Address Cross Reference Table (CRT) annually to help the public correlate property addresses and building names with lot numbers in the territory. To facilitate online search services, online versions of the SI and the CRT are made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services. Up to 31 March 2017, over 128,000 visits to the online versions of the SI and the CRT released on 29 April 2016 were recorded.



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，並就業主立案法團的紀錄提供存檔和查閱服務。在2016/17年度，新註冊的業主立案法團共有220個，全港的業主立案法團總數增至10,498個。

Owners' Corporation Services

The Land Registry is responsible for registration of owners' corporations and provision of filing and search service for owners' corporation records under the BMO. In 2016/17, 220 new owners' corporations were registered. The total number of owners' corporations in the territory reached 10,498.

服務及運作

SERVICES AND OPERATIONS

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。委員會成員名單見附錄II(a)。

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. The membership of the Committee is at Annex II (a).



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,讓客戶了解本處的最新計劃、服務和工作程序,在業務運作和服務提供事宜上促進意見交流,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。兩個小組的成員名單分別見附錄II(b)及(c)。

Customer Liaison Groups

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

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



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



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

服務及運作

SERVICES AND OPERATIONS

訪問

土地註冊處與本地、內地及海外的相關機構保持緊密聯繫。土地註冊處派出數名代表，分別於2016年5月24至27日出席在澳洲達爾文舉行的「土地註冊處處長發展事務人員會議」，以及於2016年10月18至21日出席在澳洲柏斯舉行的「業權註冊處處長會議」。此外，我們亦分別於2016年6月和7月接待來自四川省國土資源廳及海南省地方稅務局的代表團。上述會議及訪問為本處提供了良機，與各方就土地註冊的最新發展交流意見。

Visits

The Land Registry maintains close relationship with its local, Mainland and overseas associates. Representatives of the Land Registry attended the Land Registrars' Development Officers Conference in Darwin, Australia from 24 to 27 May 2016 and the Registrars of Title Conference in Perth, Australia from 18 to 21 October 2016 respectively. We received two delegations from the Land and Resources Department of Sichuan Province and Hainan Local Taxation Bureau in June and July 2016 respectively. The conferences and visits had provided useful opportunities for exchanging views on the latest developments on land registration.



2016年「土地註冊處處長發展事務人員會議」
Land Registrars' Development Officers Conference 2016



2016年「業權註冊處處長會議」
Registrars of Title Conference 2016



海南省地方稅務局的代表團
A delegation from Hainan Local Taxation Bureau



四川省國土資源廳的代表團
A delegation from the Land and Resources Department
of Sichuan Province

此外，在2016年4月、5月和2017年3月，香港大學附屬學院、香港大學專業進修學院保良局何鴻樂社區書院和香港專業教育學院(屯門和摩利臣山分校)的法律系學生分別到訪本處。

In addition, the legal studies students of the HKU SPACE Community College, HKU SPACE Po Leung Kuk Stanley Ho Community College and the Hong Kong Institute of Vocational Education (Tuen Mun and Morrison Hill) visited us in April, May 2016 and March 2017 respectively.



香港大學專業進修學院保良局何鴻樂社區書院到訪
Visit by the HKU Space Po Leung Kuk
Stanley Ho Community College

香港專業教育學院到訪
Visit by the Hong Kong Institute of Vocational Education



「中止為文書註冊的一般原因」客戶交流會

為使客戶更清楚認識和了解本處中止為文書註冊的一般原因，我們在2016年11月和12月為99名來自各律師事務所及政府部門的參加者舉辦了五場客戶分享交流會。我們並向與會者推廣使用電子註冊摘要表格及電子提示服務。交流會的反應良好，是一個有效的平台，讓我們與客戶就使用本處的服務分享經驗和交流意見。

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

Five sharing sessions, with a total of 99 participants from solicitors firms and Government departments, were held in November and December 2016 for enhancing participants' knowledge and understanding of the common reasons for withholding instruments from registration and for promoting the use of the e-Memorial Form and the e-Alert Service. The activity was well received and had provided an effective platform for sharing of experience and views with our customers on using our services.



為認可機構提供電子提示服務的簡介會

為籌備於2017年2月推出供《銀行業條例》下的認可機構(即持牌銀行、有限制牌照銀行及接受存款公司)訂購的電子提示服務，本處於2017年1月舉辦了四場簡介會，讓有關認可機構清楚了解相關服務的安排和申請手續。簡介會共有125名來自67間認可機構的代表出席，反應熱烈。

Briefing on e-Alert Service for Authorised Institutions

To prepare for the launch of an e-Alert Service for Authorised Institutions (AIs) under the Banking Ordinance (i.e. licensed banks, restricted licence banks and deposit-taking companies) in February 2017, four briefing sessions were held in January 2017 to provide the AIs with a better understanding of the service arrangements and application procedures. A total of 125 representatives from 67 AIs had attended the briefing sessions with overwhelming responses.



溝通渠道

土地註冊處通函

在2016/17年度，我們發出了一份通函，讓法律界人士和客戶知悉本處推出的新產品／服務。

《土地註冊處通訊》

本處在2016年11月發布的《土地註冊處通訊》電子版本採用了嶄新、生動和具適應性的網頁設計，向客戶介紹部門的新猷、服務和活動。

資料單張

年內，我們更新了資料單張的內容，以提供本處服務的最新資訊。

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。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，共超逾700萬人次瀏覽本處網站，當中有73%的人次瀏覽中文網頁，27%的人次瀏覽英文網頁。

Communication Channels

Land Registry Circular Memoranda

In 2016/17, we issued a Land Registry Circular Memorandum to update legal practitioners and customers on our new product/services.

Land Registry News

An electronic issue of the Land Registry News with a new dynamic and responsive layout was released in November 2016 to keep our customers updated on the Land Registry's initiatives, services and activities.

Information Leaflets

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

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

Land Registry's Website

During the year, there were 7.0 million visits (73% in the Chinese language and 27% in the English language) to the Land Registry's website.





獎項

2016年「申訴專員嘉許獎」

部門恭賀本處的文書主任余田田女士榮獲2016年的「申訴專員嘉許獎」—公職人員獎。余女士致力以專業態度提供優質的客戶服務，是次獲獎乃實至名歸。

Awards

The Ombudsman's Awards 2016

Congratulations to our Clerical Officer, Ms YU Tin-tin, Doris who was awarded "The Ombudsman's Awards 2016 for Officers of Public Organisations". Ms YU's dedication and professionalism in delivering a high standard of customer service was well recognised.

「ERB人才企業嘉許計劃」

僱員再培訓局於2009年推出「ERB人才企業嘉許計劃」。本處獲授予「人才企業」稱號，為期兩年（由2015年4月1日至2017年3月31日），以表揚我們在人力培訓及發展的卓越表現。

ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the “ERB Manpower Developer Award Scheme” in 2009. Under the Scheme, the Land Registry was accredited “Manpower Developers” for two years from 1 April 2015 to 31 March 2017 in recognition of our achievements in manpower training and development.

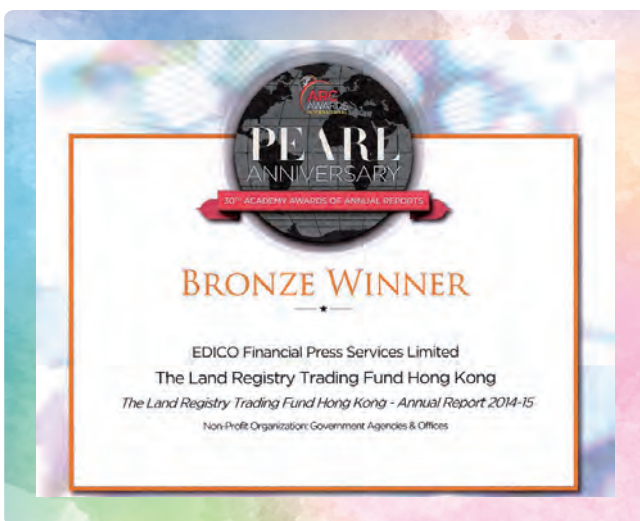


2016年「國際年報比賽大獎」

《土地註冊處營運基金2014/15年報》榮獲由美國MerComm, Inc舉辦的2016年「國際年報比賽大獎：政府機構及辦事處」組別的銅獎，該獎項激勵我們追求優質的年報製作。「國際年報比賽大獎」已舉辦26屆，是全球最大型的國際性比賽，以表彰製作卓越的年報。

International Annual Report Competition (ARC) Awards 2016

The Land Registry Trading Fund Annual Report 2014/15 won the International ARC Awards 2016 — Bronze in the category of “Non-Profit Organizations — Government Agencies & Offices” organised by the MerComm, Inc in the United States. The Award had provided positive reinforcement for our pursuit for quality production of our annual report. The International ARC Awards 2016, in its twenty-sixth year, is the world’s largest international competition honoring excellence in annual reports.



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。若用戶須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。

在所有連同文書一併遞交註冊的註冊摘要中，電子註冊摘要表格的使用已超逾60%並正穩步增加。本處會繼續留意用戶的回應，以期進一步提升服務。

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」進行的地址配對工作。我們亦在「綜合註冊資訊系統」網站提供連接至「物業資訊網」的超連結，令查閱物業紀錄更為方便。

Development Projects and New Services

e-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry for free downloading from our homepage. 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 been used for over 60% of the total number of memorials delivered with the instruments for registration and the usage is increasing steadily. The Land Registry will continue to monitor users' feedback to identify room for further enhancement.

Inter-departmental Project

The Land Registry has been collaborating with the Rating and Valuation Department 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.

電子提示服務

本處於2015年7月20日推出供業主訂購的電子提示服務。每當有涉及相關物業的文書遞交註冊，本處便會向業主發出電郵提示通知。這項服務提供方便及有效的途徑，讓業主身處任何地方也可輕易監察有否影響其物業的文書遞交註冊。

由2017年2月1日起，本處另外修訂了電子提示服務，並將該服務擴展至《銀行業條例》下的認可機構（即持牌銀行、有限制牌照銀行及接受存款公司），以助認可機構更有效管理按揭貸款的信貸風險。該等認可機構在相關業主的同意下訂購這項服務後，每當已承按的物業有再按押記／按揭文件交付本處辦理註冊時，便會收到本處發出的電子提示訊息。

e-Alert Service

The Land Registry launched the e-Alert Service on 20 July 2015 for property owners on a subscription basis. The service provides email alerts to property owners when instruments are lodged for registration against their properties. It offers a convenient and useful means for property owners to monitor anywhere with ease if any instrument affecting their properties has been lodged for registration.

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



未來計劃

電子提示服務

本處會繼續監察用戶的意見，從而進一步提升電子提示服務。

Future Plan

e-Alert Service

The Land Registry will continue to monitor users' feedback to identify room for further enhancement of the e-Alert Service.



TITLE

Registration **業權** 註冊



近期發展

諮詢持份者《土地業權條例》下的轉換、更正及彌償安排

年內，我們一直與香港律師會《土地業權條例》工作小組（律師會工作小組）及《土地業權條例》督導委員會（督導委員會）緊密合作。在2016年7月，我們與律師會工作小組舉行會議，商討在「兩階段轉換機制」下的「更正」和「彌償」安排的修訂建議、現有土地各個轉換方案，以及如何處理不確定擁有權的土地登記冊事宜。督導委員會亦於2016年12月召開會議，向各委員簡介就最新的建議方案收到的意見，以及磋商有關事宜。督導委員會的委員名單見附錄II(d)。我們會繼續與各持份者保持緊密聯繫，因應所收到的意見改良我們的建議方案，並探討首先在新土地實行業權註冊的可行性和範疇，以期就《土地業權條例》所需的修訂達成共識。

檢討《土地業權條例》及擬備《土地業權(修訂)條例草案》

我們會因應與各持份者關於建議轉換方案和更正及彌償安排的討論所帶來的轉變，繼續擬備《土地業權(修訂)條例草案》。我們並就一些在《土地業權條例》中找出的技術性問題作進一步的檢視及研究。我們亦一直與相關的政府部門合作，以處理及解決《土地業權條例》與有關政府部門轄下法例之間互相影響的問題。

未來計劃

除了擬備《土地業權(修訂)條例草案》外，我們會就部分海外普通法司法管轄區業權註冊法例的最新發展，以及其採用的優良措施進行研究，以優化我們的建議方案。我們亦會繼續與各持份者及相關政府部門緊密合作，回應他們就《土地業權條例》修訂建議的關注事項。我們也會在適當時候就修訂建議進行公眾諮詢。

Recent Development

Stakeholders Consultation on the Conversion, Rectification and Indemnity Arrangements under the LTO

During the year, we have been working closely with the Law Society Working Party on LTO (LSWP) and the Land Titles Ordinance Steering Committee (LTOSC). In July 2016, a meeting was held with the LSWP to discuss the revised proposal of rectification and indemnity arrangements, the various conversion options for existing land and the issues over handling indeterminate ownership registers under the Two-Stage Conversion Mechanism. A meeting of the LTOSC was held in December 2016 to brief members on the comments received on the latest proposals and to discuss the issues concerned. The membership of the LTOSC is at Annex II (d). We will continue to liaise closely with stakeholders to refine our proposals and explore the feasibility and scope of implementing title registration on new land first in the light of the views gathered in order to forge consensus on the necessary amendments to the LTO.

Review of LTO and Preparation of LT(A)B

Preparation of the LT(A)B is in progress taking into account the changes to the proposed conversion, rectification and indemnity arrangements brought about by ongoing discussions with stakeholders. Some other technical issues in the LTO have been identified for further review and study. We have also been working with relevant Government departments to address and resolve interface issues between the LTO and the legislation under their purview.

Future Plan

In addition to the preparatory work for the drafting of the LT(A)B, we will conduct a study of the latest developments regarding title registration legislations and the good practices of several overseas common law jurisdictions in order to enhance our proposals. We will also continue to work closely with stakeholders and relevant Government departments to address their concern on the proposed amendments to the LTO. A public engagement exercise will be launched on the proposed amendments in due course.

HUMAN 人力資源管理 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。我們亦按非公務員合約或退休後服務合約條款聘用合約人員，以靈活回應運作或業務不斷轉變的需求。

截至2017年3月31日，本處共僱用了476名常額人員和96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。合約人員則包括土地註冊行政助理、律師、會計師、會計助理、秘書及合約文員等。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，我們制訂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2016/17年度，我們舉辦了超過1,630天的培訓，所提供的培訓涵蓋不同課題，並以多種形式進行。

Staff Development

Staffing

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

As at 31 March 2017, we had 476 permanent and 96 contract staff members. Our permanent staff comprise officers of various grades including Land Registration Officers, Solicitors, Treasury Accountants, Analysts/ Programmers and general grades. Our contract staff include Land Registration Executives, Solicitors, Accountant, Accounting Executive, Secretary and Clerks. We regularly review our staffing position and adjust the number of contract staff in the light of changes in operational requirements.

Staff Training

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

In 2016/17, we arranged over 1,630 days of training in various modes on a wide spectrum of subjects.

常年培訓

部門舉辦了不同的培訓課程，以提升員工的主要工作技能。

維繫一支清廉、誠實和問責的公務員團隊，對持續獲取公眾信任至關重要。為此，本處安排廉政公署為部門的所有員工舉辦多場與誠信有關的「管理利益衝突」講座。透過有關講座，員工更能認知和了解與公職人員相關的誠信事宜。

我們為初級和新入職的主任級人員舉辦「督導要領」、「覆投訴信寫作技巧(中文)」及「公文修辭(中文)」課程，以裝備他們日常工作所需的基本督導和語文寫作技巧。

我們特別為初級及中級經理人員設計「卓越的領導」課程，以加強他們在不同層面的領導能力。為進一步裝備員工在提供服務時應付難處理情境的能力，我們亦為他們安排「處理難應付的顧客及衝突情境工作坊」。

Year-round Training

The department organised various training courses to enhance the core competencies of staff.

It is vital to maintain clean, honest and accountable civil service for sustaining public trust. To this end, department-wide integrity talks on “Managing Conflict of Interest” delivered by the Independent Commission Against Corruption were arranged and attended by all staff members of the department. Through the talks, staff members were enriched with knowledge and strengthened the awareness of the integrity issues concerning public officers.

Courses on “Essential Supervisory Skills”, “Replies to Complaints (in Chinese)” and “Style and Tone in Chinese Official Correspondence” were arranged for junior and newly recruited Officer Grade staff to equip them with the essential supervisory and language writing skills required for daily operations.

We organised tailor-made courses on “Leadership” for junior and middle managers to enhance their leadership abilities at different levels. To better equip our staff to handle difficult situations in service delivery, a training course on “Handling Difficult Customers and Confrontational Situations for Land Registry” was also arranged.



為提高員工的普通話水平，我們繼續在午膳時間為員工舉辦普通話課程。此外，我們舉辦了「資訊科技保安複修課程」，以保持員工對資訊科技保安的警覺性。

有見部門在提升服務的同時遇到不同的挑戰，我們為高級人員舉辦「如何面對逆境－啟發思考及經驗分享」的半日課程，以加強團隊精神，並提升他們在處理逆境和挑戰時的正能量，以達至部門訂立的共同目標。當中「生命鬥士」的經驗分享，更令所有參與的同事有所啟發。這些「生命鬥士」曾經面對不同的重大逆境，但最終能克服挑戰，並啟發其他人如何面對逆境。

To strengthen staff's proficiency in Putonghua, we continued to organise Putonghua course at lunch time for all staff members. Besides, an IT Security refresher course was conducted to sustain staff's awareness of IT security.

In view of the challenges that the department was facing in improving its services, a half-day training course on "Handling Adversity – Inspiration and Experience" was organised for senior officers to reinforce team spirit and enhance positive energy in handling adversities and challenges for accomplishing organisational goal. Colleagues were inspired by the sharing of the "Life-fighters" who, though had faced drastic adversities, overcame the challenges and inspired others.



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自我增值。所有員工均獲安排不多於一天半的網上學習，於辦公時間在部門的學習資源中心選取各種感興趣的自學課程。

We also regularly arrange 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 a maximum of one and a half days' e-learning during which they are free from their office work to pursue self-learning of various interested topics at our Learning Resource Centre.

員工發展

我們為員工安排擴闊視野的發展課程，以便他們迎接新挑戰、加強溝通技巧，以及培養制定政策及領導的能力。在2016/17年度，本處人員參加了由公務員培訓處舉辦的「清華大學課程」、「進階管理課程」、「創意領導培訓課程」和「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

本處自1993年起推行員工建議書計劃，以鼓勵所有員工就不同事宜，包括提升服務質素、部門運作、節約資源及環境保護，提出建議。

在2016/17年度，本處共收到四份員工建議書，並就此頒發了一項獎勵。

最優秀員工選舉

本處自1997年起推行周年的「最優秀員工選舉」獎勵計劃，以激勵員工士氣、提高工作熱忱，以及表揚對部門作出卓越貢獻的員工。在2016年，共有3名員工獲頒獎項。

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 2016/17, our staff attended the "Tsinghua University Course", "Advanced Management Programme", "Innovative Leadership Programme" and "Leadership Essentials Programme" organised by the Civil Service Training and Development Institute.

Staff Motivation and Recognition

As a trading fund department, we put great emphasis on staff motivation and recognition for the continual pursuit of excellence in customer services.

Staff Suggestions Scheme

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

In 2016/17, we received a total of 4 staff suggestions and 1 award was granted.

Best Staff of the Year Award Scheme

Since 1997, we have introduced the annual "Best Staff of the Year" award scheme to motivate staff, promote work commitment and give recognition to staff with remarkable contributions to the department. In 2016, three prizes were awarded.



(由左至右) 恭喜張德聰先生(查冊及部門服務部)、凌俊逸先生(常務部)和何麗琮女士(中央影像處理中心)獲選為2016年的土地註冊處最優秀員工。
(From left to right) Congratulations to Mr CHEUNG Tak-chung (Search and Departmental Services Division), Mr LING Chun-yat (General Support Services Division) and Ms HO Lai-king, Queenie (Central Imaging Centre) for winning the Land Registry Best Staff of the Year Award in 2016.

長期服務獎勵計劃

本處自1999年起推行周年的「長期服務獎勵計劃」，以表揚在本處長期服務而表現優良的員工。

在2016年，共有32位服務年資達25年或以上的員工獲此獎項。

Long Service Appreciation Award Scheme

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

In 2016, a total of 32 staff members with 25 or more years of service were honoured with the award.



湯國能先生(右)獲頒發香港特別行政區政府四十年長期優良服務獎。

Mr TONG Kwok-nang (right), has been awarded the Government of the Hong Kong Special Administrative Region 40 Years' Meritorious Service Certificate.

最佳前線員工獎勵計劃

本處自2007年4月起推行「最佳前線員工獎勵計劃」，旨在提倡優質客戶服務文化，以及表揚傑出員工的表現和成績。

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。

Best Frontline Staff Award Scheme

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

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

2016年下半年的團隊獎是由查冊服務組奪得。
Winner of the Team Award for the second half year of 2016 is Search Services Section.



員工關係

我們深明職管雙方有效溝通對提供優質客戶服務極為重要。我們繼續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》是由來自各個部組的編輯委員會成員定期編製的部門刊物。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。這份刊物深受各員工歡迎，有助促進團隊精神和加強員工對部門的歸屬感。

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2016/17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、郊遊及體育活動等。

Staff Relations

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

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.

Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. In 2016/17, 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, outing and sport activities.





知識管理

本處設置了「知識管理系統」，以促進部門內部有系統的知識管理和分享。該系統包含超過7,900份參考文件和案例。在2016/17年度，本處員工每天檢索約150項系統資料，以作日常工作參考。

Knowledge Management

The Land Registry maintains a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. The system contains over 7,900 reference documents and precedent cases. Around 150 searches were made by our staff daily for reference in their work in 2016/17.

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，並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的培訓課程。透過參加這些培訓及發展課程，員工的能力將有所提高，可作出更好準備以面對轉變，為部門的未來發展作出貢獻。

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.

IT Management

資訊科技管理





「綜合註冊資訊系統」

「綜合註冊資訊系統」網上服務一直運作暢順。

「綜合註冊資訊系統」服務提升

在2016/17年度，本處為「綜合註冊資訊系統」作出下列多項重大提升：

- 提升系統的基礎建設，繼續為客戶提供可靠的服務；
- 當登記用戶的賬戶未用餘額低於其自訂的預設金額時，用戶可選擇透過電子郵件及／或屏幕提示訊息接收有關通知；
- 若用戶連接「綜合註冊資訊系統」網站後閒置了一段時間，系統會在終止用戶連線五分鐘前於屏幕上發出相關提示；
- 以「瀏覽」或「下載」方式收取已訂購的土地文件的收取期限由一個服務日延長至三個服務日；
- 為加強系統保安，用戶需於首次連接「綜合註冊資訊系統」網上服務時輸入隨機產生的驗證碼；

Integrated Registration Information System (IRIS)

The IRIS Online Services have been operating smoothly.

Enhancements to IRIS

The Land Registry implemented the following major enhancements to the IRIS in 2016/17:

- upgrading the system infrastructure to provide reliable services to customers continuously;
- providing a notification to subscriber when the account's unused balance drops below his/her pre-set balance amount. Subscriber can choose to receive the notification by email and/or alert message on screen;
- issuing a time-out alert message on screen to searcher when his/her current session will time-out in five minutes due to a period of inactivity;
- extending the time limit for retrieving land document orders to be delivered by "View by Browser" and "By Download" from one business day to three business days;
- requiring user to input a randomly generated CAPTCHA before his/her first access to the IRIS Online Services for strengthening system security;

資訊科技管理
IT MANAGEMENT

- 除原有的香港郵政電子證書，登記用戶可選擇以電子核證服務有限公司ID-Cert電子證書於登入時作身分認證。此外，登記用戶使用的香港郵政電子證書除可儲存於鑰匙或其他裝置，亦可儲存於智能身份證於登入時作身分認證；
- 在「綜合註冊資訊系統」網站提供連接至地政總署「港人港地」網頁的超連結；
- 除原有的超文本標記語言 (HTML) 檔案格式外，客戶可選擇便攜式文檔格式 (PDF) 以「瀏覽」、「下載」或「電郵」方式收取「土地登記冊」查冊訂單、「尚未記入土地登記冊的註冊摘要資料」查冊訂單，以及「登記用戶結算單」；
- 為客戶所輸入的電郵地址進行驗證，在發現懷疑無效的電郵地址域名時作出提示；
- 把連接地政總署「地理資訊地圖」網站的超連結改為直接前往「地段搜尋」網頁；
- supporting the use of Digi-Sign ID-Cert for authentication during login by subscribers in addition to the existing Hongkong Post e-Cert, as well as the Hongkong Post e-Cert stored in smart ID card in addition to the existing storage in tokens and other devices;
- providing a hyperlink on the IRIS website to the webpage of the Lands Department on “Hong Kong Property for Hong Kong People”;
- introducing the Portable Document Format (PDF) in addition to the existing Hyper Text Markup Language (HTML) file format as an alternative for delivery methods including “View by Browser”, “By Download” and “By Email” of search orders of land register and unposted memorial information as well as statements for subscribers;
- validating email addresses inputted by customers and prompting an alert message when possible invalid email address domain is detected;
- changing the hyperlink to the Lands Department’s GeoInfo Map website to the “Search Lot” webpage directly;

- 同時支援以中文及英文輸入街道名稱及屋苑／樓宇名稱；以及

The screenshot shows the 'Search Land Register' interface. It features a search form with the following sections:

- I - Street Name Section:** Includes fields for 'Block', 'Floor', and 'Flat/No.'. A note says '(Enter * for all Blocks, all Floors and/or all Flats)'. Below these is a note: '(Input of floor is according to English address)'. There is a field for 'House/Building No.' with a note: '(E.g. For No. 184A Nathan Road, please enter 184A)'. The 'Street Name (Eng / Chn)' field is highlighted with a red box.
- Area Code:** A dropdown menu with options: TA CHUEN PING STREET (打磚坪街) (TSUEN WAN), TA HO TUN (打磚墩) (SAI KLUNG), TA HO TUN HA WAI (打磚墩下圍) (SAI KLUNG), TA HO TUN SHEUNG WAI (打磚墩上圍) (SAI KLUNG), TA KU LING SAN TSUEN (打鼓嶺新村) (SAI KLUNG), TA KWU LING VILLAGE (打鼓嶺村) (NORTH), TA SHEK WU (打石屋) (YUEN LONG), TA SHEK WU KIU TAU TSUEN (打石屋橋頭村) (YUEN LONG), TA SHEK WU SHEK TONG (打石屋石塘) (YUEN LONG), and TA TIT YAN (打鐵仔) (TAI PO).
- Type of Register:** Radio buttons for 'Sub-Division Registers', 'Lot Registers Only', and 'All Registers'. 'All Registers' is selected.
- II - Development Name Section:** A section for entering development names.
- III - Lot Details Section:** A section for entering lot details.
- IV - Property Reference Number (PRN) Section:** A section for entering the property reference number.

- supporting bilingual input of Street Name and Development Name; and

- 在輸入日期的欄位提供日期選擇器的功能。
- providing date picker feature for date input fields.

其他資訊科技服務

為改善辦公室系統的備份和復原效能，本處已整合並提升該等系統的備份設施。

資訊科技保安

本處依據政府對資訊科技保安的要求，以及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，讓員工加深認識資訊保安及保障個人資料的重要性。

Other IT Services

To improve the backup and recovery performance of office systems, the Land Registry has consolidated and upgraded backup facilities of these systems.

IT Security

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



未來計劃

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
- 採用具適應性的網頁設計土地註冊處部門網站，以達致最佳的瀏覽體驗。

Future Plan

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 adopt responsive web design for the Land Registry website for better browsing experience.

Financial

MANAGEMENT

財政管理





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2015/16年度比較，本年度的營業額增加了2,220萬元(上升5.7%)至4.091億元，主要原因是業務有所增加。運作開支則增加了940萬元(上升2.5%)至3.825億元，主要原因是員工費用有所增加。

Financial Objectives

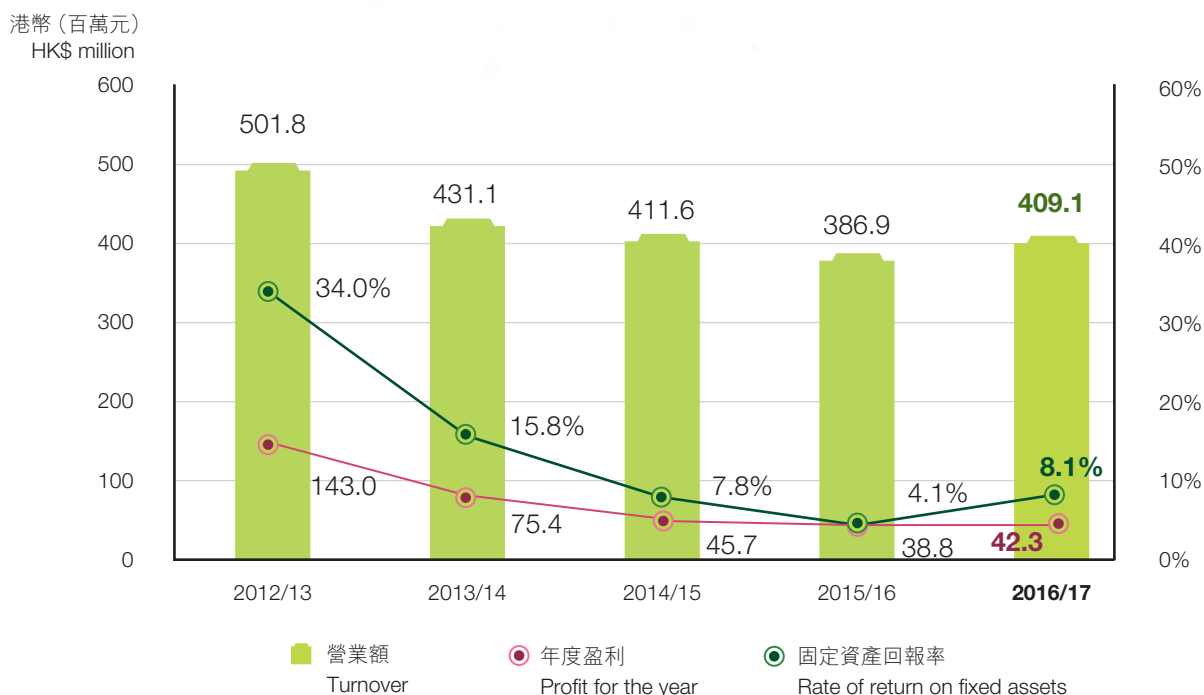
In accordance with the TFO, the Land Registry pursues clearly defined financial objectives as follows:

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

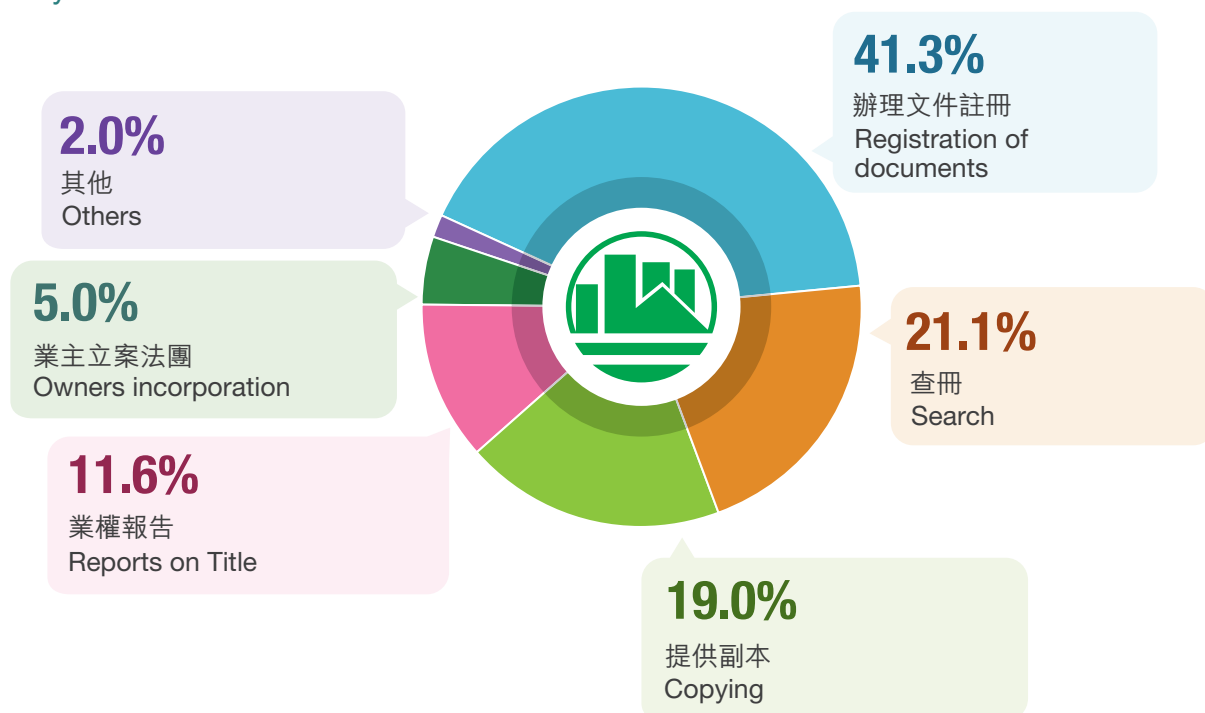
Actual Performance

When compared with 2015/16, turnover increased by \$22.2 million (up 5.7%) to \$409.1 million mainly due to an increase in business volume. Operating expenses increased by \$9.4 million (up 2.5%) to \$382.5 million mainly due to increase in staff costs.

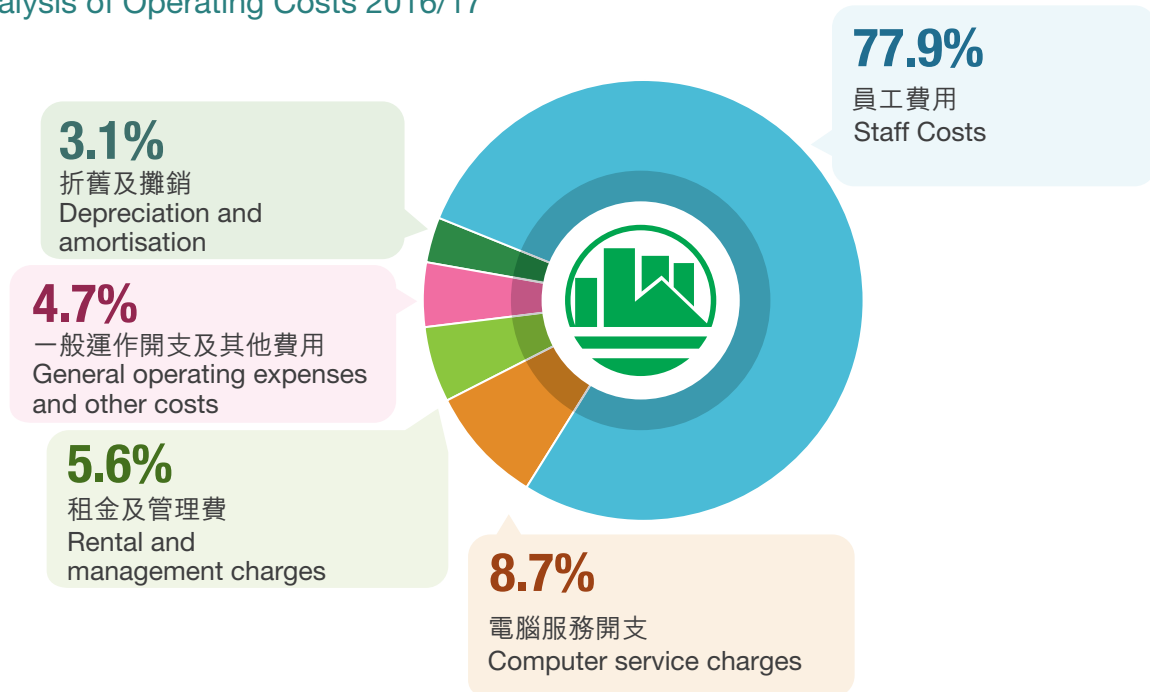
財政表現
Financial Performance



2016/17年度營業額分析
Analysis of Turnover 2016/17



2016/17年度營運成本分析
Analysis of Operating Costs 2016/17



展望

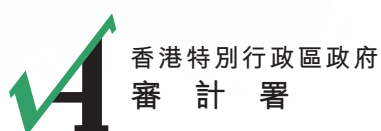
本處的收入和固定資產回報率主要取決於註冊、查冊、提供副本及業權報告服務的數量，而有關數量會受到物業市場和其他相關因素影響。我們會繼續嚴謹控制成本，以提升固定資產回報率。

Forecast

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

審計署署長報告

Report of the Director of Audit



獨立審計師報告

致立法會

意見

茲證明我已審核及審計列載於第72至105頁土地註冊處營運基金的財務報表，該等財務報表包括於2017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，以及財務報表的附註，包括主要會計政策概要。

我認為，該等財務報表已按照香港會計師公會頒布的《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2017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430章)第7(4)條所規定的方式妥為擬備。

意見的基礎

我已按照《營運基金條例》第7(5)條及審計署的審計準則進行審計。我根據該等準則而須承擔的責任，詳載於本報告「審計師就財務報表審計而須承擔的責任」部分。根據該等準則，我獨立於土地註冊處營運基金，並已按該等準則履行其他道德責任。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。

Independent Auditor's Report

To the Legislative Council

Opinion

I certify that I have examined and audited the financial statements of the Land Registry Trading Fund set out on pages 72 to 105, which comprise the statement of financial position as at 31 March 2017, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the state of affairs of the Land Registry Trading Fund as at 31 March 2017, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance (Cap. 430).

Basis for opinion

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

其他資料

土地註冊處營運基金總經理須對其他資料負責。其他資料包括土地註冊處營運基金2016-17年年報內的所有資料，但不包括財務報表及我的審計師報告。

我對財務報表的意見並不涵蓋其他資料，我亦不對其他資料發表任何形式的鑒證結論。

就財務報表審計而言，我有責任閱讀其他資料，從而考慮其他資料是否與財務報表或我在審計過程中得悉的情況有重大矛盾，或者似乎存有重大錯誤陳述。基於我已執行的工作，如果我認為其他資料存有重大錯誤陳述，我需要報告該事實。在這方面，我沒有任何報告。

土地註冊處營運基金總經理就財務報表而須承擔的責任

土地註冊處營運基金總經理須負責按照香港會計師公會頒布的《香港財務報告準則》及《營運基金條例》第7(4)條擬備真實而中肯的財務報表，及落實其認為必要的內部控制，使財務報表不存有因欺詐或錯誤而導致的重大錯誤陳述。

在擬備財務報表時，土地註冊處營運基金總經理須負責評估土地註冊處營運基金持續經營的能力，以及在適用情況下披露與持續經營有關的事項，並以持續經營作為會計基礎。

Other information

The General Manager, Land Registry Trading Fund is responsible for the other information. The other information comprises all the information included in the Land Registry Trading Fund's 2016-17 Annual Report, other than the financial statements and my auditor's report thereon.

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

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

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

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

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



審計師就財務報表審計而須承擔的責任

我的目標是就整體財務報表是否不存有任何因欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並發出包括我意見的審計師報告。合理保證是高水平的保證，但不能確保按審計署審計準則進行的審計定能發現所存有的任何重大錯誤陳述。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們個別或滙總起來可能影響財務報表使用者所作出的經濟決定，則會被視作重大錯誤陳述。

在根據審計署審計準則進行審計的過程中，我會運用專業判斷並秉持專業懷疑態度。我亦會：

- 識別和評估因欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險；設計及執行審計程序以應對這些風險；以及取得充足和適當的審計憑證，作為我意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕內部控制的情況，因此未能發現因欺詐而導致重大錯誤陳述的風險，較未能發現因錯誤而導致者為高；
- 了解與審計相關的內部控制，以設計適當的審計程序。然而，此舉並非旨在對土地註冊處營運基金內部控制的有效性發表意見；
- 評價土地註冊處營運基金總經理所採用的會計政策是否恰當，以及其作出的會計估計和相關資料披露是否合理；

Auditor's responsibilities for the audit of the financial statements

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

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

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

- 判定土地註冊處營運基金總經理以持續經營作為會計基礎的做法是否恰當，並根據所得的審計憑證，判定是否存在與事件或情況有關，而且可能對土地註冊處營運基金持續經營的能力構成重大疑慮的重大不確定性。如果我認為存在重大不確定性，則有必要在審計師報告中請使用者留意財務報表中的相關資料披露。假若所披露的相關資料不足，我便須發出非無保留意見的審計師報告。我的結論是基於截至審計師報告日止所取得的審計憑證。然而，未來事件或情況可能導致土地註冊處營運基金不能繼續持續經營；及
- conclude on the appropriateness of the General Manager, Land Registry Trading Fund's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Land Registry Trading Fund's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Land Registry Trading Fund to cease to continue as a going concern; and
- 評價財務報表的整體列報方式、結構和內容，包括披露資料，以及財務報表是否中肯反映交易和事項。
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

審計署署長

(審計署助理署長何作柱代行)

Kenneth HoAssistant Director of Audit
for Director of Audit

審計署

香港灣仔

告士打道7號

入境事務大樓26樓

2017年9月28日

Audit Commission

26th Floor, Immigration Tower

7 Gloucester Road

Wanchai, Hong Kong

28 September 2017





Certified
FINANCIAL
Statements 財務報表





全面收益表 STATEMENT OF COMPREHENSIVE INCOME

截至二零一七年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2017
(Expressed in thousands of Hong Kong dollars)

| | | 附註 Note | 2017 | 2016 |
|----------|--|------------|------------------|-----------|
| 營業額 | Turnover | 3 | 409,096 | 386,941 |
| 運作成本 | Operating costs | 4 | (382,476) | (373,062) |
| 運作盈利 | Profit from operations | | 26,620 | 13,879 |
| 其他收入 | Other income | 5 | 23,234 | 31,973 |
| 名義利得稅前盈利 | Profit before notional profits tax | | 49,854 | 45,852 |
| 名義利得稅 | Notional profits tax | 6 | (7,579) | (7,040) |
| 年度盈利 | Profit for the year | | 42,275 | 38,812 |
| 其他全面收益 | Other comprehensive income | | — | — |
| 年度總全面收益 | Total comprehensive income for the year | | 42,275 | 38,812 |
| 固定資產回報率 | Rate of return on fixed assets | 7 | 8.1% | 4.1% |

第79至105頁的附註為本財務報表的一部分。

The notes on pages 79 to 105 form part of these financial statements.

財務狀況表

STATEMENT OF FINANCIAL POSITION

於二零一七年三月三十一日
(以港幣千元表示)

as at 31 March 2017
(Expressed in thousands of Hong Kong dollars)

| | | 附註 Note | 2017 | 2016 |
|------------------|--|------------|------------------|-----------|
| 非流動資產 | Non-current assets | | | |
| 物業、設備及器材 | Property, plant and equipment | 8 | 266,286 | 272,098 |
| 無形資產 | Intangible assets | 9 | 7,897 | 6,250 |
| 外匯基金存款 | Placement with the Exchange Fund | 10 | 628,869 | 608,780 |
| | | | 903,052 | 887,128 |
| 流動資產 | Current assets | | | |
| 應收帳款及預繳款項 | Debtors and prepayments | 11 | 19,365 | 16,239 |
| 應收關連人士帳款 | Amounts due from related parties | | 16,411 | 6,057 |
| 銀行存款 | Bank deposits | | 319,000 | 302,000 |
| 現金及銀行結餘 | Cash and bank balances | | 18,409 | 26,667 |
| | | | 373,185 | 350,963 |
| 流動負債 | Current liabilities | | | |
| 遞延收入 | Deferred revenue | 12 | 7,748 | 8,041 |
| 客戶按金 | Customers' deposits | 13 | 36,046 | 30,695 |
| 應付帳款 | Creditors | | 9,642 | 8,043 |
| 應付關連人士帳款 | Amounts due to related parties | | 2,481 | 2,003 |
| 僱員福利撥備 | Provision for employee benefits | 14 | 5,979 | 5,609 |
| 應付名義利得稅 | Notional profits tax payable | | 7,573 | 149 |
| | | | 69,469 | 54,540 |
| 流動資產淨額 | Net current assets | | 303,716 | 296,423 |
| 總資產減去流動負債 | Total assets less current liabilities | | 1,206,768 | 1,183,551 |

第79至105頁的附註為本財務報表的一部分。

The notes on pages 79 to 105 form part of these financial statements.

STATEMENT OF FINANCIAL POSITION (CONTINUED)

| | | 附註 Note | 2017 | 2016 |
|--------------|---------------------------------|------------|------------------|-----------|
| 非流動負債 | Non-current liabilities | | | |
| 遞延稅項 | Deferred tax | 15 | 2,206 | 2,200 |
| 僱員福利撥備 | Provision for employee benefits | 14 | 80,708 | 80,366 |
| | | | 82,914 | 82,566 |
| 資產淨額 | NET ASSETS | | 1,123,854 | 1,100,985 |
| 資本及儲備 | CAPITAL AND RESERVES | | | |
| 營運基金資本 | Trading fund capital | 16 | 118,300 | 118,300 |
| 保留盈利 | Retained earnings | 17 | 963,279 | 963,279 |
| 擬發股息 | Proposed dividend | 18 | 42,275 | 19,406 |
| | | | 1,123,854 | 1,100,985 |

張美珠女士，JP

土地註冊處營運基金總經理
二零一七年九月二十八日

Ms Doris CHEUNG, JP

General Manager, Land Registry Trading Fund
28 September 2017

第79至105頁的附註為本財務報表的一部分。

The notes on pages 79 to 105 form part of these financial statements.

權益變動表

STATEMENT OF CHANGES IN EQUITY

截至二零一七年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2017
(Expressed in thousands of Hong Kong dollars)

| | | 2017 | 2016 |
|---------|---|------------------|-----------|
| 在年初的結餘 | Balance at beginning of year | 1,100,985 | 1,085,005 |
| 年度總全面收益 | Total comprehensive income for the year | 42,275 | 38,812 |
| 年內已付股息 | Dividend paid during the year | (19,406) | (22,832) |
| 在年終的結餘 | Balance at end of year | 1,123,854 | 1,100,985 |

第79至105頁的附註為本財務報表的一部分。

The notes on pages 79 to 105 form part of these financial statements.

現金流量表

STATEMENT OF CASH FLOWS

截至二零一七年三月三十一日止年度
(以港幣千元表示)

for the year ended 31 March 2017
(Expressed in thousands of Hong Kong dollars)

| | | 附註 Note | 2017 | 2016 |
|-------------------------------|---|------------|------------------|----------|
| 營運項目的現金 流量 | Cash flows from operating activities | | | |
| 運作盈利 | Profit from operations | | 26,620 | 13,879 |
| 折舊及攤銷 | Depreciation and amortisation | | 11,743 | 15,533 |
| 處置固定資產 虧損 | Loss on disposal of fixed assets | | 200 | 1 |
| 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 | | (13,302) | 1,390 |
| 遞延收入的減少 | Decrease in deferred revenue | | (293) | (1,697) |
| 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 | | 375 | (1,405) |
| 僱員福利撥備 的增加/(減少) | Increase/(Decrease) in provision for employee benefits | | 712 | (1,507) |
| 客戶按金的增加 | Increase in customers' deposits | | 5,351 | 477 |
| 已付名義利得稅 | Notional profits tax paid | | (149) | (18,441) |
| 營運項目的現金 流入淨額 | Net cash from operating activities | | 31,257 | 8,230 |
| 投資項目的現金 流量 | Cash flows from investing activities | | | |
| 原有期為3個月以上 的銀行存款的增加 | Increase in bank deposits with original maturities over three months | | (162,000) | (92,000) |
| 添置固定資產 | Purchase of fixed assets | | (6,076) | (8,935) |
| 外匯基金存款的增加 | Increase in placement with the Exchange Fund | | (20,089) | (31,738) |
| 已收利息 | Interest received | | 23,056 | 34,613 |
| 投資項目的現金 流出淨額 | Net cash used in investing activities | | (165,109) | (98,060) |

第79至105頁的附註為本財務報表的一部分。

The notes on pages 79 to 105 form part of these financial statements.

現金流量表(續)

STATEMENT OF CASH FLOWS (CONTINUED)

| | | 附註 Note | 2017 | 2016 |
|------------------|--|------------|------------------|-----------|
| 融資項目的現金 流量 | Cash flows from financing activities | | | |
| 已付股息 | Dividend paid | | (19,406) | (22,832) |
| 融資項目的現金 流出淨額 | Net cash used in financing activities | | (19,406) | (22,832) |
| 現金及等同現金的 減少淨額 | Net decrease in cash and cash equivalents | | (153,258) | (112,662) |
| 在年初的現金 及等同現金 | Cash and cash equivalents at beginning of year | | 171,667 | 284,329 |
| 在年終的現金 及等同現金 | Cash and cash equivalents at end of year | 19 | 18,409 | 171,667 |

第79至105頁的附註為本財務報表的一部分。

The notes on pages 79 to 105 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.

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.

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 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，則於交收日入賬。

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. 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

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).

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. 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)

2.3.2.2 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.

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 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.

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賬。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賬。

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.

2. 主要會計政策 (續)**Significant accounting policies** (continued)**2.4 物業、設備及器材** (續)**Property, plant and equipment** (continued)

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.

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.

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賬。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.

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. 主要會計政策 (續)**Significant accounting policies** (continued)**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.

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若干新訂或經修訂的香港財務報告準則，於本會計期生效或供提前採納。適用於本財務報表所呈報的年度會計政策，並未因這些發展而有任何改變。

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption 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24)。

The LRTF has not applied any new HKFRSs that are not yet effective for the current accounting period (note 24).

3. 營業額 Turnover

| | | 2017 | 2016 |
|-----------|---------------------------|----------------|---------|
| 辦理文件註冊 | Registration of documents | 169,091 | 166,369 |
| 查冊 | Search | 86,341 | 81,708 |
| 提供副本 | Copying | 77,628 | 72,065 |
| 業權報告 | Reports on title | 47,342 | 47,164 |
| 業主立案法團 | Owners incorporation | 20,303 | 11,452 |
| 其他 | Others | 8,391 | 8,183 |
| 總額 | Total | 409,096 | 386,941 |

4. 運作成本 Operating costs

| | | 2017 | 2016 |
|-----------|----------------------------------|----------------|---------|
| 員工費用 | Staff costs | 297,990 | 284,588 |
| 一般運作開支 | General operating expenses | 14,105 | 13,261 |
| 電腦服務開支 | Computer service charges | 33,236 | 34,135 |
| 租金及管理費 | Rental and management charges | 21,604 | 20,601 |
| 中央行政費用 | Central administrative overheads | 2,797 | 4,232 |
| 折舊及攤銷 | Depreciation and amortisation | 11,743 | 15,533 |
| 處置固定資產虧損 | Loss on disposal of fixed assets | 200 | 1 |
| 審計費用 | Audit fees | 801 | 711 |
| 總額 | Total | 382,476 | 373,062 |

5. 其他收入 Other income

| | | 2017 | 2016 |
|-----------|--|---------------|--------|
| 銀行存款利息 | Bank deposits interest | 3,797 | 3,066 |
| 外匯基金存款利息 | Placement with the Exchange Fund interest | 19,437 | 28,907 |
| 總額 | Total | 23,234 | 31,973 |

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:

| | | 2017 | 2016 |
|--------------|---|--------------|---------|
| 本期稅項 | Current tax | | |
| 本年名義利得稅的撥備 | Provision for notional profits tax for the year | 7,573 | 8,061 |
| 遞延稅項 | Deferred tax | | |
| 暫記差額的產生及撥回 | Origination and reversal of temporary differences | 6 | (1,021) |
| 名義利得稅 | Notional profits tax | 7,579 | 7,040 |

- (ii) 稅項支出與會計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:

| | | 2017 | 2016 |
|---------------------------------|--|---------------|--------|
| 名義利得稅前盈利 | Profit before notional profits tax | 49,854 | 45,852 |
| 按香港利得稅率16.5% (二零一六年：16.5%)計算的稅項 | Tax at Hong Kong profits tax rate of 16.5% (2016: 16.5%) | 8,226 | 7,566 |
| 一次性的稅項寬減 | One-off tax reduction | (20) | (20) |
| 非應課稅收入的稅項影響 | Tax effect of non-taxable revenue | (627) | (506) |
| 名義稅項支出 | Notional tax expense | 7,579 | 7,040 |

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%(二零一六年:6.9%)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% (2016: 6.9%) 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 |
| 成本 | Cost | | | | | |
| 在二零一五年四月一日 | At 1 April 2015 | 350,000 | 165,080 | 19,528 | 244 | 534,852 |
| 添置 | Additions | — | 2,182 | 441 | — | 2,623 |
| 出售/註銷 | Disposals | — | (40) | (1,995) | — | (2,035) |
| 在二零一六年三月三十一日 | At 31 March 2016 | 350,000 | 167,222 | 17,974 | 244 | 535,440 |
| 在二零一六年四月一日 | At 1 April 2016 | 350,000 | 167,222 | 17,974 | 244 | 535,440 |
| 添置 | Additions | — | 2,103 | 595 | — | 2,698 |
| 出售/註銷 | Disposals | — | (1,422) | (2,939) | — | (4,361) |
| 在二零一七年三月三十一日 | At 31 March 2017 | 350,000 | 167,903 | 15,630 | 244 | 533,777 |
| 累計折舊 | Accumulated depreciation | | | | | |
| 在二零一五年四月一日 | At 1 April 2015 | 83,444 | 154,792 | 18,256 | 147 | 256,639 |
| 年度費用 | Charge for the year | 3,851 | 4,208 | 621 | 49 | 8,729 |
| 出售/註銷 | Disposals | — | (31) | (1,995) | — | (2,026) |
| 在二零一六年三月三十一日 | At 31 March 2016 | 87,295 | 158,969 | 16,882 | 196 | 263,342 |
| 在二零一六年四月一日 | At 1 April 2016 | 87,295 | 158,969 | 16,882 | 196 | 263,342 |
| 年度費用 | Charge for the year | 3,851 | 3,908 | 700 | 48 | 8,507 |
| 出售/註銷 | Disposals | — | (1,419) | (2,939) | — | (4,358) |
| 在二零一七年三月三十一日 | At 31 March 2017 | 91,146 | 161,458 | 14,643 | 244 | 267,491 |
| 帳面淨值 | Net book value | | | | | |
| 在二零一七年三月三十一日 | At 31 March 2017 | 258,854 | 6,445 | 987 | — | 266,286 |
| 在二零一六年三月三十一日 | At 31 March 2016 | 262,705 | 8,253 | 1,092 | 48 | 272,098 |

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 | |
|-------------|---------------------------------|---|---------|
| | | 2017 | 2016 |
| 成本 | Cost | | |
| 在年初 | At beginning of year | 192,315 | 189,918 |
| 添置 | Additions | 5,080 | 2,410 |
| 出售/註銷 | Disposals | (589) | (13) |
| 在年終 | At end of year | 196,806 | 192,315 |
| 累計攤銷 | Accumulated amortisation | | |
| 在年初 | At beginning of year | 186,065 | 179,272 |
| 年度費用 | Charge for the year | 3,236 | 6,804 |
| 出售/註銷 | Disposals | (392) | (11) |
| 在年終 | At end of year | 188,909 | 186,065 |
| 帳面淨值 | Net book value | | |
| 在年終 | At end of year | 7,897 | 6,250 |

10. 外匯基金存款

Placement with the Exchange Fund

外匯基金存款結餘為6.289億港元(二零一六年：6.088億港元)，其中5.6億港元為本金，6,890萬港元(二零一六年：4,880萬港元)為報告期結束日已入賬但尚未提取的利息。存款期為期六年(由存款日起計)，期內不能提取本金。

The balance of the placement with the Exchange Fund amounted to HK\$628.9 million (2016: HK\$608.8 million), being principal sums of HK\$560 million plus interest paid but not yet withdrawn at the end of the reporting period of HK\$68.9 million (2016: HK\$48.8 million). The term of the placement is six years from the date of placement, during which the amount of principal sums cannot be withdrawn.

外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年期政府債券在上一個年度的平均年度收益率，以0%為下限，兩者取其較高者。二零一七年固定息率為每年2.8%，二零一六年為每年3.3%。

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Government Bonds for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 2.8% per annum for the year 2017 and at 3.3% per annum for the year 2016.

11. 應收帳款及預繳款項

Debtors and prepayments

| | | 2017 | 2016 |
|-----------|------------------------------------|---------------|---------------|
| 應收帳款 | Trade debtors | 9,686 | 6,961 |
| 應計利息： | Accrued interest from: | | |
| — 銀行存款 | — bank deposits | 1,484 | 653 |
| — 外匯基金存款 | — placement with the Exchange Fund | 4,342 | 4,995 |
| 預繳款項及其他按金 | Prepayment and other deposits | 3,853 | 3,630 |
| 總額 | Total | 19,365 | 16,239 |

12. 遞延收入

Deferred revenue

指預先支付的訂購費用或其他服務收費。

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

13. 客戶按金

Customers' deposits

指向客戶提供服務前收取的按金。

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

14. 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的估計負債(見附註2.8)。

This represents the estimated liability for employees' annual leave for services rendered up to the end of the reporting period (also see Note 2.8).

15. 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 |
|---------------------|--|--|--|--------------------|
| 在二零一五年四月一日的結餘 | Balance at 1 April 2015 | 3,310 | (89) | 3,221 |
| 於全面收益表內計入 | Credited to the statement of comprehensive income | (1,004) | (17) | (1,021) |
| 在二零一六年三月三十一日的 結餘 | Balance at 31 March 2016 | 2,306 | (106) | 2,200 |
| 在二零一六年四月一日的結餘 | Balance at 1 April 2016 | 2,306 | (106) | 2,200 |
| 於全面收益表內扣除/(計入) | Charged/(Credited) to the statement of comprehensive income | 28 | (22) | 6 |
| 在二零一七年三月三十一日的 結餘 | Balance at 31 March 2017 | 2,334 | (128) | 2,206 |

16. 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.

17. 保留盈利

Retained earnings

| | | 2017 | 2016 |
|---------|---|-----------------|----------|
| 在年初的結餘 | Balance at beginning of year | 963,279 | 943,873 |
| 年度總全面收益 | Total comprehensive income for the year | 42,275 | 38,812 |
| 擬發股息 | Proposed dividend | (42,275) | (19,406) |
| 在年終的結餘 | Balance at end of year | 963,279 | 963,279 |

18. 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100%目標派息比率(二零一六年: 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 100% (2016: 50%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

19. 現金及等同現金

Cash and cash equivalents

| | | 2017 | 2016 |
|------------------------|---|------------------|-----------|
| 現金及銀行結餘 | Cash and bank balances | 18,409 | 26,667 |
| 銀行存款 | Bank deposits | 319,000 | 302,000 |
| 小計 | Subtotal | 337,409 | 328,667 |
| 減: 原有期限為3個月 以上的銀行存款 | Less: Bank deposits with original maturity over three months | (319,000) | (157,000) |
| 現金及等同現金 | Cash and cash equivalents | 18,409 | 171,667 |

20. 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1.024億港元(二零一六年：9,300萬港元)，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\$102.4 million (2016: HK\$93 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3,100萬港元(二零一六年：3,200萬港元)，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\$31 million (2016: HK\$32 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59萬港元(二零一六年：40萬港元)。

Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to HK\$0.59 million (2016: HK\$0.4 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.

21. 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.

21. 金融風險管理(續)

Financial risk management (continued)

(ii) 信貸風險(續)

Credit risk (continued)

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.

21. 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 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.

21. 金融風險管理 (續)

Financial risk management (continued)

(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.

在報告期結束日，以美元為本位的金融資產總計有5仟港元(二零一六年：5仟港元)。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\$5,000 (2016: HK\$5,000) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

21. 金融風險管理 (續)**Financial risk management** (continued)**(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10)的變動而須面對金融風險。於二零一七年三月三十一日, 假設二零一六年及二零一七年的息率增加/減少50個基點(二零一六年: 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260萬港元(二零一六年: 250萬港元)。

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 10). It was estimated that, as at 31 March 2017, a 50 basis point (2016: 50 basis point) increase/decrease in the interest rates for 2016 and 2017, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$2.6 million (2016: HK\$2.5 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.

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

22. 資本承擔

Capital commitments

在二零一七年三月三十一日，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 2017, the LRTF had capital commitments, so far as not provided for in the financial statements, as follows :

| | | 2017 | 2016 |
|-----------|---------------------------------------|----------------|---------|
| 已批准及簽約 | Authorised and contracted for | 1,209 | 1,252 |
| 已批准惟未簽約 | Authorised but not yet contracted for | 164,537 | 149,906 |
| 總額 | Total | 165,746 | 151,158 |

23. 經營租約承擔

Operating lease commitments

在二零一七年三月三十一日，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 2017, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows:

| | | 2017 | 2016 |
|------------|---|--------------|-------|
| 不超過一年 | Not later than one year | 3,293 | 3,951 |
| 超過一年但不超過五年 | Later than one year but not later than five years | — | 3,293 |
| 總額 | Total | 3,293 | 7,244 |

24. 已頒布但於截至二零一七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 2017**

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。其中包括於截至二零一七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。其中包括以下可能與基金有關。

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 2017 and which have not been early adopted in these financial statements. These include the following which may be relevant to the LRTF.

| | 在以下日期或之後 開始的會計期生效 Effective for accounting periods beginning on or after |
|---|---|
| 香港財務報告準則第9號「金融工具」 | 二零一八年一月一日 |
| HKFRS 9, Financial Instruments | 1 January 2018 |
| 香港財務報告準則第15號「客戶合同收入」 | 二零一八年一月一日 |
| HKFRS 15, Revenue from Contracts with Customers | 1 January 2018 |
| 香港財務報告準則第16號「租賃」 | 二零一九年一月一日 |
| HKFRS 16, Leases | 1 January 2019 |

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財務報表有重大影響。

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 financial statements.

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2016-17

(a) 2016/17年度服務承諾
Performance Pledges 2016/17

| 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 Registration of land documents | 15 (a+b) | | 92 | 99.7 |
| (a) 由收到文書至根據已註冊的文書更新土地登記冊 ^(註1) ；以及 From receipt of an instrument to updating the land register with the registered instrument ^(See Note 1) ; and | (a) 11 | | | |
| (b) 完成影像處理程序並把已註冊的文書送回交契人士 ^(註1) Completion of imaging and return of the registered instrument to the lodging party ^(See Note 1) | (b) 4 | | | |
| 2. 在櫃位查閱土地登記冊 Counter search of land registers | | 15 | 97 | 100 |
| 3. 提供土地紀錄影像處理副本 Supply of imaged copies of land records | | | | |
| (a) 在櫃位索取 Over the counter | | | | |
| (i) 不連過大圖則 Without oversized plans | | 15 | 97 | 100 |
| (ii) 附連過大圖則 With oversized plans | | 5 | 97 | 100 |
| (b) 透過網上服務訂購 Order via online services | | | | |
| (i) 親身領取 Collection in person | | | | |
| • 不連顏色圖則 Without coloured plans | | 1 | 97 | 100 |
| • 附連顏色圖則 With coloured plans | | 3 | 97 | 100 |
| • 附連過大圖則 With oversized plans | | 5 | 97 | 100 |

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| 服務類別 Service Type | 服務標準 | | 服務指標 (達到服務標準的 百分比) | 實際表現 (達到服務標準的 百分比) |
|--|-----------------------|---------------|---------------------------------|---------------------------------|
| | Service Standard | | Performance Target | Actual Performance |
| | 工作天 Working Day(s) | 分鐘 Minutes | (% meeting service standard) | (% meeting service standard) |
| (ii) 郵寄或由傳遞公司送遞 Delivery by post or courier | | | | |
| • 不連顏色圖則 Without coloured 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 |
| • 附連顏色圖則 With coloured plans | 3 | | 97 | 100 |
| • 附連過大圖則 With oversized plans | 5 | | 97 | 100 |
| 4. 提供土地紀錄認證本 Supply of certified copies of land records | | | | |
| (a) 在櫃位辦理 Over the counter | | | | |
| (i) 土地登記冊 Land registers | | 40 | 97 | 100 |
| (ii) 不連過大圖則的影像處理副本 Imaged copies without oversized plans | | 40 | 97 | 100 |
| (iii) 附連過大圖則的影像處理副本 Imaged copies with oversized plans | 5 | | 97 | 100 |
| (b) 透過網上服務訂購 Order via online services | | | | |
| (i) 親身領取 Collection in person | | | | |
| • 土地登記冊 Land registers | 1 | | 97 | 100 |
| • 影像處理副本 Imaged copies | | | | |
| — 不連過大圖則 Without oversized plans | 3 | | 97 | 100 |
| — 附連過大圖則 With oversized plans | 5 | | 97 | 100 |

| 服務類別 Service Type | 服務標準 | | 服務指標 (達到服務標準的 百分比) | 實際表現 (達到服務標準的 百分比) |
|--|-----------------------|--|---------------------------------|---------------------------------|
| | Service Standard | | Performance Target | Actual Performance |
| | 工作天 Working Day(s) | 分鐘 Minutes | (% meeting service standard) | (% meeting service standard) |
| (ii) 郵寄或由傳遞公司送遞 Delivery by post or courier | | | | |
| • 土地登記冊 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處理副本 Imaged copies without oversized plans | 3 | | 97 | 100 |
| • 附連過大圖則的影像處理副本 Imaged copies with oversized plans | 5 | | 97 | 100 |
| 5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB) | | | | |
| (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 |
| 6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM) | | | | |
| (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 |
| 7. 電話查詢服務 Telephone enquiry services | | | | |
| (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 | 94 | 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 | 94 | 100 |

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| 服務類別 Service Type | 服務標準 | | 服務指標 (達到服務標準的 百分比) | 實際表現 (達到服務標準的 百分比) |
|--|-----------------------|---------------|--|---------------------------------|
| | Service Standard | | Performance Target | Actual Performance |
| | 工作天 Working Day(s) | 分鐘 Minutes | (% meeting service standard) | (% meeting service standard) |
| 8. 修訂土地登記冊資料 Amendment of registered data | | | | |
| (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 | 100 |
| (b) 複雜個案 Complicated cases | 10 | | 92 | 99.6 |
| 9. 為再交付註冊的中止註冊文書辦理註冊 Registration of withheld instruments redelivered for registration | 16 (a+b) | | 92 | 99.3 |
| (a) 由收到再交付註冊的中止註冊文書至根據已註冊的文書更新相關土地登記冊；以及 From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and | (a) 12 | | | |
| (b) 完成影像處理程序並把已註冊的文書送交契人士 Completion of imaging and return of the registered instrument to the lodging party | (b) 4 | | | |
| 10. 處理建議／投訴 Handling of suggestions/complaints | | | — | — |
| | | | <p>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。</p> <p>Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.</p> | |

註1： 不包括被中止註冊的文書

Note 1: Excluding instruments withheld from registration

(b) 2017/18年度服務承諾(生效日期為2017年4月1日起)
Performance Pledges 2017/18 (with effect from 1 April 2017)

| 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 | |
| 1. 辦理土地文件註冊 Registration of land documents | 15 (a+b) | | 92 |
| (a) 由收到文書至根據已註冊的文書更新土地登記冊 ^(註1) ; 以及 From receipt of an instrument to updating the land register with the registered instrument ^(See Note 1) ; and | (a) 11 | | |
| (b) 完成影像處理程序並把已註冊的文書送回交契人士 ^(註1) Completion of imaging and return of the registered instrument to the lodging party ^(See Note 1) | (b) 4 | | |
| 2. 在櫃位查閱土地登記冊 Counter search of land registers | | 15 | 97 |
| 3. 提供土地紀錄影像處理副本 Supply of imaged copies of land records | | | |
| (a) 在櫃位索取 Over the counter | | | |
| (i) 不連過大圖則 Without oversized plans | | 15 | 97 |
| (ii) 附連過大圖則 With oversized plans | 5 | | 97 |
| (b) 透過網上服務訂購 Order via online services | | | |
| (i) 親身領取 Collection in person | | | |
| • 不連顏色圖則 Without coloured plans | 1 | | 97 |
| • 附連顏色圖則 With coloured plans | 3 | | 97 |
| • 附連過大圖則 With oversized 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 |
|--|--------------------------|---------------|---|
| | 工作天 Working Day(s) | 分鐘 Minutes | (% meeting service standard) |
| (ii) 郵寄或由傳遞公司送遞 ^(註2) Delivery by post or courier ^(See Note 2) | | | |
| • 不連顏色圖則 Without coloured 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 |
| • 附連顏色圖則 With coloured plans | 3 | | 97 |
| • 附連過大圖則 With oversized plans | 5 | | 97 |
| 4. 提供土地紀錄認證本 Supply of certified copies of land records | | | |
| (a) 在櫃位辦理 Over the counter | | | |
| (i) 土地登記冊 Land registers | | 35 | 97 |
| (ii) 不連過大圖則的影像處理副本 Imaged copies without oversized plans | | 35 | 97 |
| (iii) 附連過大圖則的影像處理副本 Imaged copies with oversized plans | 5 | | 97 |
| (b) 透過網上服務訂購 Order via online services | | | |
| (i) 親身領取 Collection in person | | | |
| • 土地登記冊 Land registers | 1 | | 97 |
| • 影像處理副本 Imaged copies | | | |
| — 不連過大圖則 Without oversized plans | 3 | | 97 |
| — 附連過大圖則 With oversized 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 |
|--|--------------------------|--|---|
| | 工作天 Working Day(s) | 分鐘 Minutes | (% meeting service standard) |
| | | | |
| (ii) 郵寄或由傳遞公司送遞 ^(註2) Delivery by post or courier ^(See Note 2) | | | |
| • 土地登記冊 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處理副本 Imaged copies without oversized plans | 3 | | 97 |
| • 附連過大圖則的影像處理副本 Imaged copies with oversized plans | 5 | | 97 |
| 5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB) | | | |
| (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 |
| 6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM) | | | |
| (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 |
| 7. 電話查詢服務 Telephone enquiry services | | | |
| (a) 辦公時間收到留言 Voice mail left during office hours | | 收到留言後40分鐘內回覆 Return calls within 40 minutes after receiving the voice mail | 94 |
| (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 | 94 |

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 | |
| 8. 修訂土地登記冊資料 Amendment of registered data | | | |
| (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 |
| (b) 複雜個案 Complicated Cases | 10 | | 92 |
| 9. 為再交付註冊的中止註冊文書辦理註冊 Registration of withheld instruments redelivered for registration | 16 (a+b) | | 92 |
| (a) 由收到再交付註冊的中止註冊文書至根據已註冊的文書更新相關土地登記冊；以及 From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and | (a) 12 | | |
| (b) 完成影像處理程序並把已註冊的文書送回交契人士 Completion of imaging and return of the registered instrument to the lodging party | (b) 4 | | |
| 10. 處理建議／投訴 Handling of suggestions/complaints | | 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文書

Note 1: Excluding instruments withheld from registration

註2： 不包括送遞時間

Note 2: Delivery time not included

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2016/17

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| 土地註冊處 The Land Registry | 張美珠女士 | Ms Doris CHEUNG Mei-chu |
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(b) 2016/17年度土地註冊處客戶聯絡小組(私營機構)委員
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Membership of the Land Registry Customer Liaison Group
(Private Sector) 2016/17 (continued)

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霍偉勤女士
林謝淑儀女士
李群女士
李芳群女士
彭嘉輝先生
謝少卿女士
溫錫麟先生
原偉銓先生

Ms Peggy CHAN
Ms Emily FOK Wai-kan
Mrs LAM TSE Shuk-yee
Ms Vivian LEE Kwan
Miss Fion LI Fong-kwan
Mr PANG Ka-fai
Ms Ada TSE Siu-hing
Mr Francis WAN
Mr Isaac YUEN Wai-chuen

香港律師會
The Law Society of Hong Kong

區健雯女士
區曼珍女士
齊雅安先生
江玉歡女士
(生效日期為2017年2月)
林敏儀女士
馬華潤先生
(截至2017年1月)
黃綺薇女士

Ms AU Kin-man
Ms Stella AU Man-chun
Mr Alson CHAI
Ms Doreen KONG Yuk-foon
(With effect from February 2017)
Ms LAM Man-yee
Mr Billy MA Wah-yan
(Until January 2017)
Ms Ankie WONG Yee-mei

秘書 Secretary

土地註冊處
The Land Registry

劉少雯女士
(生效日期為2016年7月)

Ms Eva LAU Siu-man
(With effect from July 2016)

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(Public Sector) 2016/17 (continued)

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| 稅務局 Inland Revenue Department | 關浩泰先生 | Mr KWAN Ho-tai |
| 地政總署 Lands Department | 陳淑華女士 韓國禎先生 | Miss Junie CHAN Suk-wah Mr James HON Kwok-ching |
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(d) 2016/17 年度《土地業權條例》督導委員會委員
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2016/17

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| 香港地產建設商會 The Real Estate Developers Association of Hong Kong | 龍漢標先生 | Mr Louis LOONG Hon-biu |
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秘書 Secretary

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| 土地註冊處 The Land Registry | 高倩雯女士 | Miss Shirley KO Sin-man |
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香港土地註冊處營運基金

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