



香港土地註冊處營運基金

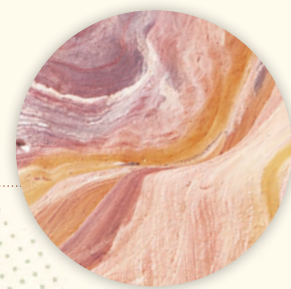
The Land Registry Trading Fund Hong Kong

支持公開市場
保障市民財產

SECURING your
PROPERTY
Supporting an
OPEN MARKET

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年報設計概念

古人認為世界由四大元素——土、風、水及火組成。一般來說，土象徵務實、穩重；風象徵創新、動力；水象徵靈活、變通；火象徵主動、熱情。這四大元素正代表土地註冊處秉承的四種信念，分別是持平守正、追求卓越、誠摯尊重及積極學習。封面運用四大元素的顏色和抽象的板塊環環相扣，帶出土地註冊處抱著該四種信念，為大眾提供優質的土地註冊和查冊服務，及培育關愛的社區文化。

Design concept of the annual report

The ancients believed that the world were made up of four elements – earth, wind, water and fire. Generally speaking, earth symbolises pragmatism and prudence; wind represents innovation and energy; water means flexibility and adaptability; and fire stands for proactivity and passion. These four elements echo the four core values of the Land Registry, i.e. integrity, excellence, respect and learning. These values are symbolised in the cover design, interlinking abstract patterns with the colours of four elements, which brings out the commitment of the Land Registry to upholding its four core values in providing high quality land registration and search services to the public as well as fostering a caring culture in the society.

2018/19年度重要事項 HIGHLIGHTS OF 2018/19

財政管理 FINANCIAL MANAGEMENT

 收入：
Revenue: **\$514.5** 百萬元
million

 營運成本：
Operating costs: **\$418.7** 百萬元
million

 盈利：
Profit: **\$134** 百萬元
million

 固定資產回報率：
Rate of return on
fixed assets: **34.1%**



優化為業主提供的電子提示服務並易名為「物業把關易」
Enhanced e-Alert Service for property owners and renamed it as "Property Alert"



供認可機構訂購的電子提示服務
推出第一階段的電子渠道項目
Launched Phase one of e-Channel of e-Alert Service for Authorized Institutions

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:

503,511



「綜合註冊資訊系統」
網上服務使用率：
Usage of IRIS Online Services:

93%



《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:

26,380 &
87,001



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

227



查閱土地登記冊次數：
No. of searches of land
registers:

5,612,225



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:

827,943



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

>70%



推出兩款加強版電子
註冊摘要表格
Launched two enhanced versions
of e-Memorial Form



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

228

工作成果 ACHIEVEMENTS



2018年
「申訴專員嘉許獎」
The Ombudsman's
Awards 2018



「ERB人才企業嘉許計劃」
ERB Manpower
Developer Award



《土地註冊處營運
基金2016/17年報》
榮獲三個國際／
本地比賽獎項
Three international/local
competition awards for
the Land Registry
Trading Fund Annual
Report 2016/17



獲頒連續十年或以上
「同心展關懷」標誌
Award of 10 Years Plus Caring
Organisation Logo



2018/19年度
「無障礙友善企業／機構名單」
List of Barrier-free Companies/
Organisations 2018/19



2017/18年度
「支持母乳餵哺獎」
Awards for Breastfeeding
Support 2017/18

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



建議項目：
No. of suggestions:

7



客戶表揚數目：
No. of commendations:

57



投訴項目：
No. of complaints:

34

人力資源管理 HUMAN RESOURCES MANAGEMENT



僱員人數：
No. of employees:

590



培訓天數：
No. of training days:

>2,110

企業社會責任 CORPORATE SOCIAL RESPONSIBILITY



義工活動數目：
No. of volunteer activities:

23



慈善活動數目：
No. of charity programmes:

4



接待中學及專上院校學生數目：
No. of secondary and tertiary students received:

59

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:

5



提升土地註冊處的網絡基礎建設
Upgrade of the Land Registry's
network infrastructure

Message from the
LAND REGISTRAR
處長的話



我很高興向大家提交截至2019年3月31日止財政年度的土地註冊處營運基金報告。

本港的物業市道在2018年上半年持續暢旺，但下半年卻因中美貿易摩擦、環球股市調整、美國加息影響以至本港利率隨之上調，以及其他因素而整固。

與2017/18年度比較，儘管文件註冊及查閱土地登記冊的總宗數分別輕微減少4.8%及0.6%，本處的收入及盈利分別上升4.9%至5.145億元及1.6%至1.34億元，其主要原因是提供土地紀錄副本和電子提示服務的業務，以及投資收益有所增加。在2018/19年度，土地註冊處營運基金達致34.1%的固定資產回報率。

我們深信部門的業績能取得成功，主要原因是我們致力為客戶提供持續優化的服務。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。

I am pleased to present the report of the Land Registry Trading Fund for the financial year ending 31 March 2019.

The local property market remained buoyant in the first half of 2018 but underwent a consolidation in the second half amid concerns about the US-Mainland trade conflict, global stock market corrections, US interest rate hikes and subsequent rising local interest rate as well as other factors.

As compared to 2017/18, despite the total number of documents registered and searches of land registers slightly decreased by 4.8% and 0.6% respectively, our revenue and profit registered an increase of 4.9% to \$514.5 million and 1.6% to \$134 million respectively, mainly due to an increase in business volume of copying and e-Alert Services as well as investment income. The Land Registry Trading Fund achieved a financial return on fixed assets of 34.1% in 2018/19.

We believe that a critical factor for the success of our business is our commitment to making continuous service improvement. During the year, we exceeded all the targets set in our performance pledges and implemented various functional enhancements to our IRIS Online Services.

處長的話

MESSAGE FROM THE LAND REGISTRAR

本處於2019年1月把為香港物業業主提供的「電子提示服務」易名為「物業把關易」，並進一步優化該服務。「物業把關易」是業主的好幫手，以相宜的費用便可有助他們及早發現涉及其物業但屬意料之外或可疑的文書交付本處註冊，以便他們迅速採取跟進行動及／或諮詢其律師。優化服務的措施包括可讓客戶選擇一次性訂購方式，服務有效期至物業轉手為止，免卻業主要為服務申請續期。業主除可親臨土地註冊處各辦事處辦理服務申請外，亦可採用郵遞方式遞交申請。此等優化服務可便利各業主，尤其是長期居於香港境外的人士。

此外，本處自2017年2月起為《銀行業條例》(第155章)下的認可機構提供電子提示服務，此項服務深受認可機構歡迎，有助他們更輕鬆管理按揭貸款的信貸風險。為配合環球電子商貿趨勢，並為用戶提供更可靠和方便的服務，我們於2019年1月推出第一階段的電子渠道項目，供認可機構在網上提交服務訂單的申請。本處暫定於2020年中旬推出第二階段的電子渠道項目，把網上提交申請的設施擴展至其他服務申請，並會引入更多用戶功能。

Our e-Alert Service for Property Owners was renamed as “Property Alert” service with introduction of service enhancements in January 2019. Property Alert is an affordable smart tool to help property owners detect early unexpected or suspicious instruments delivered for registration against their properties so that they can take prompt follow-up actions and/or consult their lawyers. The service enhancements include the introduction of a new one-off subscription option which remains valid until a change of property ownership. This option obviates the need for property owners to renew subscription periodically. Apart from submitting applications for the Service in person at the Land Registry’s offices, property owners may now also send in applications by post. These service enhancements can benefit all property owners, particularly those staying outside Hong Kong for extended periods of time.

The e-Alert Service introduced for the authorized institutions (AIs) under the Banking Ordinance (Cap. 155) in February 2017 is popular amongst the AIs and enables them to manage their credit risks in mortgage lending at ease. In line with the global trend towards electronic business and to provide greater security and convenience to users, we launched an e-Channel (Phase one) in January 2019 for online submission of applications for subscription of service orders by the AIs. We will continue to add a facility for online submission of other service applications as well as introduce more user functions in Phase two of the e-Channel which is tentatively scheduled to be launched in mid-2020.



除了提升本處的服務外，我們繼續與主要持份者緊密磋商，以就先行在新批出的土地實施業權註冊制度的方案(即「新土地先行」方案)達成共識，以期盡早在香港引入業權註冊。我們已完成就數個具普通法背景的海外司法管轄區在業權註冊法例的最新發展及其採用的優良措施的研究工作，並與主要持份者商討《土地業權條例》(第585章)相關的修訂建議。雖然所有主要持份者對「新土地先行」方案均表示支持，但仍有尚待解決的事宜，例如彌償安排、警告書機制等。我們會繼續與主要持份者保持密切聯繫，以回應他們的關注，並就落實「新土地先行」方案的主要議題取得共識。我們並會繼續與他們合作，處理就現有土地和物業轉換至業權註冊制度的機制下尚未解決的事宜。

儘管本處的業績受到極不明朗的經濟前景所影響，本處仍會繼續致力優化服務，並為市民拓展新業務。我想藉此機會感謝業務夥伴和客戶對本處的鼎力支持，並衷心感謝本處同事持續卓越的工作表現。

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

Apart from enhancing our services, we have stepped up with engagement with key stakeholders to achieve consensus on the proposal of implementing Title Registration System (TRS) on newly granted land first (“new land first” proposal) so as to enable early introduction of title registration in Hong Kong. We have also completed a study of the latest developments regarding title registration legislation and good practices adopted in some overseas jurisdictions with common law background and consulted key stakeholders on our proposed pertinent amendments to the Land Titles Ordinance (Cap. 585) (LTO). While all key stakeholders have indicated support for the “new land first” proposal, there are still issues to be resolved like the indemnity arrangements, caution mechanism, etc. We will continue to liaise closely with key stakeholders to address their concerns and reach consensus on the major issues for implementing the “new land first” proposal. We will also continue to work with them to resolve issues regarding the mechanism of converting existing land and properties to the TRS.

Notwithstanding that our business performance is affected by the high uncertainties surrounding the economic prospects, we remain committed to enhancing our services and exploring new business for the public. I would like to take this opportunity to express my gratitude to our partners and customers for their sterling support and sincere thanks to my colleagues for another year of excellent work.

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



The Land Registry **AT A GLANCE** 土地註冊處概覽



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 may retain profits to invest for service improvements. In particular, it has autonomy over capital investment projects that will support its services and has flexibility to redeploy staff to respond to the service needs of customers.

The Trading Fund's Annual Report and the financial statements certified by the Director of Audit must be tabled in the Legislative Council of the Hong Kong Special Administrative Region each year.



理想、使命、信念及職能

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2019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29,380億港元。
- ✈ 2018/19年度查閱註冊資料超逾500萬宗。
- ✈ 超過100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\$2,938 billion as at March 2019 against the security of registered land and property.
- ✈ Over five million searches of registered information took place in 2018/19.
- ✈ Over 100 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2019年3月31日)
Organisation Chart of the Land Registry (as at 31 March 2019)





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。

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 and Departmental Services Division

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

Management and Customer Services Division

- ✧ To manage and develop the Land Registration Officer grade; to plan and deliver customer services and respond to 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 TRS; and to plan and implement publicity and education programmes.
- ✧ To provide administrative support in the preparation for the implementation of the TRS and secretariat support to major committees concerning the LTO.

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。

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。

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.

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》，以及擬備為引進《土地業權(修訂)條例草案》的立法工作。

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 legislative work for the introduction of the Land Titles (Amendment) Bill (LT(A)B).

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。

Financial Services Branch

Financial Services Division

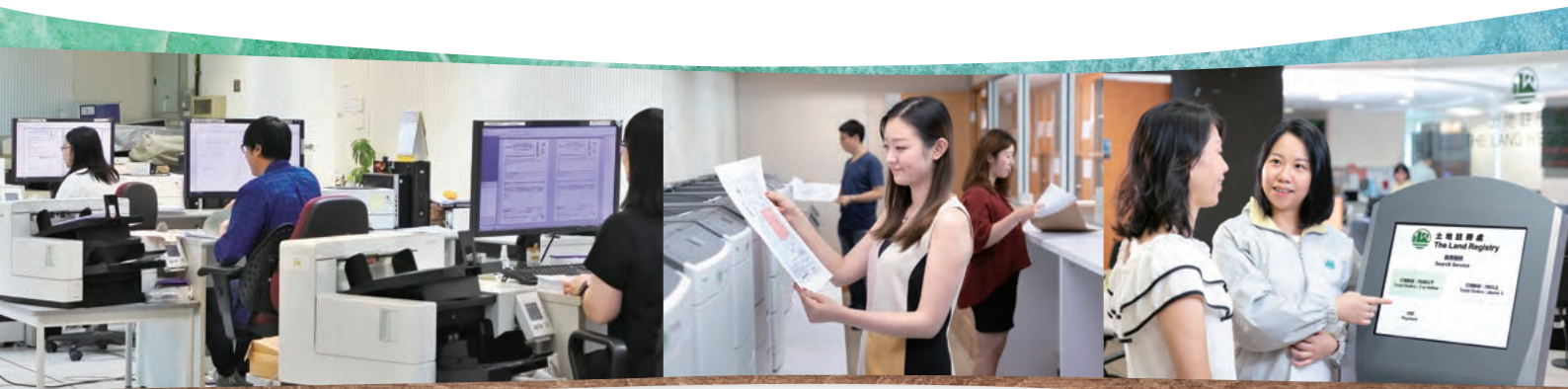
- ✎ To prepare and control budgets and manage financial accounts; to evaluate costing, fees and charges; to review accounting procedures and financial systems; and to manage departmental supplies and stores.

項目發展部

- ✎ 策劃及推行新措施，以提升部門服務。

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 and Departmental
Services Division

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

土地註冊處的管理層團隊 Who's Who in the Land Registry



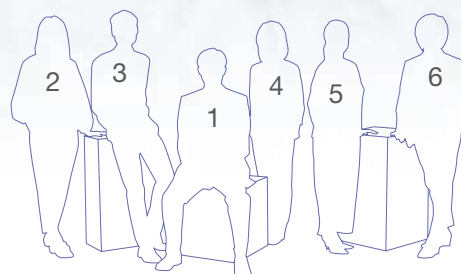
土地註冊處處長及各科主管 The Land Registrar and Branch Heads

- 1 張美珠女士，JP (土地註冊處處長)
Ms Doris CHEUNG, JP (Land Registrar)
- 2 方吳淑儀女士 (土地註冊處經理)
Mrs Amy FONG (Registry Manager)
- 3 許國鴻先生 (副首席律師)
Mr Joseph HUI (Deputy Principal Solicitor)
- 4 潘雪聰女士 (業務經理) (生效日期為2019年4月15日)
Ms Venelie POON (Business Manager) (With effect from 15 April 2019)



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

- | | |
|--|--|
| <p>1 方吳淑儀女士(土地註冊處經理)
Mrs Amy FONG (Registry Manager)</p> <p>2 潘輝耀先生(副土地註冊處經理)
Mr Kenneth POON (Deputy Registry Manager)</p> <p>3 溫錫麟先生(副土地註冊處經理)
Mr Francis WAN (Deputy Registry Manager)</p> <p>4 林謝淑儀女士(副土地註冊處經理)
Mrs Cindy LAM (Deputy Registry Manager)</p> <p>5 梁慧嫻女士(副土地註冊處經理)
(生效日期為2018年10月4日)
Ms Alice LEUNG (Deputy Registry Manager)
(With effect from 4 October 2018)</p> <p>6 霍偉勤女士(高級系統經理)
Ms Emily FOK (Senior Systems Manager)</p> | <p>7 任美瓊女士(部門主任秘書)
(生效日期為2019年7月8日)
Ms Tina YAM (Departmental Secretary)
(With effect from 8 July 2019)</p> <p>8 麥振威先生(高級系統經理)
(生效日期為2019年4月1日)
Mr Andrew MAK (Senior Systems Manager)
(With effect from 1 April 2019)</p> <p>9 原偉銓先生(副土地註冊處經理)
Mr W. C. YUEN (Deputy Registry Manager)</p> <p>10 彭嘉輝先生(副土地註冊處經理)
Mr K. F. PANG (Deputy Registry Manager)</p> <p>11 高倩雯女士(總行政主任)
Miss Shirley KO (Chief Executive Officer)</p> |
|--|--|



法律事務科
Legal Services Branch

- ① 許國鴻先生(副首席律師)
Mr Joseph HUI (Deputy Principal Solicitor)
- ② 李寶君女士(高級律師)
Ms Shirley LEE (Senior Solicitor)
- ③ 陸鈞韋先生(高級律師)
(生效日期為2019年1月14日)
Mr Wesley LUK (Senior Solicitor)
(With effect from 14 January 2019)

- ④ 喬美琴女士(高級律師)
Ms Queenie KIU (Senior Solicitor)
- ⑤ 陳小玲女士(高級律師)
Miss Urania CHAN (Senior Solicitor)
- ⑥ 廖湘橋女士(高級律師)
(生效日期為2019年7月8日)
Ms Louisa LIU (Senior Solicitor)
(With effect from 8 July 2019)



財務科
Financial Services Branch

- 1 潘雪聰女士(業務經理)
(生效日期為2019年4月15日)
Ms Venelie POON (Business Manager)
(With effect from 15 April 2019)
- 2 黃美珍女士(副業務經理)
Ms Peggy WONG (Deputy Business Manager)
- 3 李芳群女士(副土地註冊處經理)
Miss Fion LI (Deputy Registry Manager)

Corporate **GOVERNANCE**

企業管治



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責任。本處全體人員均須遵守部門指引及相關的政府規則和規章，以妥善履行日常職責。土地註冊處經理是本處的誠信事務主任，負責監督部門的誠信管理事宜。本處除為員工舉辦有關的培訓課程及工作坊外，亦會定期公布及傳閱有關誠信管理的指引和通告，以提升員工對誠信管理的認知。

Governance Framework

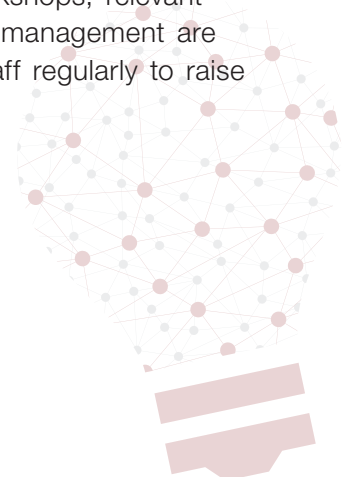
The Land Registry strives to achieve the best in corporate governance. To this end, we have established performance standards based on the cornerstones of accountability, integrity and transparency.

Accountability

The Land Registry is accountable to the Development Bureau (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。

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.

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2018/19年度，我們超越了在服務承諾中訂定的所有指標，更把修訂土地登記冊一般個案和複雜個案資料的服務指標分別由93%及92%提升至94%及93%。附件I (a)列出本處於年內的服務承諾和表現。

在2019/20年度，我們會首次就辦理業主立案法團註冊和提供業主立案法團紀錄副本訂定服務承諾。本處於2019/20年度的新服務承諾見附件I (b)。

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 2018/19, we exceeded all the targets set in our performance pledges. In particular, we enhanced the performance targets for amendments of registered data of simple cases and complicated cases from 93% and 92% to 94% and 93% respectively. Annex I (a) sets out the pledges and our performance for the year.

In 2019/20, we will launch new performance pledges for owners' corporation (OC) services regarding the registration of OC and supply of copies of OC records. The new set of performance pledges for 2019/20 is at Annex I (b).



客戶意見

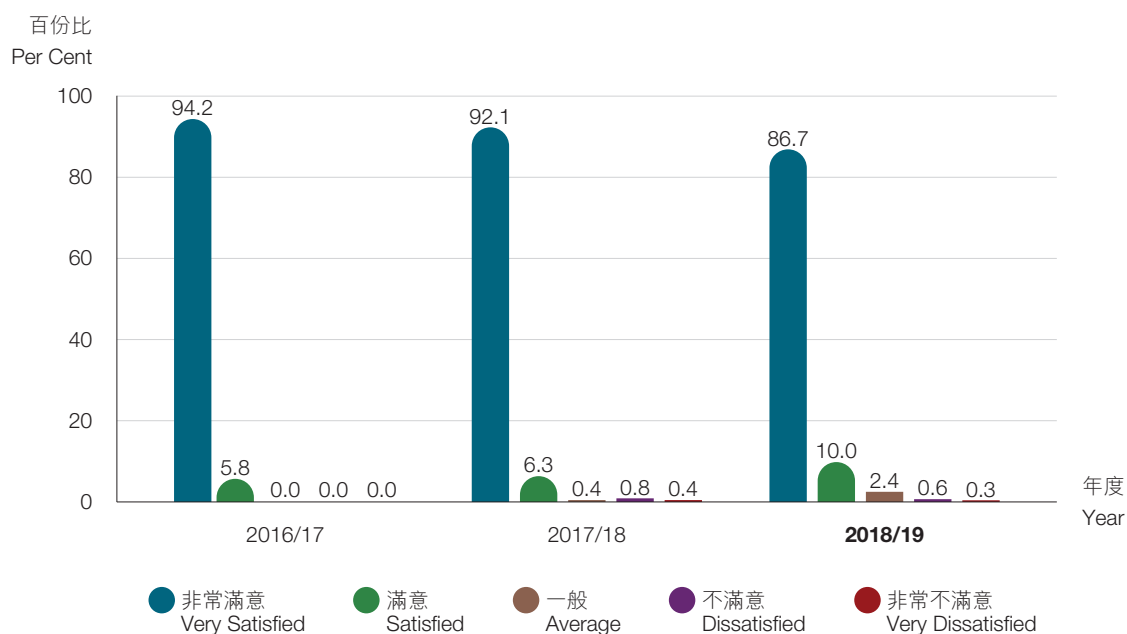
在2018/19年度，本處透過客戶服務熱線、部門網站、客戶意見卡、來信和電郵等不同渠道接獲57個客戶表揚及七項建議。

Customer Feedback

In 2018/19, the Land Registry received 57 commendations and seven suggestions through various channels, including our customer service hotline, the Land Registry website, comment cards, letters and emails.

客戶滿意程度

Customer Satisfaction Rate

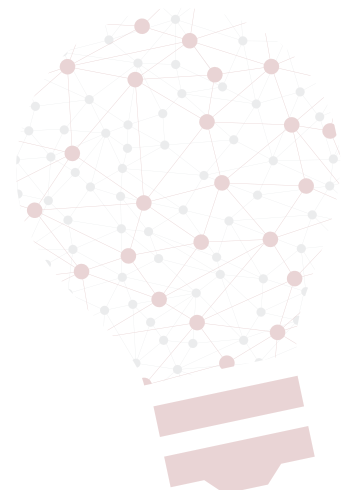


註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

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轉介的34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 34 complaints received by us or referred to us by other Government offices. All the suggestions and complaints were promptly addressed and fully responded to.



Corporate
SOCIAL Responsibility
企業社會責任



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：

服務社會

本處一向鼓勵同事騰出私人時間，以組織及參與義工和社區活動。自2005年起，土地註冊處義工隊與十多個其他政府部門合力推動「義工服務協作計劃」。在2018/19年度，我們的義工隊為長者籌辦了23項義工活動。

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.

Serving the Community

Our staff have all along been encouraged to contribute their own time to organise and participate in volunteer activities and community programmes. Since 2005, the Land Registry Volunteer Team has been co-operating with some ten other Government departments to run a “Crossover Volunteer Project” programme. In 2018/19, the Volunteer Team organised 23 volunteer activities for the elderly.



企業社會責任
CORPORATE SOCIAL RESPONSIBILITY

為響應「國際義工日」，部門的同事於2019年1月20日參加由義務工作發展局舉辦的2018/19全城「喜」義關懷大行動。他們在深水埗區探訪長者家庭，並向長者派發愛心百福袋，以表達關懷與支持。

In support of the International Volunteer Day, our staff participated as volunteers in the 2018/19 Share-to-Care Volunteer Campaign on 20 January 2019, which was organised by the Agency for Volunteer Service. They visited elderly households in the Sham Shui Po district and distributed caring packs to the elderly to express their care and support.



在2019年1月，香港社會服務聯會向本處頒發連續十年或以上「同心展關懷」標誌，以表揚我們持續不斷、全力為社會服務的承諾。

參與慈善活動

我們致力推行慈善活動，並鼓勵員工及其家人參與不同慈善項目。在2018/19年度，本處同事參加由公益金舉辦的各項慈善活動，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。

In recognition of our dedication and ongoing commitment in serving the community, the Hong Kong Council of Social Service awarded the “Ten Years Plus Caring Organisation” logo to the Land Registry in January 2019.

Participating in Charity Activities

We are dedicated to promoting charity activities by encouraging staff and their families to participate in charity events. In 2018/19, our staff participated in a variety of charity 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.



消除歧視及設立友善工作間

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

在2018/19年度，我們共有25名殘疾員工，佔本處員工總人數的4.2%。我們會為有需要的殘疾員工提供輔助器材，以助他們履行職務。

本處也致力為市民提供無障礙設施，委任了無障礙主任和助理無障礙主任為到訪各辦事處的殘疾人士提供協助，並為無障礙主任、助理無障礙主任和場地有關的職員安排相關的講座。鑑於本處致力於客戶服務中心為殘疾人士提供無障礙設施，香港社會服務聯會已把本中心列入2018/19年度「無障礙友善企業／機構名單」上。

Eliminating Discrimination and Promoting Friendly Workplace

We strive to eliminate discrimination (including sex, disability, family status and race) in employment and promoting equal opportunities for all staff members.

In 2018/19, we had a total of 25 staff members with disabilities, representing 4.2% of the total strength of the Land Registry. We would provide technical aids, where necessary for staff members with disabilities to facilitate their performance of duties.

We are also committed to providing barrier-free facilities to members of the public. In this regard, we have designated Access Officers and Assistant Access Officers to provide assistance to members of the public with disabilities visiting our offices and arranged relevant seminars for our Access Officers, Assistant Access Officers and venue staff members concerned. Given our continuous efforts to provide barrier-free facilities in our Customer Centre for members of the public with disabilities, the Hong Kong Council of Social Services has included our Customer Centre in the List of Barrier-free Companies/Organisations 2018/19.



我們支持政府的性別主流化政策。部門主任秘書是指定的性別課題聯絡人，協助部門認識和理解與性別相關的事宜。

We support the Government's policy on gender mainstreaming. The Departmental Secretary has been designated as the General Focal Point who helps raise awareness and understanding of gender-related issues within the department.

此外，為支持政府提倡設立餵哺母乳友善處所及工作間的政策，我們已為到訪本處辦事處的女性訪客及返回工作崗位後擬繼續授乳的女性員工提供方便餵哺母乳的環境。我們也制定內部指引供各員工遵守，並為女性員工提供擠奶設備。

Besides, in support of the Government's breastfeeding friendly premises and workplace policies, we have provided a breastfeeding friendly environment for both female members of the public whilst they are visiting our offices and female staff members who wish to continue breastfeeding after returning to work. Internal guidelines have been formulated for observance by staff members. Besides, lactation facilities are provided to our female staff members.

為表揚本處在這方面的努力，家庭議會於2018年12月向本處頒發「2017/18年度家庭友善僱主獎勵計劃」下的「2017/18年度支持母乳餵哺獎」。

In recognition of our efforts in this regard, we were awarded the "Awards for Breastfeeding Support 2017/18" under "2017/18 Family-Friendly Employers Award Scheme" by the Family Council in December 2018.



我們亦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「殘疾學生實習計劃」，為有需要人士提供培訓實習機會。

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。



We also continue 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.

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

作為關懷員工的僱主，我們致力維持一支健康的員工隊伍。在2018/19年度，我們就相關課題為員工舉辦了27個講座／工作坊，包括急救訓練、預防上肢及下肢勞損和筋肌勞損、使用顯示屏幕設備的健康小貼士、運動與建立健康的生活模式、壓力管理、辦公室暴力的預防和處理，以及室內空氣質素與職業安全健康等。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。

Caring for Employees

As a caring employer, we strive to maintain a healthy workforce. In 2018/19, we organised a total of 27 seminars/workshops for staff on relevant subjects, including first aid, prevention of upper and lower limbs disorders and musculoskeletal disorders, health tips on the use of display screen equipment, exercise and healthy lifestyle, stress management, prevention and handling of workplace violence, indoor air quality and occupational safety and health. We also provided counseling services through external specialists to assist staff facing work-related or personal issues.



我們也為員工提供舒適的工作環境，位於九龍灣的業權報告新辦事處注入了現代化的辦公室設計概念，包括採用開放式設計、多用途的共享空間和天然光線。新的辦公室設計令員工身心舒暢，並促進同事之間的互動，而可供靈活使用的共享空間也營造了有利員工之間交流討論的環境。

We provide a comfortable working environment for our staff by adopting a modern office design concept involving the use of open plan, multi-purpose connecting space and natural light in our new Reports-on-Title Office in Kowloon Bay. The new office design offers physical and psychological comfort to our staff, enhances interactions and renders flexibility for our staff to use the connecting space for discussions in a conducive environment.



此外，我們繼續透過部門刊物、講座、運動項目、興趣班及員工康樂會的戶外活動，加強員工及其家人對維持工作和生活平衡，以及健康生活方式的認識。

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



推動環保管理

本處繼續致力推動環保管理，並確保部門各項業務和日常運作符合環保原則。我們為此採取了以下措施：

Promoting Green Management

We continue to strive to promote green management and ensure that our business and daily operations are conducted in an environmentally responsible manner. In this regard, we have taken the following measures:



- ✧ 制定環保政策，訂明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；
- ✧ set out an environmental policy with key areas for actions;
 - ✧ promulgated green housekeeping guidelines for observance by staff;
 - ✧ conducted regular environmental audit and surprise checks at various offices to sustain the momentum in environmental protection;
 - ✧ continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
 - ✧ expanded the scope of green procurement through increasing the number of purchase items that contain environmentally friendly features and requiring the office cleaning contractor to adopt a number of green practices, including reduction of water and energy consumption in their operation as far as practicable;

- ✎ 透過部門的《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；
- ✎ promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine;
- ✎ 實行土地文件副本雙面列印；
- ✎ implemented double-sided printing of land document copies;
- ✎ 在切實可行範圍內使用再造紙張或曾使用的空白頁紙張進行列印及影印；
- ✎ used recycled paper or the blank side of used paper for printing and photocopying as far as practicable;
- ✎ 在適當的情況下，於主管人員的房間安裝自動感應照明設備，以減少能源消耗；
- ✎ installed lighting motion sensors in the officers' rooms, where appropriate, to reduce energy consumption;
- ✎ 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;
- ✎ 把綠化概念融入辦公室的設計，以改善辦公室的環境及室內空氣質素，並向員工宣揚綠化信息；以及
- ✎ incorporated the greening concept in office design in order to improve the office environment and indoor air quality, as well as promoted greenery among staff; and



- 為辦公室的茶水間及聖誕節聯歡會等部門活動提供可給員工循環使用的餐具。

- provided reusable tableware sets in office pantries and reusable cutlery for staff members' use in departmental functions such as the Christmas Party.



公眾人士可到本處的網站瀏覽《2018年管制人員環保報告》，了解我們的環保成績。

The Controlling Officer's Environmental Report 2018 with detailed environmental performance is available on the Land Registry website.

在工作間推行職業安全與健康措施

我們十分重視員工的職業安全與健康。自1997年起，我們成立了部門安全管理委員會，負責為部門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。在2018/19年度，我們為員工購置許多職業安全與健康設備，包括腳踏板、背墊、腰墊、座椅軟墊、鍵盤腕墊、滑鼠墊（連腕墊）、有扶手的腳踏、文件架、保護手套及電腦屏幕防眩光保護貼。為提高員工的認知，我們定期透過《員工通訊》提供關於職業安全與健康的實用資訊和貼士。我們也定期進行巡查，確保工作間的安全。

Promoting Occupational Safety and Health in the Workplace

We attach great importance to the occupational safety and health of staff. Since 1997, we have set up a departmental Safety Management Committee to formulate and implement departmental policy on occupational safety and health. We have promulgated comprehensive guidelines and procedures on occupational safety and provided our staff with ergonomic office furniture and equipment to promote occupational health. In 2018/19, we continued to procure a number of occupational safety and health equipment, including footrests, backrests, waist pads, seat cushions, keyboard wrist rest pads, mouse pads (containing wrist pad), step stools with handle, document holders, protective gloves and anti-glare filters for computer monitors, for our staff. To enhance staff awareness, we have made use of our Staff Magazine to provide useful information and tips on occupational safety and health on a regular basis. Besides, regular inspections are conducted to ensure that the workplace is free from safety hazards.

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2018年均獲得「良好級」證書。

In addition, we have 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 2018.



公眾教育

作為本處公眾教育活動的一部分，我們繼續為中學和專上院校的學生，安排講解及參觀本處的客戶服務中心，致力向學界介紹本處的服務和香港的土地註冊制度。

Public Education

As part of our public education activities, the Land Registry has continued its efforts to introduce its services and the land registration system in Hong Kong to the school community by delivering presentations and conducting guided tours to our Customer Centre for secondary and tertiary students.

我們於2018年5月安排香港專業教育學院(屯門分校)的法律學課程學生參觀本處，他們對參觀活動的反應良好，對本處的工作和土地紀錄甚感興趣。

A visit to the Land Registry was arranged for the Legal Studies students of the Hong Kong Institute of Vocational Education (Tuen Mun) in May 2018. The feedback from the students was positive. They showed great interest in our work as well as the land records of the Land Registry.



為支持培育年青一代，本處除了與國際成就計劃香港部第十一年合作舉辦工作影子計劃日外，更參與由政務司司長私人辦公室人力資源規劃及扶貧統籌處推出的「友•導向師友計劃 — 職場體驗項目」，以支持青少年向上流動。嘉諾撒聖家書院的學生參加工作影子計劃日；而真光女書院和培英中學的學生則參加「友•導向師友計劃 — 職場體驗項目」。參與兩個計劃的學生分別於2018年5月和7月到訪本處多個工作組別，並由土地註冊主任擔任導師，帶領他們在一至兩天內到不同崗位工作。

各同學藉著這兩個實習計劃，獲得真實工作的體驗，有助他們擴闊眼界和策劃未來的事業。

In support of nurturing our younger generation, besides partnering with the Junior Achievement Hong Kong for the eleventh year to organise the Job Shadow Day, we participated in the “Life Buddies Mentoring Scheme — Job Tasting Programmes” launched by the Human Resources Planning and Poverty Co-ordination Unit of the Chief Secretary for Administration’s Private Office to support upward mobility of youth. Students from the Holy Family Canossian College participating in the Job Shadow Day, and students from the True Light Middle School of Hong Kong and the Pui Ying Secondary School joining the “Life Buddies Mentoring Scheme — Job Tasting Programmes” were guided by Land Registration Officers as their mentors to work for one to two days in various work units in the Land Registry in May and July 2018 respectively.

Through the work attachments, the students had a taste of real-life work experience in the Land Registry which helped broaden their exposure and facilitated their career planning.

2018年工作影子計劃日 Job Shadow Day 2018



「友•導向師友計劃 — 職場體驗項目」
Life Buddies Mentoring Scheme — Job Tasting Programme



未來計劃

綠色管理

本處會繼續提倡「綠色辦公室」環境，並尋求進一步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 further reducing consumption of energy and paper.

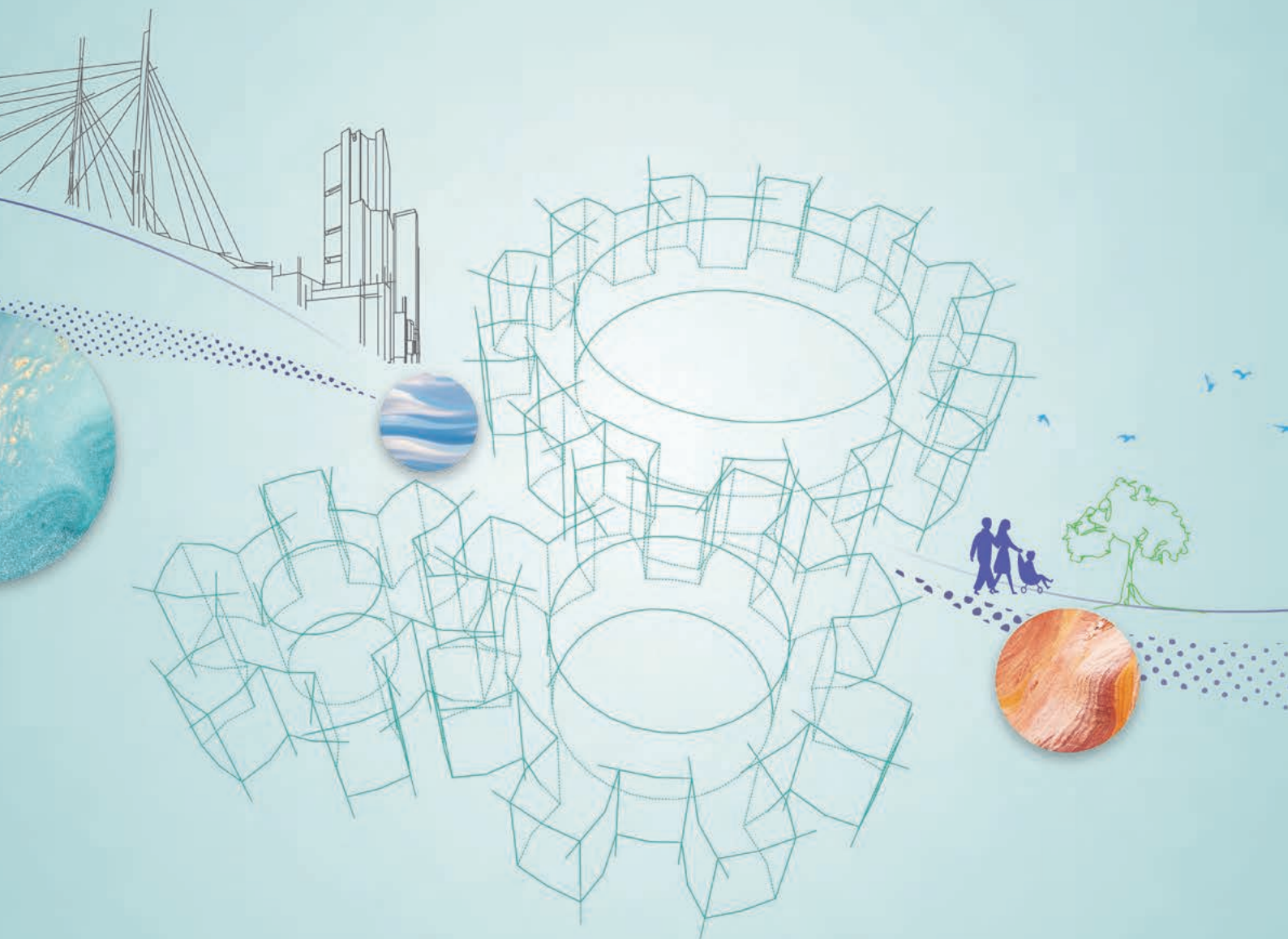
Public Education

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



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2018/19年度，送交註冊的土地文件共503,511份，較2017/18年度減少4.8%。

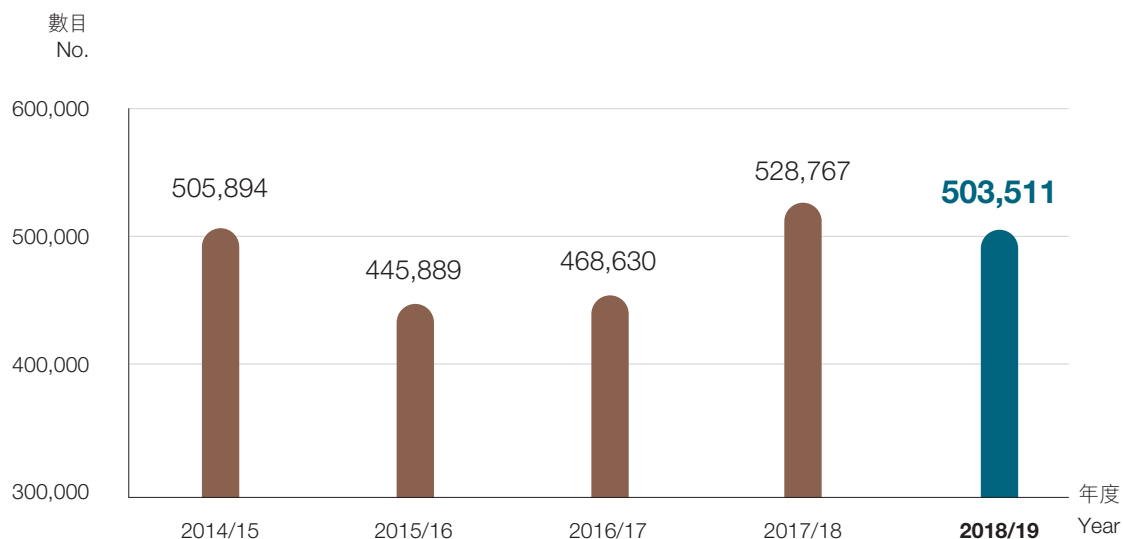
Registration of Land Documents

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

In 2018/19, 503,511 land documents were delivered for registration, representing a decrease of 4.8% when compared with 2017/18.

送交註冊的土地文件數目

No. of Land Documents Delivered for Registration



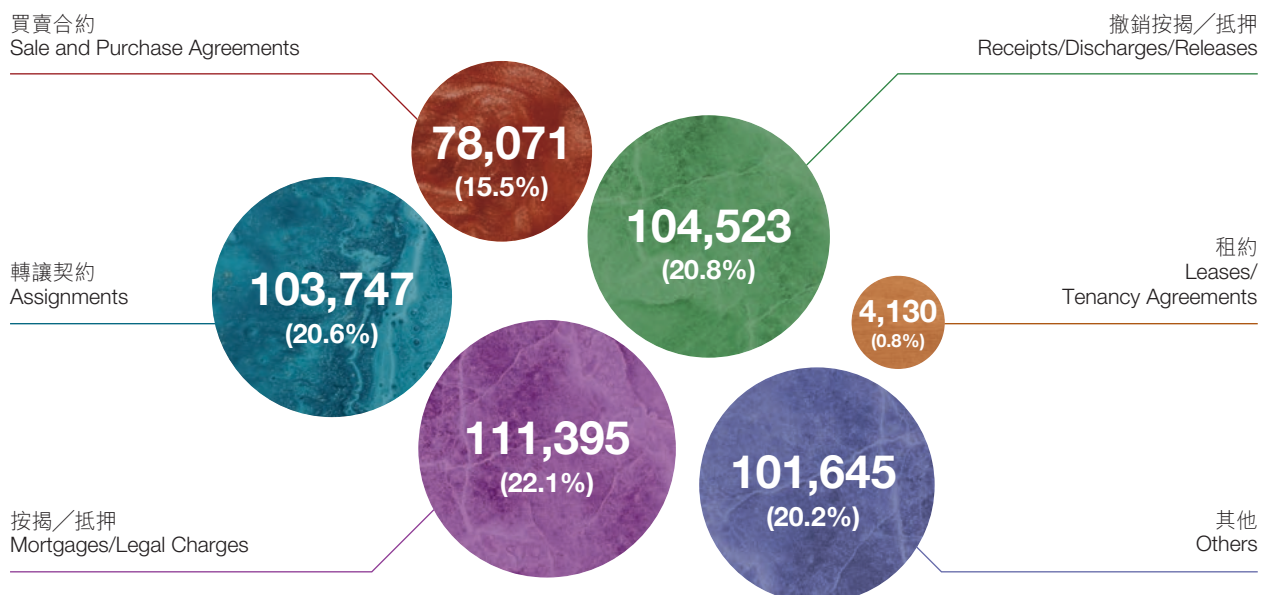
年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及撤銷按揭／抵押，佔全年收到文件總數的79%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 79% of all documents received during the year.



2018/19年度送交註冊的土地文件類別

Distribution of Land Documents Lodged for Registration in 2018/19

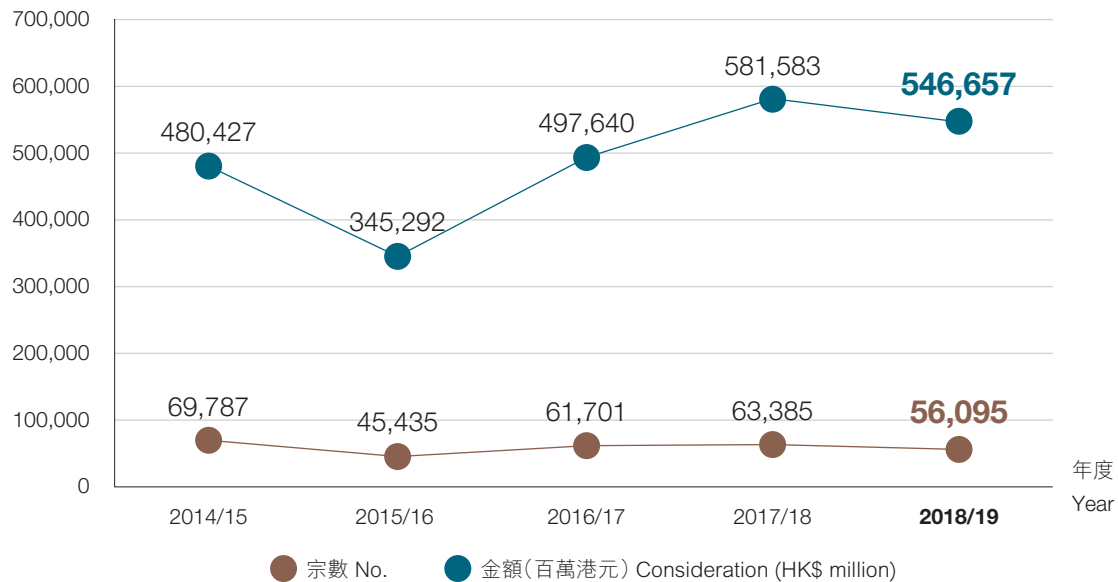


在2018/19年度送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別是56,095份(較去年減少11.5%)及5,466.57億元(較去年減少6.0%)。一般而言，這類合約的數量是反映物業市場交投情況的重要指標。

Among the SPAs of all building units delivered for registration in 2018/19, the number of SPAs of residential units and its total consideration were 56,095 (-11.5% from last year) and \$546,657 million (-6.0% 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.

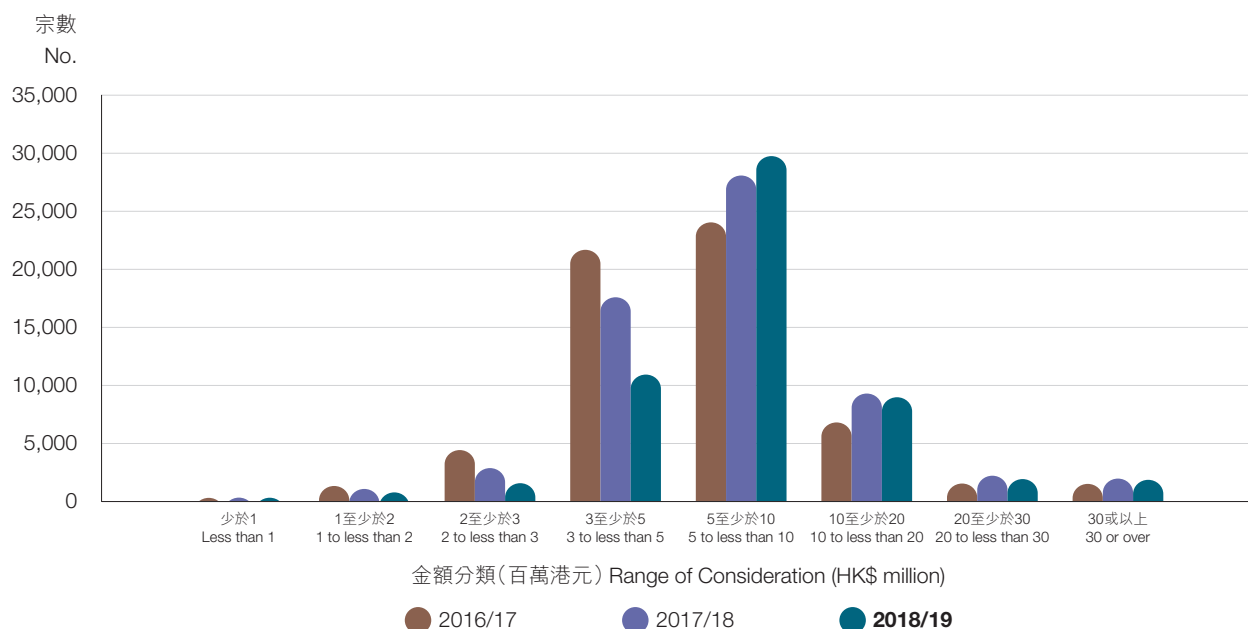
在2018/19年度，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元之間。年內交易金額超過500萬港元的住宅樓宇交易則顯著增加。

The majority of the transactions in residential units in 2018/19 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2018/19 with consideration of more than five 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

Range of Consideration

(百萬港元)

(HK\$ million)

		2016/17		2017/18		2018/19	
		宗數 No.	%	宗數 No.	%	宗數 No.	%
少於1	Less than 1	279	0.5	282	0.4	249	0.4
1至少於2	1 to less than 2	1,356	2.2	1,075	1.7	784	1.4
2至少於3	2 to less than 3	4,451	7.2	2,882	4.5	1,582	2.8
3至少於5	3 to less than 5	21,682	35.1	17,595	27.8	10,936	19.5
5至少於10	5 to less than 10	24,046	39.0	28,081	44.3	29,753	53.0
10至少於20	10 to less than 20	6,814	11.0	9,302	14.7	8,984	16.0
20至少於30	20 to less than 30	1,552	2.5	2,190	3.5	1,936	3.5
30或以上	30 or over	1,521	2.5	1,978	3.1	1,871	3.3

總數	Total	61,701	100.0	63,385	100.0	56,095	100.0
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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2018/19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5,612,225宗(較去年減少0.6%)及827,943份(較去年減少1.3%)。

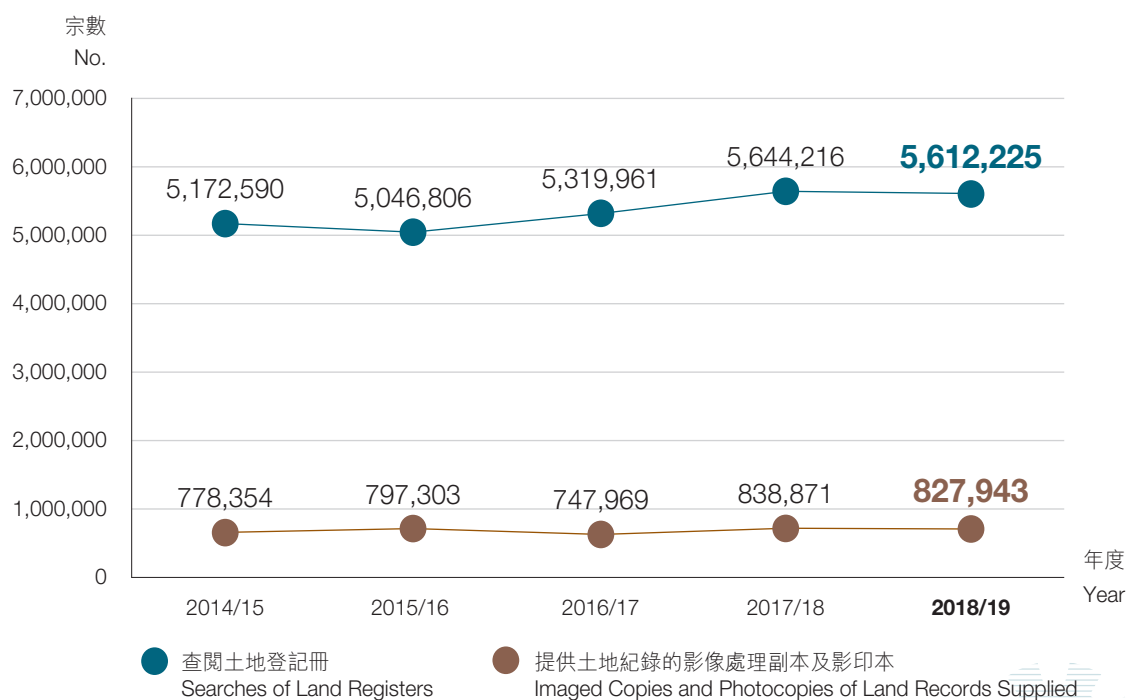
Search Services

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

In 2018/19, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,612,225 (-0.6% from previous year) and 827,943 (-1.3% 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



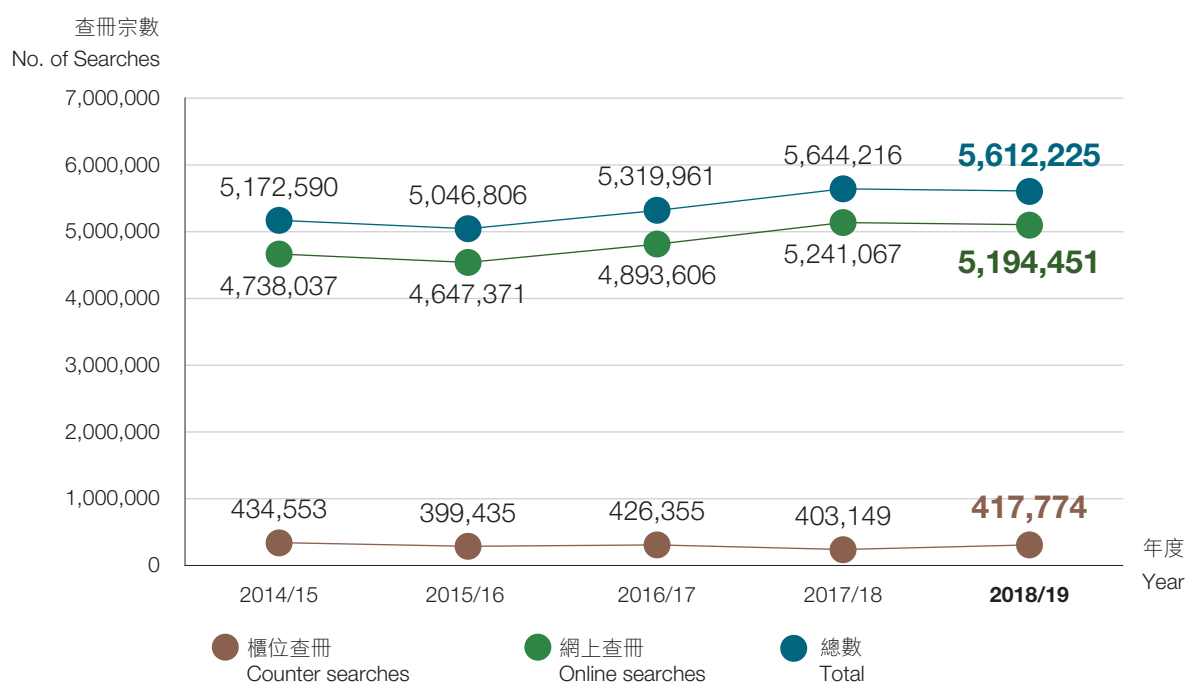
服務及運作 SERVICES AND OPERATIONS

土地註冊處透過互聯網上的「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期七天、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2018/19年度，登記用戶的數目增加了36個(上升2.7%)，總數達1,384個。現時網上查冊約佔總查冊量的93%，其餘約7%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 36 (+2.7%) and reached 1,384 during 2018/19. Currently, searches conducted online constituted about 93% of the total search volume. The remaining 7% 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2019年3月31日，在2018年4月30日推出的《街道索引》及《對照表》網上版本已錄得超過113,000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 website or through the hyperlink on the IRIS Online Services. Up to 31 March 2019, over 113,000 visits to the online versions of the SI and the CRT released on 30 April 2018 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2018/19年度，新註冊的業主立案法團共有228個，全港的業主立案法團總數增至10,939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 2018/19, 228 new owners' corporations were registered. The total number of owners' corporations in the territory reached 10,939.

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。

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.



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件II (a)。

Liaison with Customers

Land Registry Joint Standing Committee

The Land Registry Joint Standing Committee, comprising the Land Registrar, her senior management team and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters, the Land Registry's services provided to legal practitioners and preparation for implementation of the TRS. 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。

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.



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

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件II (b)及(c)。

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



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

服務及運作 SERVICES AND OPERATIONS

訪問

土地註冊處與海外的相關機構保持緊密聯繫，土地註冊處處長及代表於2018年10月31至11月2日出席在澳洲坎培拉舉行的第45屆「業權註冊處處長會議」暨2018年「土地註冊處處長發展事務人員會議」。

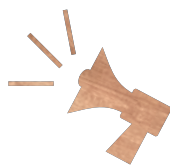
Visits

The Land Registry maintains close relationship with its overseas associates. The Land Registrar and representatives of the Land Registry attended the 45th Registrars of Title Conference cum Land Registry Development Officers Conference 2018 held in Canberra, Australia from 31 October to 2 November 2018.



此外，安大略省業權註冊處處長林振強先生於2019年1月到訪本處。是次訪問為大家提供了良機，以便了解土地註冊的最新發展，並就其運作上交流見解和經驗。

In addition, Mr Jeffrey Lem, Director of Titles for the Province of Ontario visited the Land Registry in January 2019. The visit provided an invaluable opportunity for keeping abreast of the latest developments regarding land registration as well as exchanging insights and experience on the operation of land registries.



「中止為文書註冊的一般原因」客戶交流會

我們在2018年12月為226名來自不同律師事務所及政府部門的人士舉辦了四場交流會，讓參與者更了解和明白中止為文書註冊的一般原因。我們亦在會上推廣電子註冊摘要表格的使用和「物業把關易」服務。交流會的反應良好，提供了一個有效的平台，讓我們與客戶就使用我們的服務分享經驗和意見。

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

Four sharing sessions, with a total of 226 participants from solicitors' firms and a government department, were held in December 2018 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 Property Alert service. The sessions were well received and provided an effective platform for sharing of experience and views with our customers on using our services.



溝通渠道

土地註冊處通函

在2018/19年度，我們發出了兩份通函，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》

本處分別在2018年6月及12月發布了兩期的《土地註冊處通訊》電子版，向客戶介紹部門的新猷、服務和活動。

Communication Channels

Land Registry Circular Memoranda

In 2018/19, we issued two Land Registry Circular Memoranda to update legal practitioners and customers on our new product/services.

Land Registry News

Two electronic issues of the Land Registry News were released in June and December 2018 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.

服務及運作 SERVICES AND OPERATIONS

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。

Information Leaflets

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



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。

Press Releases

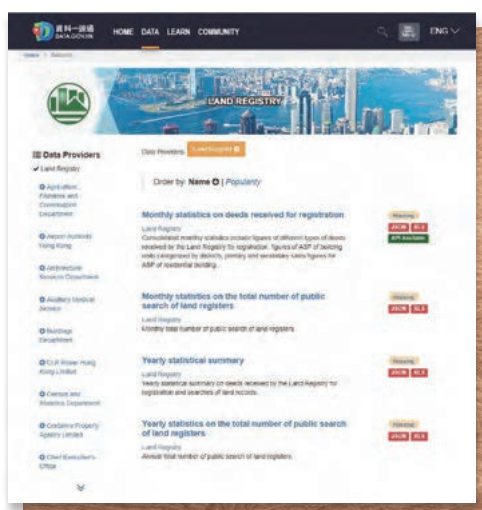
We issue press releases from time to time to announce the Land Registry's latest service updates and provide regular statistics on land registration and search.

年度開放數據計劃

鑑於行政長官的2017年施政報告及政府於2017年12月公布的「香港智慧城市藍圖」，本處在2018年12月首次發布年度開放數據計劃。該計劃列出將於未來三年，透過「資料一線通」網站發放供公眾人士免費使用的註冊和查冊服務相關數據集，該等數據集可為科研及創新提供原料。

Annual Open Data Plan

Having regard to the Chief Executive's 2017 Policy Address and the Smart City Blueprint for Hong Kong announced in December 2017, we published our first annual open data plan in December 2018. The plan sets out datasets relating to registration and search services to be released via the Public Sector Information Portal in the following three years for free public use. The datasets provide raw materials for technology research and innovation.

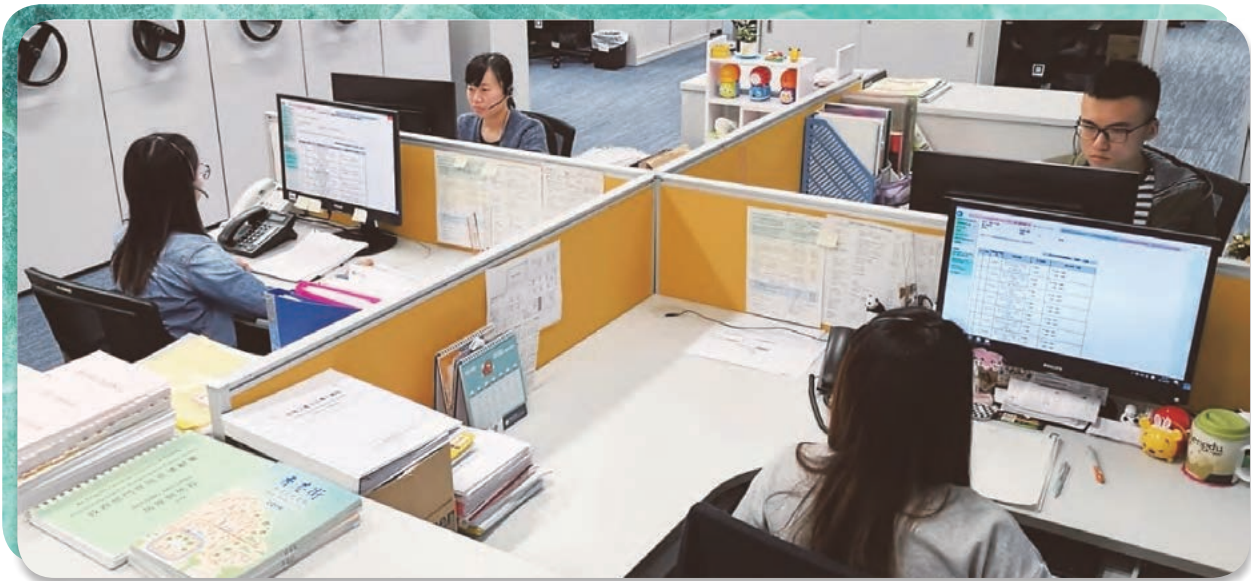


客戶服務熱線

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。透過與效率促進辦公室轄下的1823電話中心合作，本處提供每天24小時的熱線查詢服務。

Customer Service Hotline

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



土地註冊處網站

年內，共超逾940萬人次瀏覽本處網站，當中有43%的人次瀏覽中文網頁，57%的人次瀏覽英文網頁。

Land Registry Website

During the year, there were 9.4 million visits (43% in the Chinese language and 57% in the English language) to the Land Registry website.

客戶滿意度意見調查

本處於2018年11月至12月委託顧問進行了客戶滿意度意見調查，以了解客戶對本處服務的滿意程度，並收集其意見以提升服務。是項調查分別透過電話訪問、實地訪問及網上／郵寄問卷方式進行，受訪者的回應非常正面和令人鼓舞。他們對本處服務的整體滿意度達89%。

Customer Satisfaction Survey

With a view to gauging the customer satisfaction level of the Land Registry's services and collecting feedback for service improvement, the Land Registry commissioned a consultant to conduct a customer satisfaction survey from November to December 2018. The survey included telephone interviews, field surveys and online/postal questionnaires. The feedback from the respondents was very positive and encouraging. The overall satisfaction rate for our services is 89%.

獎項

2018年「申訴專員嘉許獎」

本處的高級文書主任文淑儀女士及文書主任張德聰先生獲頒發2018年「申訴專員嘉許獎－公職人員獎」，以表揚他們致力為客戶提供優質及專業的服務。



Awards

The Ombudsman's Awards 2018

Congratulations to our Senior Clerical Officer, Ms MAN Shuk-yi, and Clerical Officer, Mr CHEUNG Tak-chung, who were awarded "The Ombudsman's Awards 2018 for Officers of Public Organisations" for their dedication in delivering high quality services and their professionalism in serving customers.



「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」，表揚在人才培訓及發展工作有卓越表現的機構，並授予「人才企業」的尊稱。本處自2012年參與該計劃以來，一直獲嘉許為「人才企業」。而由2017年4月1日至2019年3月31日，本處獲授予該兩年期的「人才企業」嘉許。



ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the "ERB Manpower Developer Award Scheme" (the Scheme) in 2009 to recognise organisations which demonstrate outstanding achievements in manpower training and development as Manpower Developers.



The Land Registry has been accredited "Manpower Developer" since its participation in the Scheme in 2012. We were accredited "Manpower Developer" for two consecutive years from 1 April 2017 to 31 March 2019.

《土地註冊處營運基金2016/17年報》 獎項

《土地註冊處營運基金2016/17年報》榮獲三個國際／本地獎項，包括美國傳媒專業聯盟(LACP)就「印刷本年報 — 市／州／國家政府組別」頒發的「2017 Vision Awards」銀獎、「2018國際年報比賽獎項」就「非牟利機構(印刷年報) — 政府機構及辦事處組別」頒發的銅獎，以及「2018年香港管理專業協會最佳年報比賽」就「非牟利及慈善機構」組別頒發的優異獎。這些獎項對我們在製作優質年報方面的努力給予榮譽和肯定。

Awards for Land Registry Trading Fund (LRTF) Annual Report 2016/17

The LRTF Annual Report 2016/17 won three international and local awards i.e. the Silver Award of the League of American Communications Professionals (LACP) 2017 Vision Awards under the category of “Print-Based Annual Reports — Government — City/State/National”, the Bronze Award in the International Annual Report Competition (ARC) Awards 2018 under the category of “Non-Profit Organization (Print A.R.) — Government Agencies and Offices” and an Honourable Mention in the category of “Non-profit making and Charitable Organisations” of the Hong Kong Management Association (HKMA) Best Annual Reports Competition 2018. These awards give honor and recognition to our pursuit for quality production of our 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土地註冊處為方便用戶更有效率擬備註冊摘要而提供的電子範本，可在本處網站免費下載。電子註冊摘要表格備有基本版和具資料匯入功能兩個版本。兩者均有內置自動填寫功能，讓用戶在填寫註冊摘要表格時，可從「綜合註冊資訊系統」以物業參考編號檢索所屬的物業資料作參考，有助用戶加快註冊摘要的擬備工作。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更方便將下載於電腦試算表的相關資料，同時匯入並製備多份註冊摘要表格。

自從本處於2018年3月推出加強版電子註冊摘要表格後，其使用率正穩步上升。於2018/19年度，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率已超逾70%。本處會繼續留意用戶的回應，以期進一步改善服務。

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 to facilitate users to complete the memorials in a more efficient way. Two versions of the e-Memorial Form are available i.e. a basic version and one with data import function. Both versions have an auto-fill function enabling users to retrieve property particulars by Property Reference Numbers from the IRIS for reference when they are filling in the memorial form. This can help users speed up the preparation of memorials. For users handling a series of transactions or property projects with the same set of basic information, the version with data import function would be even more convenient as it enables the transfer of relevant information from a computer spreadsheet to multiple memorial forms simultaneously.

The usage of e-Memorial Form has been increasing steadily since the enhancements were released in March 2018 and has accounted for over 70% of the total number of memorials delivered with the instruments for registration in 2018/19. The Land Registry will continue to monitor users' feedback to identify room for further improvement.

The screenshot shows the 'MEMORIAL of an instrument to be registered in the Land Registry under the Land Registration Ordinance'. It includes fields for Solicitors Code of lodging firm, Registration Fee (with a table of options: \$210, \$230, \$450, \$1000, \$2000), and Nature and object of the instrument (with a dropdown menu showing 'Agreement For Sale and Purchase'). Below these is a table for Property Reference Number (if any) with columns for 'Get Address/Share/Lot from address/lot number/PRN' and 'By text input text'. The table contains 10 rows of data, including PRNs like D3940657, D3940703, D3941023, C1328872, B7000647, C0060082, B4601905, and A7537006, along with their corresponding addresses and shares.

Property Reference Number (if any)	Get Address/Share/Lot from address/lot number/PRN	By text input text		
D3940657	D3940664	D3940670	D3940686	D3940693
D3940703	D3940759	D3940807	D3940850	D3940957
D3941023	A8093024	A7537189	B4319582	B3138502
C1328872	B3293288	B3291078	B3103312	B3133960
B7000647	A7537175	B7704535	B5014185	B3106173
C0060082	C0680866	B0559105	A9874929	A9812691
B4601905	B7723606	A9815014	A9815308	B4387756
A7537006	A7537292	B3135713	C0380668	B5984429

最多可檢索多達100個物業參考編號的地址、地段號碼及所佔的不可分割份數，並自動填入電子註冊摘要表格。
The address, lot number(s) and undivided shares of up to 100 PRNs can be retrieved and auto-filled in the e-Memorial Form.

電子提示服務

物業把關易

本處於2019年1月28日把為業主提供的「電子提示服務」易名為「物業把關易」，並進一步優化服務。「物業把關易」是業主的好幫手，有助他們以相宜的費用和簡易的方式掌握其物業狀況，及早發現涉及其物業但屬預期之外或可疑的文書交付本處註冊，以便他們迅速採取跟進行動及／或徵詢法律意見。

e-Alert Service

Property Alert

The Land Registry's e-Alert Service for property owners has been renamed as "Property Alert" service with the introduction of service enhancements since 28 January 2019. Property Alert is an affordable smart tool for all property owners to stay vigilant of their properties at ease. It helps property owners detect unexpected or suspicious instruments delivered for registration against their properties early to allow prompt follow-up actions and/or seek legal advice.



是項服務的優化措施包括可讓客戶選擇一次過訂購方式，服務有效期至物業轉手為止，可免卻業主為服務申請續期。業主除可親臨本處各辦事處辦理申請手續外，亦可採用郵遞方式遞交申請。這些優化服務便利了各業主，尤其是長期居於香港境外的人士。

Major service enhancements include the introduction of a new one-off subscription option which remains valid until a change of property ownership. This subscription option will obviate the need for property owners to renew subscription. Apart from submitting applications for the Property Alert service in person at the Land Registry's offices, property owners may also send in their applications by post. These service enhancements can benefit all property owners, in particular those staying outside Hong Kong for extended periods of time.

服務及運作 SERVICES AND OPERATIONS

自服務推出後，本處已安排一連串宣傳活動，包括推出電台宣傳聲帶；在發展局局長的網誌放上貼文及一段介紹「物業把關易」服務的三分鐘短片 (https://www.devb.gov.hk/en/home/my_blog/index_id_324.html)；以及向主要持份者、專業團體和其他組織發出宣傳信件和電郵。本處亦透過香港經濟貿易辦事處和環球香港商業協會聯盟的會員協會，向居於海外的香港物業業主宣傳該服務。

Since service launch, a series of promotional activities have been conducted including the broadcast of a Radio Announcement in the Public Interest (API), release of a Blog post of the Secretary for Development together with a three-minute publicity video (https://www.devb.gov.hk/en/home/my_blog/index_id_324.html) and the issue of promotional letters and emails to major stakeholders, professional bodies and other organisations. Assistance from the Hong Kong Economic and Trade Offices and member associations of the Federation of Hong Kong Business Associations Worldwide has also been solicited to publicize the service to owners of Hong Kong properties staying overseas.



土地註冊處處長及兩位年青的土地註冊主任粉墨登場，拍攝三分鐘的短片宣傳「物業把關易」服務，向觀眾介紹服務的優點。

A three-minute video, starred by the Land Registrar and two young Land Registration Officers, was produced to publicize the “Property Alert” and introduce its benefits to the audience.



部門的製作團隊及演員皆全情投入拍攝短片，充分發揮團隊精神。

The in-house production crew and the cast showed passion and excellent team work in making the video.

為認可機構提供的電子提示服務

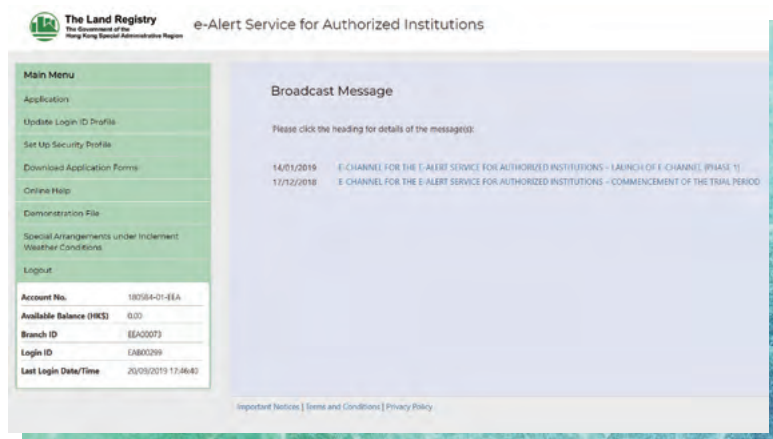
本處在2017年2月1日推出了供《銀行業條例》(第155章)下的認可機構(即持牌銀行、有限制牌照銀行及接受存款公司)訂購的電子提示服務,以助認可機構更有效管理按揭貸款的信貸風險。該等認可機構在相關業主的同意下訂購這項服務後,每當已承按的物業有再按揭記/按揭文件交付本處辦理註冊時,便會收到本處發出的電子提示訊息。

為令認可機構更可靠和方便地遞交電子提示服務的申請,以及提升運作效率,本處分兩階段為認可機構提供的電子提示服務開設電子渠道。第一階段已於2019年1月14日實施,認可機構可於電子渠道網頁(www.ealert-ai.landreg.gov.hk)提交網上服務訂單的申請。認可機構對此新猷表示歡迎。現時大部份的服務訂單申請均經由電子渠道提交。

e-Alert Service for Authorized Institutions

The Land Registry launched the e-Alert Service for Authorised Institutions (AIs) under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) on 1 February 2017 to help them better manage credit risks in mortgage lending. The AIs, with consent from the property owners concerned for subscribing to our Service, will receive electronic notifications from the Land Registry when further charge/mortgage documents in respect of the properties mortgaged to the AIs are lodged for registration with the Land Registry.

To provide greater security and convenience to the AIs for submission of service applications for the e-Alert Service as well as to increase operational efficiency, the Land Registry has been developing an e-Channel for the e-Alert Service for AIs under a two-phase approach. The e-Channel (Phase one) was launched on 14 January 2019 for online submission of applications for subscription of service orders through the e-Channel website at www.ealert-ai.landreg.gov.hk. The initiative is welcomed by the AIs. Majority of the service orders are now submitted through the e-Channel.



未來計劃

電子提示服務

本處會繼續致力向香港物業的業主宣傳「物業把關易」服務。至於為認可機構提供的電子提示服務,我們預計於2020年中旬推出第二階段的電子渠道項目,把網上提交申請的設施擴展至其他服務申請,並會引入更多用戶功能,例如管理和查詢帳戶資料。

Future Plan

e-Alert Service

We will continue the efforts in publicising and promoting Property Alert to owners of Hong Kong properties. Regarding the e-Alert Service for AIs, we will develop the e-Channel (Phase two) which is scheduled for launch tentatively in mid-2020 to provide a facility for online submission of other service applications and introduce more user functions e.g. maintenance and enquiry of account information.

TITLE Registration

業權註冊



近期發展

諮詢持份者「新土地先行」方案及《土地業權條例》修訂建議

年內，本處繼續與持份者磋商，以就先行在新批出的土地實施業權註冊的方案(即「新土地先行」方案)達成普遍共識。我們已經與香港律師會、地產代理監管局及消費者委員會就《土地業權條例》的最新發展和「新土地先行」方案交流意見。

我們亦與香港律師會舉行會議，介紹在《土地業權條例》下常見的物業轉易的模擬運作，讓他們更了解業權註冊制度下的預期運作。

此外，我們已完成對數個海外司法管轄區的業權註冊法例及其採用的優良措施的研究工作。本處並召開了《土地業權條例》督導委員會和《土地業權條例》檢討委員會的會議，就「新土地先行」方案、海外司法管轄區研究報告及《土地業權條例》相關的修訂建議進行討論。

Recent Development

Stakeholder Consultation on “New Land First” Proposal and Proposed Amendments to the LTO

During the year, we have continued with our engagement with stakeholders to achieve general consensus on the proposal of implementing title registration on newly granted land first (“new land first” proposal). We have met with the Law Society of Hong Kong, the Estate Agents Authority and the Consumer Council to exchange views on the latest development of LTO and the “new land first” proposal.

A meeting was also held with the Law Society of Hong Kong for conducting a dummy run of typical transactions under the LTO to give them a better understanding of the likely operation of the TRS.

The study of title registration legislation and good practices in some overseas jurisdictions was completed. Meetings of the Land Titles Ordinance Steering Committee (LTOSC) and the Land Titles Ordinance Review Committee (LTORC) were convened for discussing the “new land first” proposal, the overseas jurisdictions study report as well as pertinent proposed amendments to the LTO.





雖然所有主要持份者對「新土地先行」方案均表示支持，但仍有尚待解決的事宜，包括彌償安排、警告書機制等。

While all key stakeholders have indicated support for the “new land first” proposal, there are still issues to be resolved, including the indemnity arrangements, the caution mechanism, etc.

我們會繼續與主要持份者緊密聯繫，以回應他們的關注，並就落實「新土地先行」方案的細節取得共識。

We will continue to liaise closely with the key stakeholders to address their concern and to reach agreement on the details for implementing the “new land first” proposal.

《土地業權條例》督導委員會和《土地業權條例》檢討委員會的成員名單分別載於附件II (d)及(e)。

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



檢討《土地業權條例》及擬備 《土地業權(修訂)條例草案》

業權註冊制度本質上十分複雜，涉及繁複的法律問題，並且影響深遠。我們正檢視從《土地業權條例》中找出的法律和技術性問題，並繼續擬備為引進《土地業權(修訂)條例草案》的立法工作。

Review of LTO and Preparation of LT(A)B

The TRS is inherently complicated as it involves complex legal issues and carries significant implications. Legal and other technical issues in the LTO that have been identified are being reviewed. Preparation of the legislative work for the introduction of the LT(A)B is in progress.

未來計劃

我們會繼續與主要持份者及相關政府部門磋商，進一步優化「新土地先行」方案及敲定《土地業權條例》相關的修訂建議，使香港能早日實施業權註冊。與此同時，我們會繼續與主要持份者緊密合作，處理就現有土地和物業轉換至業權註冊制度的機制下尚未解決的事宜。

Future Plan

We will continue to engage the key stakeholders and relevant Government departments to further refine the “new land first” proposal and finalise the proposed pertinent amendments to the LTO for early implementation of title registration in Hong Kong. In parallel, we will continue to work closely with the key stakeholders to resolve the outstanding issues regarding the mechanism of converting existing land and properties to the TRS.



HUMAN Resources MANAGEMENT

人力資源管理



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2019年3月31日，本處共僱用了507名常額人員和83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。合約人員則包括律師、會計師、會計助理及文員等。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组成部分。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2018/19年度，我們舉辦了超過2,110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 2019, we had 507 permanent and 83 contract staff members. Our permanent staff comprise officers of various grades including Land Registration Officers, Solicitors, Treasury Accountants, Analysts/Programmers and general grades. Our contract staff include Solicitors, Accountant, Accounting Executive and Clerks. We regularly review our staffing position and adjust the number of contract staff in the light of changes in operational requirements.

Staff Training

Staff training is a critical component of human resource development. We provide opportunities and encouragement for staff at all stages of their career to help them realise their potential. To 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 2018/19, we arranged over 2,110 days of training in various modes on a wide spectrum of subjects.



常年培訓

本處為土地註冊處的員工舉辦不同的培訓課程，以提升其主要工作技能。

本處為新入職的土地註冊主任舉辦入職培訓課程，包括簡介會以及於不同組別實習體驗的機會，讓他們熟習部門的運作。部門並舉辦師友計劃，為他們提供額外資源專門和個人化的支援。此外，我們為初級和新入職的主任級人員安排語文訓練及員工管理技巧課程，以裝備他們日常工作所需的知識和技能。

Year-round Training

Various training courses were provided to enhance the core competencies of the workforce of the Land Registry.

An Induction Programme comprising briefings and attachments to different divisions was implemented for the newly recruited Land Registration Officers for familiarising them with the operations of the department. A Mentoring Scheme was introduced as an additional resource to provide them with dedicated and personalised support. Furthermore, courses on language training and staff management skills were arranged for the junior and newly recruited officers to equip them with the knowledge and skills required for daily operations.



為加強前線人員了解優質客戶服務的重要性，令他們待客時具備專業的服務技巧，所有前線人員均於2018年年底參加了「客戶服務技巧」工作坊。

For enhancing the understanding of the importance of quality customer service and equipping staff members with effective service skills in receiving customers, all frontline staff members attended a training programme on “Customer Service Skills” in late 2018.



本處不同級別的主任級人員參加了特別為他們設計的「創意解難及決策技巧」工作坊、「談判技巧」工作坊和「提升跨世代團隊表現與溝通」研討會，以提升他們工作的技能。

Officers at various levels attended respective tailor-made courses on “Creative Problem-solving and Decision Making”, “Negotiation Skills” and “Managing a Multi-generational Workforce” with a view to enhancing their work competencies.



本處除了安排「資訊科技保安」複修課程以加強員工對資訊科技保安的認識外，亦安排了「Domino Notes更新」、「微軟Windows 10」和「微軟Office 2016」的課程，以配合部門年內提升相關電腦軟件的計劃。

年內，我們也定期安排其他政府部門或公營機構，包括廉政公署、機電工程署及知識產權署，為本處的高級人員舉辦講座及簡介會，以宣揚誠信並擴闊他們的知識和視野。此外，本處一批主任級人員在2019年2月參觀了T•PARK [源·區]，一睹該項在香港成功進行「轉廢為能」的設施，令他們大開眼界。

In addition to arranging a refresher course on “IT Security Awareness Training” for reinforcing staff’s awareness of IT security, training courses on “Domino Notes Upgrade”, “Microsoft Windows 10” and “Microsoft Office 2016” were arranged to tie in with the upgrade of relevant computer software during the year.

We regularly arranged talks and briefing sessions by other Government departments or public organisations, including the Independent Commission Against Corruption, Electrical and Mechanical Services Department and Intellectual Property Department, during the year for our senior officers. These sessions aimed to promote integrity and broaden the officers’ knowledge and exposure. Besides, in February 2019, a group of our officers paid a visit to the T•PARK with a view to yielding insight from the successful implementation of the “waste-to-energy” model in Hong Kong.



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。

Self-learning

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

員工發展

員工參與了一系列擴闊視野的發展課程，以便他們迎接新挑戰、加強溝通技巧，及培養制定政策及領導的能力。在2018/19年度，本處人員參加了由公務員培訓處舉辦的「國家事務研習」課程、「公共行政領袖實踐課程」、「創意領導培訓課程」、「進階管理工作坊」和「暫駐政策局計劃」。

Staff Development

A wide range of staff development programmes are offered to broaden staff's perspectives so that they can meet new challenges, strengthen their communication skills and develop policy formulation and leadership capacities. In 2018/19, our staff members attended the "National Studies" programmes, "Leadership in Action Programme", "Innovative Leadership Programme", "Advanced Management Workshops Programme" and joined the "Secretariat Attachment Scheme" organised by the Civil Service Training and Development Institute.

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，我們高度重視對員工的鼓勵和嘉許。

Staff Motivation and Recognition

As a trading fund department, we place high value on staff motivation and recognition for the continual pursuit of excellence in customer services.

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。

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.

在2018/19年度，本處共收到七份員工建議書，並就此頒發了三項獎勵。

In 2018/19, we received a total of seven staff suggestions and three awards were granted.

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。

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.

在2018/19年度，共有21位服務年資達25年或以上的員工獲此獎項。

In 2018/19, a total of 21 staff members with 25 or more years of service were honoured with the award.



畢惠蓮女士(左)獲頒發土地註冊處三十五年優良服務獎
Ms BUTT Wai-lin (left), was awarded the Land Registry
35 Years' Long Service Appreciation Award Certificate



方吳淑儀女士(右)獲頒發香港特別行政區三十年優良服務獎
Mrs Amy FONG (right), was awarded the Government of
the Hong Kong Special Administrative Region 30 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.



2018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 2018 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。

Staff Relations

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

部門協商委員會

「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。

Departmental Consultative Committee

The Committee comprises 14 representatives of various staff groups and representatives of the management. It meets quarterly to promote better understanding and cooperation between staff and the management.

土地註冊處員工通訊

《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、資訊科技及語文知識等。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。

Staff Magazine

The Staff Magazine is a departmental publication issued periodically under an editorial board comprising staff of various divisions. It covers a wide range of topics including featured stories, business updates, community involvement, staff news and activity snapshots, environmental protection, health tips, information technology and language knowledge, etc. It is popular among staff and helps promote team spirit and a sense of corporate identity.

土地註冊處員工康樂會

「土地註冊處員工康樂會」由本處同事以義務形式管理。在2018/19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。我們特別感謝發展局局長黃偉綸先生蒞臨主禮該年度的聖誕聯歡會，令活動生色不少。

Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. In 2018/19, 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, outings and sport activities. In particular, we would like to express our gratitude to the Secretary for Development, Mr Michael WONG for being our officiating guest of the Christmas party during the year. His presence enlightened the party very much.



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8,600份參考文件和案例。在2018/19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 8,600 reference documents and precedent cases. Around 150 searches were made by our staff daily for reference in their work in 2018/19.

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培訓處的培訓課程。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 Training and Development Institute in the coming year. Through the training and development programmes, staff capabilities will be strengthened to better prepare for changes and contribute to the future development of the department.

IT Management

資訊科技管理



「綜合註冊資訊系統」

Integrated Registration Information System (IRIS)

「綜合註冊資訊系統」網上服務一直運作暢順。

The IRIS Online Services have been operating smoothly.

「綜合註冊資訊系統」服務提升

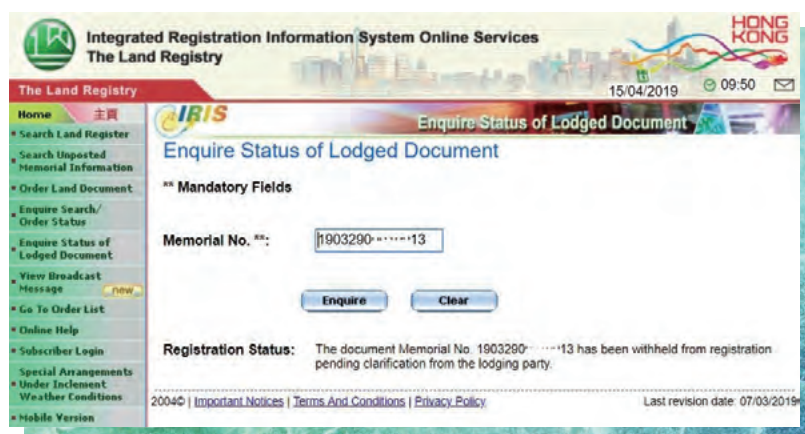
Enhancements to IRIS

在2018/19年度，本處為「綜合註冊資訊系統」作出下列多項重大提升：

The Land Registry implemented the following major enhancements to the IRIS in 2018/19:

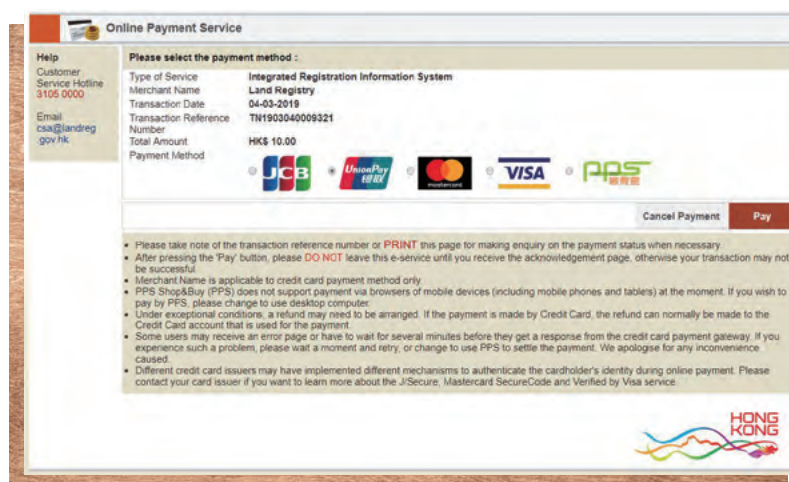
- 新增「查詢文件註冊狀況」功能，以供市民查詢已提交文書的最新狀況；

- providing a new “Enquire Status of Lodged Document” function for the public to enquire the latest status of a lodged document;



- 除原有的VISA及Mastercard網上信用卡付款服務外，新增支援JCB及銀聯卡的付款服務；

- providing a new online credit card payment service that supports payment by JCB and UnionPay cards in addition to VISA and Mastercard;



在「按訂單日期查詢訂單狀況」的交易紀錄選項列表上加入核取方塊，以便登記用戶可同時查看多個交易詳情；

提升「互動話音系統」及「話音錄音系統」的硬件和軟件，以優化電話查詢服務的系統表現；以及

推出嶄新的「寄回文書電子通知服務」，供已於本處開立遞交文書帳戶的律師行及政府部門登記使用。

adding check boxes in the Transaction Records Selection List of “Enquire Order Status by Order Creation Date” function to facilitate subscribers to view the details of multiple transactions simultaneously;

upgrading the hardware and software of the Interactive Voice Response System (IVRS) and the Voice Recording System (VRS) to enhance system performance for telephone enquiry services; and

providing a new service — “e-Notification Service for Return of Instruments” for solicitors’ firms and Government departments which have lodgement accounts with us.

Enquire Order Status - Transaction Records Selection List

Enquiry Date/Time: 05/09/2018 12:15

Order Creation Date Range: 05/07/2018 - 05/09/2018

Status: All

19 Transaction record(s) can be found according to the data you have entered. Click into the Hyperlink to view the details of corresponding transaction

Order Creation Date / Time	Transaction No.	Total Service Fee (HK\$)	Total Service Fee After Adjustment (HK\$)	Select to View
29/09/2018 15:09	TS180820000010	10.00	10.00	☒
29/09/2018 15:31	TS180820000011	120.00	120.00	☐
29/09/2018 15:46	TS180820000012	10.00	10.00	☐
29/09/2018 15:51	TS180820000013	10.00	10.00	☒
29/09/2018 15:54	TS180820000014	10.00	10.00	☐
29/09/2018 15:57	TS180820000015	10.00	10.00	☐
29/09/2018 16:04	TS180820000016	10.00	10.00	☐
29/09/2018 16:06	TS180820000017	10.00	10.00	☐
29/09/2018 16:09	TS180820000018	10.00	10.00	☐
29/09/2018 16:11	TS180820000019	10.00	10.00	☐
29/09/2018 16:15	TS180820000020	120.00	120.00	☐
21/08/2018 11:12	TS180821000004	3,490.00	3,490.00	☐
22/08/2018 15:50	TS180822000001	10.00	10.00	☐
22/08/2018 15:53	TS180822000002	10.00	10.00	☐
24/09/2018 10:32	TS180824000001	120.00	120.00	☐
24/09/2018 11:15	TS180824000003	165.00	165.00	☐
24/09/2018 11:40	TS180824000004	150.00	150.00	☐
24/09/2018 11:54	TS180824000005	165.00	165.00	☐
24/09/2018 15:14	TS180824000006	120.00	120.00	☐

[View Multiple Transactions](#)

其他資訊科技服務

本處已採用軟件定義網絡基礎建設及提升其網絡管理，以維持穩固而安全的通訊網絡。

Other IT Services

The Land Registry has implemented the software-defined network infrastructure and upgraded its network administration to maintain a robust and secure communication network.



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，讓員工加深認識及注意資訊保安及保障個人資料的重要性。

IT Security

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

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：

Future Plan

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

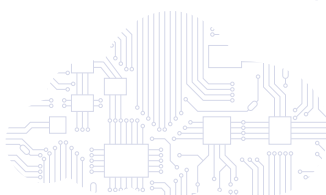
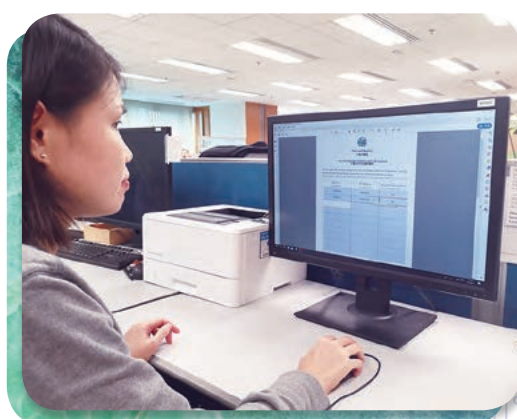
✎ 為「綜合註冊資訊系統」網上服務引入電子錢包(即Apple Pay和Google Pay)的流動付款方式；以及

✎ to introduce mobile payment by digital wallet (i.e. Apple Pay and Google Pay) for the IRIS Online Services; and



✎ 逐步轉換部門表格為可電子填寫的可攜式文件格式(PDF)，以更方便客戶填寫。

✎ to progressively convert our public forms to e-fillable portable document format (PDF) forms for more convenient input.



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2017/18年度比較，本年度的收入增加了2,380萬元(上升4.9%)至5.145億元，主要原因是提供土地紀錄副本和供認可機構訂購的電子提示服務的業務及投資收益有所增加。運作開支則增加了2,330萬元(上升5.9%)至4.187億元，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.

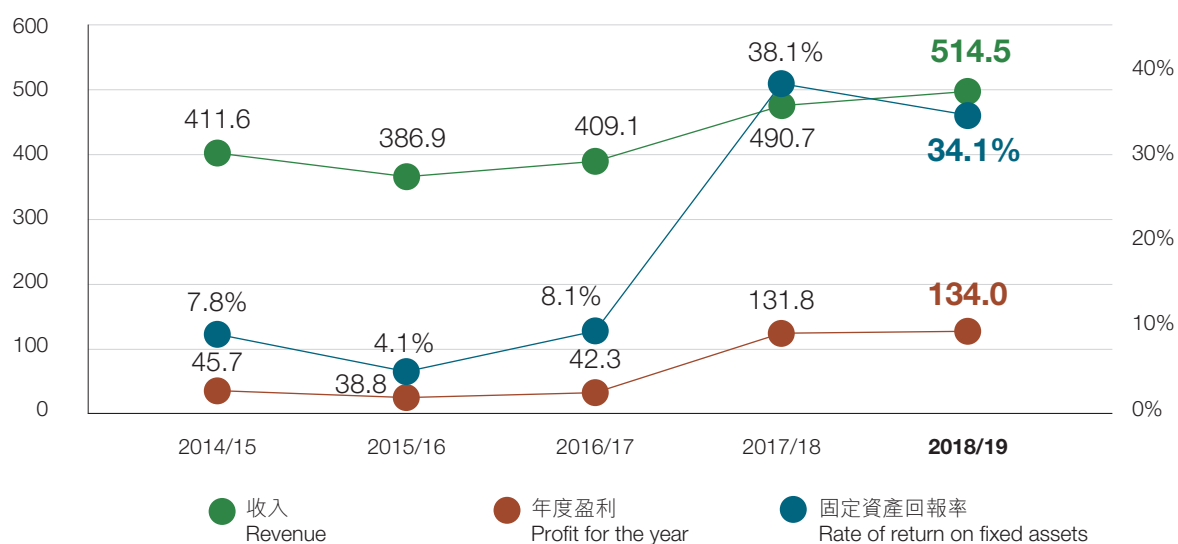
Actual Performance

When compared with 2017/18, revenue increased by \$23.8 million (up 4.9%) to \$514.5 million mainly due to an increase in business volume of copying and e-Alert Service for Als as well as investment income. Operating expenses increased by \$23.3 million (up 5.9%) to \$418.7 million mainly due to increase in staff costs.

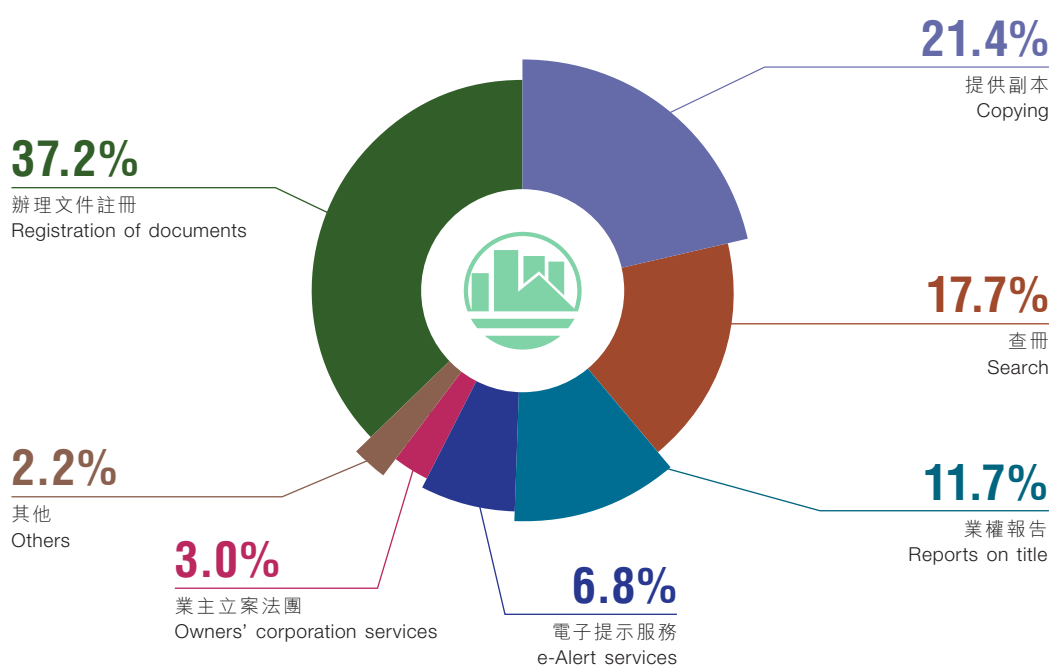


財政表現 Financial Performance

港幣(百萬元)
HK\$ (million)

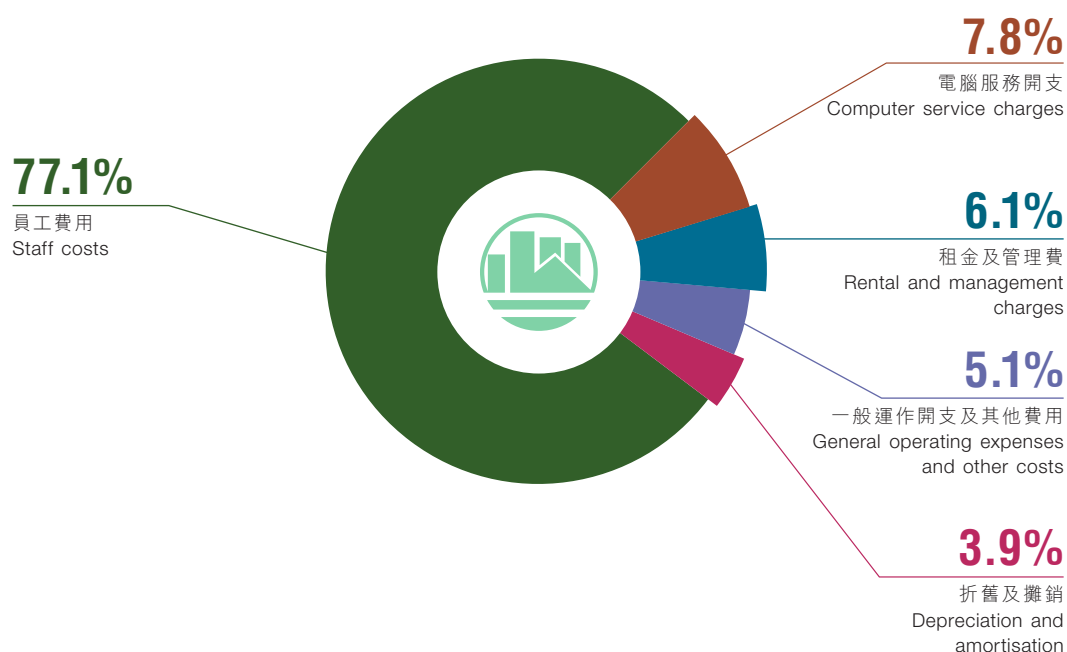


2018/19年度收入分析 Analysis of Revenue 2018/19



2018/19年度營運成本分析

Analysis of Operating Costs 2018/19

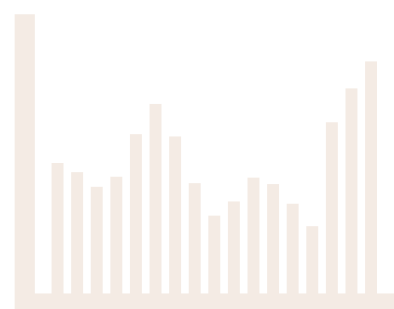


展望

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。

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.



審計署署長報告

REPORT OF THE DIRECTOR OF AUDIT



香港特別行政區政府
審計署



Audit Commission
The Government of the Hong Kong Special Administrative Region

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85至123頁土地註冊處營運基金的財務報表，該等財務報表包括於2019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2019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 85 to 123, which comprise the statement of financial position as at 31 March 2019, 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 2019, 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2018-19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 2018-19 Annual Report, other than the financial statements and my auditor's report thereon.

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

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

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

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

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

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
(署理審計署助理署長陳瑞蘭代行)

審計署
香港灣仔
告士打道7號
入境事務大樓26樓
2019年9月23日

Ms Hildy Chan
Assistant Director of Audit (Acting)
for Director of Audit

Audit Commission
26th Floor, Immigration Tower
7 Gloucester Road
Wanchai, Hong Kong
23 September 2019

Certified
FINANCIAL
Statements
財務報表



全面收益表

STATEMENT OF COMPREHENSIVE INCOME

截至二零一九年三月三十一日止年度
(以港幣千元位列示)

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2019	2018
來自客戶合約之收入	Revenue from contracts with customers	4	514,533	490,731
運作成本	Operating costs	5	(418,724)	(395,418)
運作盈利	Profit from operations		95,809	95,313
其他收入	Other income	6	38,170	36,530
年度盈利	Profit for the year		133,979	131,843
其他全面收益	Other comprehensive income		—	—
年度總全面收益	Total comprehensive income for the year		133,979	131,843
固定資產回報率	Rate of return on fixed assets	7	34.1%	38.1%

第91至123頁的附註為本財務報表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

財務狀況表

STATEMENT OF FINANCIAL POSITION

於二零一九年三月三十一日
(以港幣千元位列示)

as at 31 March 2019
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2019	2018
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	271,779	266,918
無形資產	Intangible assets	9	13,212	10,102
外匯基金存款	Placement with the Exchange Fund	10	676,216	646,478
銀行存款	Bank deposits		—	24,000
			961,207	947,498
流動資產	Current assets			
應收帳款及其他應收款項	Trade and other receivables	11, 12(a)	26,052	25,952
應收關連人士帳款	Amounts due from related parties	12(a)	9,588	9,475
銀行存款	Bank deposits		537,000	411,000
現金及銀行結餘	Cash and bank balances		24,369	22,288
			597,009	468,715
流動負債	Current liabilities			
遞延收入	Deferred revenue	12(b)	8,505	9,159
客戶按金	Customers' deposits	13	44,349	43,262
應付帳款及其他應付款項	Trade and other payables		20,986	17,954
應付關連人士帳款	Amounts due to related parties		2,639	2,464
僱員福利撥備	Provision for employee benefits	14	8,117	7,284
			84,596	80,123
流動資產淨額	Net current assets		512,413	388,592
總資產減去流動負債	Total assets less current liabilities		1,473,620	1,336,090

第91至123頁的附註為本財務報表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

財務狀況表(續)
STATEMENT OF FINANCIAL POSITION (CONTINUED)

		附註 Note	2019	2018
非流動負債	Non-current liabilities			
遞延收入	Deferred revenue	12(b)	4,761	2,075
僱員福利撥備	Provision for employee benefits	14	79,183	78,318
			83,944	80,393
資產淨額	NET ASSETS		1,389,676	1,255,697
資本及儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	15	118,300	118,300
保留盈利	Retained earnings	16	1,271,376	1,137,397
			1,389,676	1,255,697

張美珠女士，JP
土地註冊處營運基金總經理
二零一九年九月二十三日

Ms Doris CHEUNG, JP
General Manager, Land Registry Trading Fund
23 September 2019

第91至123頁的附註為本財務報表的一部分。
The notes on pages 91 to 123 form part of these financial statements.

權益變動表

STATEMENT OF CHANGES IN EQUITY

截至二零一九年三月三十一日止年度
(以港幣千元位列示)

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2019	2018
在年初的結餘	Balance at beginning of year		1,255,697	1,123,854
年度總全面收益	Total comprehensive income for the year		133,979	131,843
在年終的結餘	Balance at end of year		1,389,676	1,255,697

第91至123頁的附註為本財務報表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

現金流量表

STATEMENT OF CASH FLOWS

截至二零一九年三月三十一日止年度
(以港幣千元位列示)

for the year ended 31 March 2019
(Expressed in thousands of Hong Kong dollars)

	附註 Note	2019	2018
營運活動的現金流量	Cash flows from operating activities		
運作盈利	Profit from operations	95,809	95,313
折舊及攤銷	Depreciation and amortisation	16,106	13,556
處置固定資產虧損	Loss on disposal of fixed assets	—	25
應收款項及應收 關連人士帳款的 減少	Decrease in receivables and amounts due from related parties	340	4,341
遞延收入的增加	Increase in deferred revenue	2,032	3,486
客戶按金的增加	Increase in customers' deposits	1,087	7,216
應付款項及應付 關連人士帳款的 (減少)/增加	(Decrease)/Increase in payables and amounts due to related parties	(478)	1,564
僱員福利撥備的 增加/(減少)	Increase/(Decrease) in provision for employee benefits	1,698	(1,085)
來自營運活動的 現金淨額	Net cash from operating activities	116,594	124,416

第91至123頁的附註為本財務報表的一部分。

The notes on pages 91 to 123 form part of these financial statements.

現金流量表(續)
STATEMENT OF CASH FLOWS (CONTINUED)

		附註 Note	2019	2018
投資活動的現金流量	Cash flows from investing activities			
原有期限為3個月以上的銀行存款的增加	Increase in bank deposits with original maturities over three months		(102,000)	(116,000)
購買固定資產	Purchase of fixed assets		(20,392)	(9,690)
出售固定資產所得	Proceeds from disposal of fixed assets	4		3
外匯基金存款的增加	Increase in placement with the Exchange Fund		(29,738)	(17,609)
已收利息	Interest received		37,613	22,759
用於投資活動的現金淨額	Net cash used in investing activities		(114,513)	(120,537)
現金及等同現金的增加淨額	Net increase in cash and cash equivalents		2,081	3,879
在年初的現金及等同現金	Cash and cash equivalents at beginning of year		22,288	18,409
在年終的現金及等同現金	Cash and cash equivalents at end of year	17	24,369	22,288

第91至123頁的附註為本財務報表的一部分。
The notes on pages 91 to 123 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
港幣千元位列示)

(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(「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紀錄的服務和設施。此外，土地註冊處亦按照《建築物管理條例》(第344章)負責辦理業主成立法團的申請及提供相關服務。

The Land Registry Trading Fund (“the Fund”) was established on 1 August 1993 under the Legislative Council Resolution passed on 30 June 1993 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap. 430). The Land Registry administers a land registration system by maintaining an up-to-date Land Register and provides its customers with services and facilities for searches of the Land Register and related land records. The Land Registry also processes applications for the incorporation of owners and provides related services under the Building Management Ordinance (Cap. 344).

2. 主要會計政策

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。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 Fund is set out below.

香港會計師公會頒布了若干新增及經修訂的香港財務報告準則並於本會計期首次生效或可供提前採納。基金因首度採納其中適用的準則而引致在本財務報表反映的本會計期及前會計期的會計政策的改變(如有)載於附註3。

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period of the Fund. Note 3 provides information on the changes, if any, in accounting policies resulting from initial application of these developments to the extent that they are relevant to the Fund for the current and prior accounting periods reflected in these financial statements.

2. 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 these financial statements is historical cost.

編製符合香港財務報告準則的財務報表需要管理層作出判斷、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 management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

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.

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

截至二零一八年三月三十一日止年度的若干比較數字已重新分類，以配合本年度基金財務報表的呈報方式。

Certain comparative figures for the year ended 31 March 2018 have been reclassified to conform to the current year's presentation of the Fund's financial statements.

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

(a) 初始確認及計量

Initial recognition and measurement

基金的金融資產包括外匯基金存款、應收帳款及其他應收款項、應收關連人士帳款、銀行存款以及現金及銀行結餘。

The Fund's financial assets comprise placement with the Exchange Fund, trade and other receivables, amounts due from related parties, bank deposits, and cash and bank balances.

基金的金融負債包括客戶按金、應付帳款及其他應付款項、應付關連人士帳款及僱員福利撥備。

The Fund's financial liabilities comprise customers' deposits, trade and other payables, amounts due to related parties and provision for employee benefits.

基金在成為有關金融工具的合約其中一方之日確認有關金融資產及金融負債。於初始確認時，金融資產及金融負債按公平值計量，再加上或減去因收購該等金融資產或發行該等金融負債而直接引致的交易成本。

The Fund recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument. At initial recognition, financial assets and financial liabilities are measured at fair value plus or minus transaction costs that are directly attributable to the acquisition of the financial assets or the issue of the financial liabilities.

(b) 二零一八年四月一日起 的分類及其後計量

Classification and subsequent measurement from 1 April 2018

在採納香港財務報告準則第9號「金融工具」(附註3.1)後，基金將其所有金融資產分類為其後以實際利率法按攤銷成本值計量，因為有關金融資產以收取合約現金流為目的的業務模式而持有，且合約現金流僅為所支付的本金及利息。金融資產的虧損準備根據附註2.3(e)所述的預期信用虧損模型計量。

After the adoption of HKFRS 9 "Financial Instruments" (note 3.1), the Fund classifies all financial assets as subsequently measured at amortised cost using the effective interest method, on the basis that they are held within a business model whose objective is to hold them for collection of contractual cash flows and the contractual cash flows represent solely payments of principal and interest. The measurement of loss allowances for financial assets is based on the expected credit loss model as described in note 2.3(e).

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)

(b) 二零一八年四月一日起 分類及其後計量(續) Classification and subsequent measurement from 1 April 2018 (continued)

實際利率法是計算金融資產或金融負債的攤銷成本值，以及攤分及確認有關期間的利息收入或支出的方法。實際利率是指可將該金融資產或金融負債在有效期間內的預計現金收支，折現成該金融資產的帳面總值或金融負債的攤銷成本值所適用的貼現率。基金在計算實際利率時，會考慮該金融工具的所有合約條款以估計現金流量，但不會計及預期信用虧損。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 and recognising the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial asset or financial liability to the gross carrying amount of the financial asset or to the amortised cost of the financial liability. When calculating the effective interest rate, the Fund estimates the expected cash flows by considering all contractual terms of the financial instrument but does not consider the expected credit losses. The calculation includes all fees 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.

基金將其所有金融負債分類為其後以實際利率法按攤銷成本值計量。

The Fund classifies all financial liabilities as subsequently measured at amortised cost using the effective interest method.

基金僅在管理某金融資產的業務模式出現變動時，才將有關資產重新分類。金融負債不作重新分類。

The Fund reclassifies a financial asset when and only when it changes its business model for managing the asset. A financial liability is not reclassified.

(c) 二零一八年四月一日前 分類及其後計量 Classification and subsequent measurement prior to 1 April 2018

根據香港會計準則第39號「金融工具：確認及計量」，基金的金融資產為非衍生金融資產，它們具有固定或可以確定的金額，但在活躍市場並沒有報價，而基金亦無意將之持有作買賣用途。此類金融資產被基金列作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(f))。

Under HKAS 39 “Financial Instruments: Recognition and Measurement”, the Fund’s financial assets, which were non-derivative financial assets with fixed or determinable payments that were not quoted in an active market and which the Fund had no intention of trading, were classified as loans and receivables and were carried at amortised cost using the effective interest method less impairment losses, if any (note 2.3(f)).

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)

(c) 二零一八年四月一日前 的分類及其後計量(續) Classification and subsequent measurement prior to 1 April 2018 (continued)

二零一八年四月一日前基金的金融負債的分類及其後計量與二零一八年四月一日起的相同(附註2.3(b))。

The classification of the Fund's financial liabilities and their subsequent measurement prior to 1 April 2018 were the same as those from 1 April 2018 (note 2.3(b)).

(d) 註銷確認 Derecognition

當從金融資產收取現金流量的合約權利屆滿時，或該金融資產連同擁有權的絕大部分風險及回報已轉讓時，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或取消，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.

(e) 二零一八年四月一日起的 金融資產減值 Impairment of financial assets from 1 April 2018

自採納香港財務報告準則第9號(附註3.1)後，基金就按攤銷成本值計量的金融資產(應收帳款除外)採用由3個階段組成的方法計量預期信用虧損及確認相應的虧損準備及減值虧損或回撥，預期信用虧損的計量基礎取決於自初始確認以來的信用風險變化：

After the adoption of HKFRS 9 (note 3.1), the Fund applies a three-stage approach to measure expected credit losses on financial assets (other than trade receivables) measured at amortised cost and to recognise the corresponding loss allowances and impairment losses or reversals, with the change in credit risk since initial recognition determining the measurement bases for expected credit losses:

第1階段：12個月預期信用虧損

Stage 1: 12-month expected credit losses

若自初始確認以來，金融工具的信用風險並無大幅增加，永久預期信用虧損中反映在報告日後12個月內可能發生的違約事件引致的預期信用虧損的部分予以確認。

For financial instruments for which there has not been a significant increase in credit risk since initial recognition, the portion of the lifetime expected credit losses that represent the expected credit losses that result from default events that are possible within the 12 months after the reporting date are recognised.

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)

(e) 二零一八年四月一日起的

Impairment of financial assets from 1 April 2018

金融資產減值(續)

(continued)

第2階段：永久預期信用虧損 — 非信用減值

Stage 2: Lifetime expected credit losses — not credit impaired

若自初始確認以來，金融工具的信用風險大幅增加，但並非信用減值，永久預期信用虧損(反映在金融工具的預期有效期內所有可能出現的違約事件引致的預期信用虧損)予以確認。

For financial instruments for which there has been a significant increase in credit risk since initial recognition but that are not credit impaired, lifetime expected credit losses representing the expected credit losses that result from all possible default events over the expected life of the financial instrument are recognised.

第3階段：永久預期信用虧損 — 信用減值

Stage 3: Lifetime expected credit losses — credit impaired

若金融工具已視作信用減值，會確認永久預期信用虧損，利息收入則應用實際利率計入攤銷成本值而非帳面值總額計算。

For financial instruments that have become credit impaired, lifetime expected credit losses are recognised and interest income is calculated by applying the effective interest rate to the amortised cost rather than the gross carrying amount.

應收帳款的虧損準備一直按相等於永久預期信用虧損的金額計量。

Loss allowances for trade receivables are always measured at an amount equal to lifetime expected credit losses.

如何釐定信用風險大幅增加 *Determining significant increases in credit risk*

在每個報告日，基金藉比較金融工具於報告日及於初始確認日期在餘下的預期有效期內出現違約的風險，以評估金融工具的信用風險有否大幅增加。有關評估會考慮數量及質量歷史資料，以及具前瞻性的資料。若發生一項或多於一項對某金融資產的估計未來現金流量有不利影響的事件，該金融資產會被評定為信用減值。

At each reporting date, the Fund assesses whether there has been a significant increase in credit risk for financial instruments since initial recognition by comparing the risk of default occurring over the remaining expected life as at the reporting date with that as at the date of initial recognition. The assessment considers quantitative and qualitative historical information as well as forward-looking information. A financial asset is assessed to be credit impaired when one or more events that have a detrimental impact on the estimated future cash flows of that financial asset have occurred.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.3 金融資產及金融負債(續)

Financial assets and financial liabilities (continued)

(e) 二零一八年四月一日起的 金融資產減值(續)

Impairment of financial assets from 1 April 2018 (continued)

如何釐定信用風險大幅 增加(續)

Determining significant increases in credit risk (continued)

基金在個別或綜合基礎上評估自初始確認以來信用風險有否大幅增加。就綜合評估而言，金融工具按共同信用風險特質的基準歸類，並考慮投資類別、信用風險評級及其他相關因素。

The Fund assesses whether there has been a significant increase in credit risk since initial recognition on an individual or collective basis. For collective assessment, financial instruments are grouped on the basis of shared credit risk characteristics, taking into account investment type, credit risk ratings and other relevant factors.

外部信用評級為投資級別的銀行存款被視為屬低信用風險。其他金融工具若其違約風險低，且交易對手或借款人具備雄厚實力在短期內履行其合約現金流量責任，會被視為屬低信用風險。此等金融工具的信用風險會被評定為自初始確認以來並無大幅增加。

Placements with banks with an external credit rating of investment grade are considered to have a low credit risk. Other financial instruments are considered to have a low credit risk if they have a low risk of default and the counterparty or borrower has a strong capacity to meet its contractual cash flow obligations in the near term. The credit risk on these financial instruments is assessed as not having increased significantly since initial recognition.

若金融資產無法收回，該金融資產會與相關虧損準備撇銷。該等資產在完成所有必要程序及釐定虧損金額後撇銷。其後收回先前被撇銷的金額會在全面收益表內確認。

When a financial asset is uncollectible, it is written off against the related loss allowance. Such assets are written off after all the necessary procedures have been completed and the amount of the loss has been determined. Subsequent recoveries of amounts previously written off are recognised in the statement of comprehensive income.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.3 金融資產及金融負債(續)

Financial assets and financial liabilities (continued)

(e) 二零一八年四月一日起的 金融資產減值(續)

Impairment of financial assets from 1 April 2018 (continued)

計量預期信用虧損

Measurement of expected credit losses

金融工具的預期信用虧損是對該金融工具在預期有效期內的公平及經概率加權估計的信用虧損(即所有短缺現金的現值)。現金短缺為按照合約應付予基金的現金流量與基金預期會收到的現金流量兩者間的差距。若金融資產在報告日視作信用減值，基金根據該資產的帳面值總額與以折現方式按該資產的原訂實際利率計算的估計未來現金流量的現值兩者間的差距計量預期信用虧損。

Expected credit losses of a financial instrument are an unbiased and probability-weighted estimate of credit losses (i.e. the present value of all cash shortfalls) over the expected life of the financial instrument. A cash shortfall is the difference between the cash flows due to the Fund in accordance with the contract and the cash flows that the Fund expects to receive. For a financial asset that is credit impaired at the reporting date, the Fund measures the expected credit losses as the difference between the asset's gross carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate.

(f) 二零一八年四月一日前 的金融資產減值

Impairment of financial assets prior to 1 April 2018

金融資產的帳面值會在每個報告日作出評估，以確定是否有客觀的減值證據。若存在減值證據，減值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 financial assets was reviewed at each reporting date to determine whether there was objective evidence of impairment. If any impairment evidence existed, an impairment loss was 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 decreased and the decrease could be linked objectively to an event occurring after the impairment loss had been recognised, the impairment loss was 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基金的決議案中所列的估值入帳。由一九九三年八月一日起新購的物業、設備及器材均按購入價入帳。

Property, plant and equipment appropriated to the Fund on 1 August 1993 were measured initially at deemed cost equal to the value contained in the Legislative Council Resolution for the setting up of the Fund. Property, plant and equipment acquired since 1 August 1993 are capitalised at their costs of acquisition.

以下物業、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 Fund on 1 August 1993; and
- plant and equipment, including computer equipment, motor vehicles, furniture and fittings and other equipment.

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

- | | |
|------------|-------|
| — 建築物 | 30年 |
| — 電腦器材 | 5-10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 | 5-10 years |
| — Equipment, furniture and fittings | 5 years |
| — Motor vehicles | 5 years |

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)

於一九九三年八月一日撥歸基金的土地(為基金之物業所在地)視為非折舊資產。

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

出售物業、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.

2.5 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 Fund has sufficient resources and the intention to complete development. The expenditure capitalised includes direct labour and cost of materials. Intangible assets are stated at cost less accumulated amortisation and any impairment losses (note 2.6).

無形資產的攤銷按估計可使用年期(5至10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 to 10 years.

2. 主要會計政策(續)

Significant accounting policies (continued)

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 each reporting date to identify any indication of impairment. If there is an indication of impairment, an impairment loss is recognised in the statement of comprehensive income whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the 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 the date of acquisition.

2.8 遞延收入

Deferred revenue

在基金移轉服務予客戶前，若客戶支付代價，或基金具有無條件限制的代價收款權，基金會將其合約負債確認為遞延收入。基金在移轉服務以履行其履約責任時，會註銷確認遞延收入，並就收入加以確認。

If a customer pays consideration, or the Fund has an unconditional right to consideration, before the Fund transfers a service to the customer, the Fund recognises its contract liability as deferred revenue. The Fund derecognises the deferred revenue and recognises revenue when the Fund transfers the service and, therefore, satisfies its performance obligation.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.9 僱員福利

Employee benefits

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

The employees of the Fund comprise civil servants and contract staff. Salaries, staff gratuities, and annual leave entitlements are accrued and recognised as expenditure in the year in which the associated services are rendered by the staff. For civil servants, staff on-costs, including pensions and housing benefits provided to the staff by the Government of the Hong Kong Special Administrative Region ("the Government"), are charged as expenditure in the year in which the associated services are rendered.

就按可享退休金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-costs charged by the Government. For other staff, contributions to the Mandatory Provident Fund Scheme are charged to the statement of comprehensive income as incurred.

2.10 名義利得稅

Notional profits tax

根據《稅務條例》(第112章)基金並無稅務責任，但於二零一七年十二月二十七日前，政府要求基金向政府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。以下是基金就名義利得稅所採納的會計政策：

The Fund has no tax liability under the Inland Revenue Ordinance (Cap. 112). However, prior to 27 December 2017, the Government had required the Fund to pay to the Government an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. The accounting policies adopted by the Fund for notional profits tax were as follows:

- (a) 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。

Notional profits tax expense for the year comprised current tax and movements in deferred tax assets and liabilities.

- (b) 本期稅項為本年度對應課稅收入按報告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 was the expected tax payable on the taxable income for the year, using tax rates enacted or substantively enacted at the reporting date, and any adjustment to tax payable in respect of previous years.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.10 名義利得稅(續)

Notional profits tax (continued)

- (c) 遞延稅項資產及負債是由財務匯報的資產及負債帳面值與其課稅基礎計算之間的可扣稅及應課稅暫時性差異而產生。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 arose 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 arose 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 was probable that future taxable profits would be available against which the assets could be utilised, were recognised.

遞延稅項的確認金額是根據該資產及負債的帳面值之預期變現或清償方式，按在報告日已生效或實際有效的稅率計算。遞延稅項資產及負債均不貼現計算。

The amount of deferred tax recognised was 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 reporting date. Deferred tax assets and liabilities were not discounted.

遞延稅項資產的帳面值在每個報告日重新審閱，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 was reviewed at each reporting date and was reduced to the extent that it was no longer probable that sufficient taxable profit would be available to allow the related tax benefit to be utilised. Any such reduction was reversed to the extent that it became probable that sufficient taxable profit would be available.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.10 名義利得稅(續)

Notional profits tax (continued)

然而，自二零一七年十二月二十七日起，基金無須再支付名義利得稅。於二零一七年十二月二十七日，應付名義利得稅結餘及遞延稅項負債結餘已被註銷確認，而相關收入則在截至二零一八年三月三十一日止年度內全面收益表中確認(附註6)。

However, the Fund is no longer required to pay notional profits tax with effect from 27 December 2017. The balance of notional profits tax payable and the balance of deferred tax liabilities as at 27 December 2017 were derecognised, with corresponding income recognised in the statement of comprehensive income for the year ended 31 March 2018 (note 6).

2.11 收入的確認

Revenue recognition

經採納香港財務報告準則第15號「來自客戶合約之收入」後(附註3.2)，基金由二零一八年四月一日起，會在向客戶移轉所承諾的服務以履行其履約責任時，按基金預期就交換該項服務所應得代價的金額，確認客戶合約的收入。在二零一八年四月一日前，收入會在提供服務時予以確認。

From 1 April 2018, after the adoption of HKFRS 15 “Revenue from Contracts with Customers” (note 3.2), the Fund recognises revenue from contracts with customers when it satisfies a performance obligation by transferring a promised service to a customer, at the amount of consideration to which the Fund expects to be entitled in exchange for the service. Prior to 1 April 2018, revenue was recognised as services were provided.

利息收入按實際利率法以應計方式確認。

Interest income is recognised as it accrues using the effective interest method.

2.12 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 reporting date. Exchange gains and losses are recognised in the statement of comprehensive income.

2. 主要會計政策(續)

Significant accounting policies (continued)

2.13 關連人士

Related parties

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，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、其他營運基金，以及受政府所管制或主要影響的財政自主機構。

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

3. 會計政策改變

Changes in accounting policies

香港會計師公會頒布了若干新增或經修訂的香港財務報告準則並於本會計期生效。除以下列載因採納香港財務報告準則第9號及第15號而產生的影響外，該等新準則或修訂對基金的會計政策並沒有影響。

The HKICPA has issued certain new or revised HKFRSs that are effective for the current accounting period. None of them impact on the accounting policies of the Fund except for the adoption of HKFRS 9 and HKFRS 15 as set out below.

基金並沒有採納在本會計期尚未生效的任何新準則或詮釋(附註22)。

The Fund has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 22).

3.1 香港財務報告準則第9號 HKFRS 9 “Financial Instruments” 「金融工具」

香港財務報告準則第9號取代了香港會計準則第39號。香港財務報告準則第9號就金融資產、金融負債及一些買賣非金融項目的合約的確認及計量方法，載列相關規定。

HKFRS 9 replaces HKAS 39. It sets out the requirements for recognising and measuring financial assets, financial liabilities and some contracts to buy or sell non-financial items.

3. 會計政策改變(續)

Changes in accounting policies (continued)

3.1 香港財務報告準則第9號 HKFRS 9 “Financial Instruments” (continued) 「金融工具」(續)

基金已根據香港財務報告準則第9號的過渡規定，就二零一八年四月一日的既有項目追溯採納香港財務報告準則第9號而沒有重列比較資料。首次採納香港財務報告準則第9號，對二零一八年四月一日的項目的帳面值並無影響。對先前會計政策所帶來的改變，其性質及影響載列如下。

The Fund has applied HKFRS 9 retrospectively to items that existed as at 1 April 2018 in accordance with the transition requirements without restating comparative information. The carrying amounts of the items as at 1 April 2018 have not been impacted by the initial application of HKFRS 9. The nature and effect of the changes to previous accounting policies are set out below.

金融資產的分類

Classification of financial assets

香港財務報告準則第9號將金融資產分為三個主要類別：(i)按攤銷成本值計量；(ii)按公平值計入其他全面收益計量；及(iii)按公平值計入損益帳計量。香港會計準則第39號的類別，包括持至期滿的投資、貸款及應收帳款、可供出售金融資產及按公平值計入損益帳的金融資產，已由這些類別取代。根據香港財務報告準則第9號，金融資產的分類是基於管理金融資產的業務模式及其合約現金流量特質。

HKFRS 9 classifies financial assets into three principal categories: measured at (i) amortised cost; (ii) at fair value through other comprehensive income; and (iii) at fair value through profit or loss. These supersede HKAS 39's categories of held-to-maturity investments, loans and receivables, available-for-sale financial assets and financial assets at fair value through profit or loss. The classification of financial assets under HKFRS 9 is based on the business model under which the financial asset is managed and its contractual cash flow characteristics.

基金先前分類為貸款及應收帳款(按攤銷成本值計量)的金融資產，已被重新分類為按攤銷成本值計量的金融資產(附註2.3(b))。二零一八年三月三十一日的帳面值與二零一八年四月一日的帳面值相同。

The Fund's financial assets previously classified as loans and receivables (carried at amortised cost) were reclassified to financial assets measured at amortised cost (note 2.3(b)). The carrying amounts as at 31 March 2018 were the same as those as at 1 April 2018.

3. 會計政策改變(續)

Changes in accounting policies (continued)

3.1 香港財務報告準則第9號 HKFRS 9 “Financial Instruments” (continued) 「金融工具」(續)

金融資產的減值

Impairment of financial assets

香港財務報告準則第9號的「預期信用虧損」模型取代了香港會計準則第39號的「已產生虧損」模型。由於在預期信用虧損模型下，金融資產的信用風險須持續計量，因此預期信用虧損的確認時間，會較採用香港會計準則第39號的「已產生虧損」模型為早。基金就按攤銷成本值計量的金融資產採用了新的預期信用虧損模型(附註2.3(e))。首次採用新的減值規定，對金融資產於二零一八年四月一日的帳面值並無影響。

HKFRS 9 replaces the “incurred loss” model in HKAS 39 with the “expected credit loss” model. The expected credit loss model requires an ongoing measurement of credit risk associated with a financial asset and therefore recognises expected credit losses earlier than under the “incurred loss” accounting model in HKAS 39. The Fund applies the new expected credit loss model to the financial assets measured at amortised cost (note 2.3(e)). The initial application of the new impairment requirements had no impact on the carrying amounts of the financial assets as at 1 April 2018.

3.2 香港財務報告準則第15號 HKFRS 15 “Revenue from Contracts with 「來自客戶合約之收入」 Customers”

香港財務報告準則第15號取代香港會計準則第18號「收入」和香港會計準則第11號「建築合約」，就源於客戶合約的收入和一些成本的確認事宜，確立全面的架構。香港財務報告準則第15號並引入額外的披露規定，旨在讓財務報表的使用者了解源於客戶合約的收入和現金流量的性質、金額、時間和不確性。

HKFRS 15 establishes a comprehensive framework for recognising revenue and some costs from contracts with customers, replacing HKAS 18 “Revenue” and HKAS 11 “Construction Contracts”. HKFRS 15 also introduces additional disclosure requirements which aim to enable users of the financial statements to understand the nature, amount, timing and uncertainty of revenue and cash flows arising from contracts with customers.

基金已根據過渡規定，選擇只就二零一八年四月一日前未完成的合約追溯採納香港財務報告準則第15號，而且不會重列比較資料。首次採納香港財務報告準則第15號並沒有對任何項目於二零一八年四月一日的帳面值造成影響。

In accordance with the transition requirements, the Fund has elected to apply HKFRS 15 retrospectively only to contracts that were not completed before 1 April 2018 without restating comparative information. The initial application of HKFRS 15 has not impacted the carrying amounts of any items as at 1 April 2018.

3. 會計政策改變(續)

Changes in accounting policies (continued)

3.2 香港財務報告準則第15號 HKFRS 15 “Revenue from Contracts with 「來自客戶合約之收入」(續) Customers” (continued)

相較於先前的會計政策，截至二零一九年三月三十一日止年度的任何項目，其金額均沒有受根據香港財務報告準則第15號而採納的收入會計政策(附註2.11)所影響。

The accounting policies for revenue adopted under HKFRS 15 (note 2.11) have not affected the amounts of any items in the year ended 31 March 2019 compared to the previous accounting policies.

4. 來自客戶合約之收入

Revenue from contracts with customers

		2019	2018
辦理文件註冊	Registration of documents	191,592	196,972
查冊	Search	90,842	92,140
提供副本	Copying	110,035	88,593
業權報告	Reports on title	60,358	60,288
電子提示服務	e-Alert services	35,197	25,709
業主立案法團服務	Owners' corporation services	15,202	16,717
其他	Others	11,307	10,312
總額	Total	514,533	490,731

基金在客戶合約方面的履約責任，主要涉及向客戶提供辦理文件註冊及查閱土地登記冊和有關土地紀錄的服務。客戶須就每項服務預繳固定金額的服務費，或選擇在基金開立帳戶，每月繳付服務費。基金是在提供服務的同時履行履約責任，並隨時間移轉按成本比例法確認收費。

The Fund's performance obligations in contracts with customers mainly involve providing services, for registration of documents and searches of the Land Register and related land records, to the customers. A customer is required to pay a fixed amount of service fee for each service in advance, or opt to have service fees being charged monthly by opening an account with the Fund. The Fund satisfies its performance obligation as the service is rendered and recognises the fee over time based on a cost-to-cost method.

在向關連人士提供業主立案法團服務方面，基金是在提供服務的同時履行履約責任，並隨時間移轉按收回全部成本方式確認服務費。

For owners' corporation services provided to related parties, the Fund satisfies its performance obligation as the service is rendered and recognises a service fee over time on a full cost recovery basis.

5. 運作成本

Operating costs

		2019	2018
員工費用	Staff costs	322,894	307,973
一般運作開支	General operating expenses	16,928	15,392
電腦服務開支	Computer service charges	32,782	32,751
租金及管理費	Rental and management charges	25,616	21,491
中央行政費用	Central administrative overheads	3,627	3,528
折舊及攤銷	Depreciation and amortisation	16,106	13,556
處置固定資產虧損	Loss on disposal of fixed assets	—	25
審計費用	Audit fees	771	702
總額	Total	418,724	395,418

6. 其他收入

Other income

		2019	2018
利息：	Interest from:		
— 銀行存款	— bank deposits	10,925	6,152
— 外匯基金存款	— placement with the Exchange Fund	27,241	20,599
處置固定資產收益	Gain on disposal of fixed assets	4	—
註銷確認應付名義利得稅及遞延稅項負債	Derecognition of notional profits tax payable and deferred tax liabilities	—	9,779
總額	Total	38,170	36,530

於二零一七年十二月二十七日前，政府要求所有營運基金向政府支付名義利得稅及股息。於二零一七年十二月二十七日，終審法院就一宗關於通訊事務管理局辦公室營運基金的司法覆核案作出判決。根據該判決，將《營運基金條例》理解為准許在該營運基金的預算中包括名義稅或股息的預計款項是法律上的錯誤。

Prior to 27 December 2017, the Government had required all trading funds to pay notional profits tax and dividends to the Government. On 27 December 2017, the Court of Final Appeal handed down its judgement in a judicial review case concerning the Office of the Communications Authority Trading Fund. According to the judgement, it was an error of law to construe the Trading Funds Ordinance as permitting the inclusion in budgets of the trading fund of projections for notional tax or dividends.

6. 其他收入(續)

Other income (continued)

政府於判決後更改了財務安排。自二零一七年十二月二十七日起，所有營運基金無須再向政府支付名義利得稅及股息。於二零一七年十二月二十七日，為數757.3萬港元的應付名義利得稅結餘及為數220.6萬港元的遞延稅項負債已被註銷確認，而相關收入則在截至二零一八年三月三十一日止年度內全面收益表中確認。

Subsequent to the judgement, the Government made a change in financial arrangement whereby all trading funds are no longer required to pay notional profits tax and dividends to the Government with effect from 27 December 2017. The balances of notional profits tax payable of HK\$7.573 million and deferred tax liabilities of HK\$2.206 million as at 27 December 2017 were derecognised, with corresponding income recognised in the statement of comprehensive income for the year ended 31 March 2018.

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計算，並以百分比的方式表達。固定資產包括物業、設備及器材和無形資產。預期基金可以達致財政司司長定下每年固定資產回報率5.9%(二零一八年：5.9%)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 Fund is expected to meet a target rate of return on fixed assets of 5.9% (2018: 5.9%) 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 Equipment, Furniture and Fittings	汽車	總計
		Land and Buildings	Computer Equipment		Motor Vehicles	Total
成本	Cost					
在二零一七年四月一日	At 1 April 2017	350,000	167,903	15,630	244	533,777
添置	Additions	—	9,751	284	—	10,035
出售	Disposals	—	(2,506)	—	—	(2,506)
在二零一八年三月三十一日	At 31 March 2018	350,000	175,148	15,914	244	541,306
在二零一八年四月一日	At 1 April 2018	350,000	175,148	15,914	244	541,306
添置	Additions	—	10,729	5,070	—	15,799
出售	Disposals	—	(1,121)	(1,988)	—	(3,109)
在二零一九年三月三十一日	At 31 March 2019	350,000	184,756	18,996	244	553,996
累計折舊	Accumulated depreciation					
在二零一七年四月一日	At 1 April 2017	91,146	161,458	14,643	244	267,491
年度費用	Charge for the year	3,851	5,105	419	—	9,375
出售	Disposals	—	(2,478)	—	—	(2,478)
在二零一八年三月三十一日	At 31 March 2018	94,997	164,085	15,062	244	274,388
在二零一八年四月一日	At 1 April 2018	94,997	164,085	15,062	244	274,388
年度費用	Charge for the year	3,851	5,914	1,173	—	10,938
出售	Disposals	—	(1,121)	(1,988)	—	(3,109)
在二零一九年三月三十一日	At 31 March 2019	98,848	168,878	14,247	244	282,217
帳面淨值	Net book value					
在二零一九年三月三十一日	At 31 March 2019	251,152	15,878	4,749	—	271,779
在二零一八年三月三十一日	At 31 March 2018	255,003	11,063	852	—	266,918

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	
		2019	2018
成本	Cost		
在年初	At beginning of year	203,115	196,806
添置	Additions	8,278	6,386
出售	Disposals	—	(77)
在年終	At end of year	211,393	203,115
累計攤銷	Accumulated amortisation		
在年初	At beginning of year	193,013	188,909
年度費用	Charge for the year	5,168	4,181
出售	Disposals	—	(77)
在年終	At end of year	198,181	193,013
帳面淨值	Net book value		
在年終	At end of year	13,212	10,102

10. 外匯基金存款

Placement with the Exchange Fund

外匯基金存款結餘為6.762億港元(二零一八年：6.465億港元)，其中5.6億港元為本金及1.162億港元(二零一八年：8,650萬港元)為報告日已入帳但尚未提取的利息。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\$676.2 million (2018: HK\$646.5 million), being the principal sums of HK\$560 million and interest paid but not yet withdrawn at the reporting date of HK\$116.2 million (2018: HK\$86.5 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。該息率是外匯基金投資組合過去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。二零一九年固定息率為每年2.9%，二零一八年為每年4.6%。

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Government Bonds for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 2.9% per annum for the year 2019 and at 4.6% per annum for the year 2018.

11. 應收帳款及其他應收款項 Trade and other receivables

		2019	2018
應收帳款	Trade receivables	12,224	12,998
應計利息：	Accrued interest from:		
— 銀行存款	— bank deposits	5,536	2,485
— 外匯基金存款	— placement with the Exchange Fund	4,835	7,333
預付款項	Prepayments	3,448	3,129
按金	Deposits	9	7
總額	Total	26,052	25,952

12. 與客戶的合約結餘

Contract balances with customers

(a) 應收款項和合約資產

Receivables and contract assets

就每月收費而向客戶提供的服務而言，在報告日的應收款項結餘即載於附註11的應收帳款。至於提供予關連人士的服務，在報告日的應收款項結餘即載於財務狀況表中的應收關連人士帳款。而基金並沒有任何源於這兩類服務的合約資產。至於其他服務，由於客戶會預繳服務費用，因此基金並沒有任何應收款項或合約資產。

For services provided to customers with service fees charged monthly, the balance of receivables at the reporting date is presented as trade receivables in note 11. For services provided to related parties, the balance of receivables at the reporting date is presented as amounts due from related parties in the statement of financial position. The Fund does not have any contract assets arising from these two categories of services. For other services, since customers pay the service fees in advance, the Fund does not have any receivables or contract assets.

(b) 合約負債

Contract liabilities

基金在收取客戶預繳的費用後向客戶提供服務的責任，會於財務狀況表中以遞延收入的形式列出，分析如下：

The Fund's obligations to provide services to customers for which the Fund has received advance payments from the customers are presented as deferred revenue in the statement of financial position, as analysed below:

遞延收入	Deferred revenue	2019	2018
註冊服務費	Registration fees	6,463	7,477
電子提示服務費	e-Alert service fees	5,079	2,213
其他服務費	Other service fees	1,724	1,544
總額	Total	13,266	11,234
代表：	Representing:		
流動負債	Current liabilities	8,505	9,159
非流動負債	Non-current liabilities	4,761	2,075
總額	Total	13,266	11,234

12. 與客戶的合約結餘(續)

Contract balances with customers (continued)

(b) 合約負債(續)

Contract liabilities (continued)

上述遞延收入的結餘乃在報告日分攤至未有履行(或部分未有履行)的履約責任的交易價格總額。基金預料，有關電子提示服務的遞延收入會於8年內獲確認為收入，而其他遞延收入則會於1年內獲確認為收入。沒有任何客戶合約的代價未納入交易價格。

The balances of deferred revenue above represent the aggregate amount of the transaction price allocated to the performance obligations that are unsatisfied (or partially unsatisfied) at the reporting date. For the deferred revenue from e-Alert services, the Fund expects to recognise as revenue within eight years. For other deferred revenue, the Fund expects to recognise as revenue within one year. No consideration from contracts with customers is not included in the transaction price.

年內遞延收入結餘的重大變動開列如下：

Significant changes in the balances of deferred revenue during the year are shown below:

		2019	2018
因年初結餘中的遞延收入於年內獲確認為收入而減少	Decrease due to recognition as revenue during the year that was included in the balances of deferred revenue at beginning of year	(6,208)	(4,698)
因年內收取預繳費用而增加	Increase due to advance payments received during the year	8,240	8,184

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

此為在計至報告日就所提供的服務給予僱員年假的估計負債(見附註2.9)。

This represents the estimated liability for employees' annual leave for services rendered up to the reporting date (also see note 2.9).

15. 營運基金資本

Trading fund capital

此為政府對基金的投資。

This represents the Government's investment in the Fund.

16. 保留盈利

Retained earnings

		2019	2018
在年初的結餘	Balance at beginning of year	1,137,397	963,279
年度總全面收益	Total comprehensive income for the year	133,979	131,843
轉入自擬發股息	Transfer from proposed dividend	—	42,275
在年終的結餘	Balance at end of year	1,271,376	1,137,397

自二零一七年十二月二十七日起，基金無須再向政府支付股息(附註6)。因此，於二零一七年十二月二十七日，為數4,227.5萬港元的擬發股息結餘已在截至二零一八年三月三十一日止年度內轉回至保留盈利。

With effect from 27 December 2017, the Fund is no longer required to pay dividends to the Government (note 6). Accordingly, the balance of proposed dividend as at 27 December 2017 of HK\$42.275 million was transferred back to the retained earnings during the year ended 31 March 2018.

17. 現金及等同現金

Cash and cash equivalents

		2019	2018
現金及銀行結餘	Cash and bank balances	24,369	22,288
銀行存款	Bank deposits	537,000	435,000
小計	Subtotal	561,369	457,288
減：原有期限為3個月 以上的銀行存款	Less: Bank deposits with original maturities over three months	(537,000)	(435,000)
現金及等同現金	Cash and cash equivalents	24,369	22,288

18. 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:

- (a) 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紀錄、提供土地紀錄副本和業權報告，以及業主立案法團服務。這些服務為基金帶來的總收入為1.374億港元(二零一八年：1.145億港元)。這金額已計算在附註4的來自客戶合約之收入項下。

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, and owners' corporation services. The total revenue derived from these services amounted to HK\$137.4 million (2018: HK\$114.5 million). This amount is included in revenue from contracts with customers under note 4.

- (b) 關連人士向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。基金在這些服務方面的總開支為3,400萬港元(二零一八年：3,200萬港元)。這金額已計算在附註5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\$34 million (2018: HK\$32 million). This amount is included in operating costs under note 5.

- (c) 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460萬港元(二零一八年：28萬港元)。

Acquisition of fixed assets from related parties included fitting out projects. The total cost of these assets amounted to HK\$4.6 million (2018: HK\$0.28 million).

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，則按收回全部成本方式計算。

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.

19. 金融風險管理

Financial risk management

(a) 投資政策

Investment policy

基金以審慎保守的方式來投資包括外匯基金存款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。

The Fund maintains a conservative approach on investments in financial assets including placement with the Exchange Fund and bank deposits. Investment decisions are made according to the guidelines from the Secretary for Financial Services and the Treasury, the Hong Kong Monetary Authority and other relevant regulations.

(b) 信用風險

Credit risk

信用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.

基金的信用風險，主要取決於外匯基金存款、應收帳款及其他應收款項、應收關連人士帳款、銀行存款及銀行結餘。基金訂有風險政策，並持續監察須承擔的信用風險。

The Fund's credit risk is primarily attributable to placement with the Exchange Fund, trade and other receivables, amounts due from related parties, bank deposits and bank balances. The Fund has a credit policy in place and the exposure to these credit risks is monitored on an ongoing basis.

為盡量減低信用風險，所有定期存款均存放於香港的持牌銀行。這些金融資產被視為屬低信用風險。虧損準備按相等於12個月預期信用虧損的數額計量，基金評定所涉及的虧損並不重大。

To minimise credit risks, all fixed deposits are placed with licensed banks in Hong Kong. These financial assets are considered to have a low credit risk. The loss allowances are measured at amounts equal to 12-month expected credit losses, which are assessed to be immaterial by the Fund.

銀行存款及銀行結餘的信用質素，以穆迪或其等同指定的評級，分析如下：

The credit quality of bank deposits and bank balances, analysed by the ratings designated by Moody's or their equivalents, is shown below:

		2019	2018
信用評級：	Credit rating:		
Aa1 至 Aa3	Aa1 to Aa3	23,495	21,068
A1 至 A3	A1 to A3	286,100	239,100
Baa1 至 Baa3	Baa1 to Baa3	251,000	196,000
總額	Total	560,595	456,168

19. 金融風險管理(續)

Financial risk management (continued)

(b) 信用風險(續)

Credit risk (continued)

雖然其他金融資產須符合減值規定，但其預期信用虧損輕微。

While other financial assets are subject to the impairment requirements, their expected credit losses were minimal.

在報告日基金的金融資產所須承擔的最高信用風險數額相當於其帳面值。

The maximum exposure to credit risk of the financial assets of the Fund at the reporting date is equal to their carrying amounts.

(c) 流動資金風險

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》，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。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。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 Fund is responsible for its own cash management, including short-term and long-term investment of cash surpluses, subject to approval by the Financial Secretary. The Fund's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term. As the Fund has a strong liquidity position, it has a very low level of liquidity risk.

(d) 利率風險

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 Fund'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 Fund's profit and reserves.

19. 金融風險管理(續)

Financial risk management (continued)

(d) 利率風險(續)

Interest rate risk (Continued)

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。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 Fund is not exposed to material cash flow interest rate risk because it has no major financial instruments bearing interest at a floating rate.

(e) 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.

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 Fund'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，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 Fund has a very low level of currency risk.

在報告日，以美元為本位的金融資產總計有5仟港元(二零一八年: 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 reporting date, financial assets totalling HK\$5,000 (2018: HK\$5,000) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

(f) 其他金融風險

Other financial risk

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。於二零一九年三月三十一日，假設二零一八年及二零一九年的息率增加／減少50個基點(二零一八年: 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340萬港元(二零一八年: 320萬港元)。

The Fund is exposed to financial risk arising from changes in the interest rate on the placement with the Exchange Fund which is determined every January (note 10). It was estimated that, as at 31 March 2019, a 50 basis point (2018: 50 basis point) increase/decrease in the interest rates for 2018 and 2019, with all other variables held constant, would increase/decrease the profit for the year and reserves by HK\$3.4 million (2018: HK\$3.2 million).

19. 金融風險管理(續)

Financial risk management (continued)

(g) 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 reporting date. In the absence of such quoted market prices, fair values are estimated using present value or other valuation techniques, using inputs based on market conditions existing at the reporting date.

所有金融工具均以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.

20. 資本承擔

Capital commitments

在二零一九年三月三十一日，基金有下列尚未列入財務報表的資本承擔：

As at 31 March 2019, the Fund had capital commitments, so far as not provided for in the financial statements, as follows:

		2019	2018
已批准及簽約	Authorised and contracted for	8,141	247
已批准惟未簽約	Authorised but not yet contracted for	361,082	206,637
總額	Total	369,223	206,884

21. 經營租賃承擔

Operating lease commitments

在二零一九年三月三十一日，根據不可撤銷的土地及建築物經營租賃在未來的最低應付租賃款項總額如下：

As at 31 March 2019, the total future minimum lease payments under non-cancellable operating leases for land and buildings were payable as follows:

		2019	2018
不超過一年	Not later than one year	7,760	4,056
超過一年但不超過五年	Later than one year but not later than five years	5,548	3,380
總額	Total	13,308	7,436

22. 已頒布但於截至二零一九年三月三十一日止年度尚未生效的修訂、新準則及詮釋的可能影響

Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2019

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。該等修訂、新準則及詮釋在截至二零一九年三月三十一日止年度尚未生效，亦沒有在本財務報表中提前採納。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 2019 and which have not been early adopted in these financial statements. These include the following which may be relevant to the Fund.

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16號「租賃」

二零一九年一月一日

HKFRS 16 “Leases”

1 January 2019

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 Fund 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.

22. 已頒布但於截至二零一九年三月三十一日止年度尚未生效的修訂、新準則及詮釋的可能影響 (續)

Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2019 (continued)

**香港財務報告準則第16號 HKFRS 16 “Leases”
「租賃」**

香港財務報告準則第16號取代香港會計準則第17號「租賃」，列載確認、計量、呈報及披露租賃的原則，引入單一的承租人會計模式，要求承租人確認期限超過12個月的所有租賃的資產及負債，惟低價值資產的租賃除外。根據香港財務報告準則第16號，承租人須確認反映其使用租賃資產的權利的使用權資產及反映其支付租金的義務的租賃負債。因此承租人應確認使用權資產折舊及租賃負債利息。使用權資產及租賃負債最初按現值計量。計量包括不可撤銷租賃的租金，以及如承租人可合理地確定會行使延長租賃選擇權，於延長租賃期間支付的租金。就出租人會計法而言，香港財務報告準則第16號主要延續香港會計準則第17號的出租人會計法。

HKFRS 16 replaces HKAS 17 “Leases” and sets out the principles for the recognition, measurement, presentation and disclosure of leases. It introduces a single lessee accounting model and requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. Under HKFRS 16, a lessee is required to recognise a right-of-use asset representing its right to use the underlying leased asset and a lease liability representing its obligation to make lease payments. Accordingly, a lessee should recognise depreciation of the right-of-use asset and interest on the lease liability. The right-of-use asset and the lease liability are initially measured on a present value basis. The measurement includes non-cancellable lease payments and payments to be made in optional periods if the lessee is reasonably certain to exercise an option to extend the lease. In respect of the lessor accounting, HKFRS 16 substantially carries forward the lessor accounting requirements in HKAS 17.

香港財務報告準則第16號主要影響基金目前分類為物業經營租賃的承租人會計法。預期應用新會計模式會引致資產及負債增加，以及影響在租賃期內於全面收益表內確認支出的時間。正如附註21所披露，於二零一九年三月三十一日，基金擁有不可撤銷的物業經營租賃承擔為1,330萬港元。考慮到涉及的款額，基金預期採納該新準則不會對其財務報表有重大影響。

HKFRS 16 will primarily affect the Fund’s accounting as a lessee of leases for premises which are currently classified as operating leases. The application of the new accounting model is expected to lead to an increase in both assets and liabilities and to impact on the timing of the expense recognition in the statement of comprehensive income over the period of the leases. As disclosed in note 21, the Fund had non-cancellable operating lease commitments of HK\$13.3 million as at 31 March 2019. In view of the amount involved, the Fund expects that the adoption of this new standard is unlikely to have a significant effect on its financial statements.

ANNEXES

附件



(a) 2018/19年度服務承諾
Performance Pledges 2018/19

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 ^(註2 See Note 2)
(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	99.8
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	99.5
(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

附件 I
ANNEX I

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 不連顏色圖則 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		35	97	99.3
(ii) 不連過大圖則的影像處理副本 Imaged copies without oversized plans		35	97	99.6
(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	99.5

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 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40分鐘內回覆 Return calls within 40 minutes after receiving the voice mail	94	98
(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

附件 I
ANNEX I

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的 百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes		
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		94	96.8
(b) 複雜個案 Complicated cases	10		93	97.9
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	99.9
(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： 不包括複雜個案及被中止註冊的文書

Note 1: Excluding complicated cases and instruments withheld from registration

註2： 實際表現是根據每個月最後一個工作天將已註冊的文書送回交契人士作計算

Note 2: The actual performance is measured by the registered documents dispatched to the lodging parties on the last working day of each month

(b) 2019/20年度服務承諾(生效日期為2019年4月1日起)
Performance Pledges 2019/20 (with effect from 1 April 2019)

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)
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

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 不連顏色圖則 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 (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 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

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		94
(b) 複雜個案 Complicated Cases	10		93
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. 業主立案法團服務 Owners' corporation services			
(a) 辦理業主立案法團註冊 ^(註2) Registration of owners' corporations (See Note 2)	30		90
(b) 提供業主立案法團紀錄副本 Supply of copies of owners' corporation records		30	90
11. 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： 不包括複雜個案及被中止註冊的文書

Note 1: Excluding complicated cases and instruments withheld from registration

註2： 不包括複雜個案或需要提供附加證明文件的申請

Note 2: Excluding complicated cases and applications that require further supporting documents for processing

(a) 2018/19年度土地註冊處聯合常務委員會委員
Membership of the Land Registry Joint Standing Committee
2018/19

主席 Chairperson

土地註冊處
The Land Registry

張美珠女士

Ms Doris CHEUNG Mei-chu

委員 Members

土地註冊處
The Land Registry

方吳淑儀女士
許國鴻先生
李群女士
(截至2018年11月)
涂揚梅女士
(生效日期為2018年11月)

Mrs Amy FONG NG Suk-yee
Mr Joseph HUI Kwok-hung
Ms Vivian LEE Kwan
(Until November 2018)
Ms Rose TO Yeung-mui
(With effect from November 2018)

香港律師會
The Law Society of Hong Kong

林月明女士
馬華潤先生
蕭詠儀女士
楊寶林先生

Ms Emily LAM Yuet-ming
Mr Billy MA Wah-yan
Ms Sylvia SIU Wing-yee
Mr Terry YEUNG Po-lam

秘書 Secretary

土地註冊處
The Land Registry

原偉銓先生

Mr Isaac YUEN Wai-chuen

(b) 2018/19年度土地註冊處客戶聯絡小組(私營機構)委員
Membership of the Land Registry Customer Liaison Group
(Private Sector) 2018/19

主席 Chairperson

土地註冊處
The Land Registry

方吳淑儀女士

Mrs Amy FONG NG Suk-yee

委員 Members

香港會計師公會
Hong Kong Institute of Certified
Public Accountants

蔡子傑先生
靳潤芳女士
(截至2019年2月)
李浩堯先生
黃俊碩先生
(生效日期為2019年2月)

Mr Sammy CHOI Tze-kit
Ms Helen KUN Yun-fong
(Until February 2019)
Mr Thomas LEE Ho-yiu
Mr Edmund WONG Chun-sek
(With effect from February 2019)

香港地產代理商總會
Hong Kong Real Estate Agencies
General Association

陳炳才先生
(截至2019年2月)
施明如女士
(生效日期為2019年2月)

Mr CHAN Ping-choi
(Until February 2019)
Ms SZE Ming-yu
(With effect from February 2019)

香港地產代理專業協會有限公司
Society of Hong Kong Real Estate
Agents Limited

區奕明先生
(截至2019年2月)
郭昶先生
(生效日期為2019年2月)

Mr Franklin AU Yick-ming
(Until February 2019)
Mr Anthony KWOK Chong
(With effect from February 2019)

香港銀行公會
The Hong Kong Association of
Banks

劉淑敏女士
盧永欣女士
吳克鐘先生
胡嬋卿女士
葉志成先生

Ms Josephine LAU Shuk-man
Ms Christine LO Wing-yun
Mr Andy NG Hak-chung
Ms Daisy WU Sim-hing
Mr Philip YIP Chi-shing

香港測量師學會
The Hong Kong Institute of
Surveyors

趙錦權先生
(截至2019年2月)
林增榮先生
(生效日期為2019年2月)
鄧康偉博士

Mr CHIU Kam-kuen
(Until February 2019)
Mr Alexander LAM Tsan-wing
(With effect from February 2019)
Dr Conrad TANG Hong-wai

(b) 2018/19年度土地註冊處客戶聯絡小組(私營機構)委員(續)
Membership of the Land Registry Customer Liaison Group
(Private Sector) 2018/19 (continued)

土地註冊處
The Land Registry

霍偉勤女士
林謝淑儀女士
李群女士
(截至2018年11月)
梁慧嫻女士
(生效日期為2018年10月)
李芳群女士
彭嘉輝先生
潘輝耀先生
謝少卿女士
涂揚梅女士
(生效日期為2018年11月)
溫錫麟先生
原偉銓先生

Ms Emily FOK Wai-kan
Mrs LAM TSE Shuk-yee
Ms Vivian LEE Kwan
(Until November 2018)
Ms Alice LEUNG Wai-han
(With effect from October 2018)
Miss Fion LI Fong-kwan
Mr PANG Ka-fai
Mr Kenneth POON Fai-yiu
Ms Ada TSE Siu-hing
Ms Rose TO Yeung-mui
(With effect from November 2018)
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
林敏儀女士
梁智維先生

Ms AU Kin-man
Ms Stella AU Man-chun
Mr Alson CHAI
Ms Doreen KONG Yuk-foon
Ms LAM Man-yee
Mr LEONG Chi-wai

秘書 Secretary

土地註冊處
The Land Registry

劉少雯女士

Ms Eva LAU Siu-man

(c) 2018/19年度土地註冊處客戶聯絡小組(公營機構)委員
Membership of the Land Registry Customer Liaison Group
(Public Sector) 2018/19

主席 Chairperson

土地註冊處
The Land Registry

方吳淑儀女士

Mrs Amy FONG NG Suk-ye

委員 Members

漁農自然護理署
Agriculture, Fisheries and
Conservation Department

張國偉先生
陸俊彥博士

Mr CHEUNG Kwok-wai
Dr James LUK Chun-yin

屋宇署
Buildings Department

區琬靈女士

Miss Stephanie AU Yuen-ling

香港海關
Customs and Excise Department

張大安先生
李建文先生

Mr CHEUNG Tai-on
Mr David LEE Kin-man

律政司
Department of Justice

陳祖賜先生
張聰玲女士
黃遠嬌女士
胡淳禧女士
楊景珊女士

Mr Joseph CHAN Cho-chee
Miss Charlene CHEUNG Chung-ling
Ms Winnie WONG Yuen-kiu
Miss Veronica WOO Shun-hay
Miss Anissa YANG King-shan

環境保護署
Environmental Protection
Department

何雨弘先生
郭偉忠先生

Mr Herrick HO Yu-wang
Mr Calvin KWOK Wai-chung

食物環境衛生署
Food and Environmental
Hygiene Department

梅靜文女士
姚敬賢先生

Ms Ann MUI Ching-man
Mr YIU King-yin

政府產業署
Government Property Agency

霍寶樺女士

Ms Kathy FOK Po-wa

民政事務總署
Home Affairs Department

黃月娥女士

Ms Joey WONG Yuet-ngo

香港房屋協會
Hong Kong Housing Society

陳麗娟女士

Ms Fanny CHAN Lai-kuen

香港警務處
Hong Kong Police Force

李德禎女士
鄧子軒先生

Ms Joanna LEE Tak-ching
Mr Wallace TANG Tsz-hin

(c) 2018/19年度土地註冊處客戶聯絡小組(公營機構)委員(續)
Membership of the Land Registry Customer Liaison Group
(Public Sector) 2018/19 (continued)

房屋署 Housing Department	陳偉成先生 劉佩霞女士 魏敏鴻先生	Mr CHAN Wai-seng Ms Winnie LAU Pui-ha Mr NGAI Man-hung
廉政公署 Independent Commission Against Corruption	王純聰先生	Mr Paul WONG Shun-chung
稅務局 Inland Revenue Department	朱志強先生	Mr CHU Chi-keung
地政總署 Lands Department	曾麗華女士	Ms Judith TSANG Lai-wah
破產管理署 Official Receiver's Office	趙慧中女士 楊玉雲女士	Ms Cecilia CHIU Wai-chung Ms Annie YEUNG Yuk-wan
規劃署 Planning Department	廖懿珍女士 黃一烈先生	Miss Alice LIU Yee-chun Mr WONG Yat-lit
差餉物業估價署 Rating and Valuation Department	區振耀先生	Mr Calvin AU Chun-yiu
土地註冊處 The Land Registry	霍偉勤女士 林謝淑儀女士 李群女士 (截至2018年11月) 梁慧嫻女士 (生效日期為2018年10月) 李芳群女士 彭嘉輝先生 潘輝耀先生 涂揚梅女士 (生效日期為2018年11月) 謝少卿女士 溫錫麟先生 原偉銓先生	Ms Emily FOK Wai-kan Mrs LAM TSE Shuk-yee Ms Vivian LEE Kwan (Until November 2018) Ms Alice LEUNG Wai-han (With effect from October 2018) Miss Fion LI Fong-kwan Mr PANG Ka-fai Mr Kenneth POON Fai-yiu Ms Rose TO Yeung-mui (With effect from November 2018) Ms Ada TSE Siu-hing Mr Francis WAN Mr Isaac YUEN Wai-chuen

秘書 Secretary

土地註冊處 The Land Registry	劉少雯女士	Ms Eva LAU Siu-man
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(d) 2018/19年度《土地業權條例》督導委員會委員
Membership of the Land Titles Ordinance Steering Committee 2018/19

主席 Chairperson

土地註冊處 The Land Registry	張美珠女士	Ms Doris CHEUNG Mei-chu
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委員 Members

消費者委員會 Consumer Council	歐陽嘉慧女士	Ms Terese AU-YEUNG Kar-wai
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律政司 Department of Justice	李伯誠先生 (截至2018年5月) 戴思勁先生 (生效日期為2018年5月)	Mr Simon LEE Pak-sing (Until May 2018) Mr Clifford Joseph TAVARES (With effect from May 2018)
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發展局 Development Bureau	羅淦華先生	Mr Maurice LOO Kam-wah
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地產代理監管局 Estate Agents Authority	梁德麗女士	Ms Juliet LEUNG Tak-lai
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新界鄉議局 Heung Yee Kuk New Territories	林國昌先生	Mr Alfred LAM Kwok-cheong
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香港按揭證券有限公司 Hong Kong Mortgage Corporation Limited	張少慧女士	Ms Feliciana CHEUNG Siu-wai
---	-------	-----------------------------

地政總署 Lands Department	方劍峯先生 (生效日期為2019年1月) 林梁曼華女士 (截至2019年1月)	Mr Alan FONG Kim-fung (With effect from January 2019) Mrs Maria LAM LEUNG Man-wah (Until January 2019)
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香港銀行公會 The Hong Kong Association of Banks	麥傑良先生 (生效日期為2019年2月) 申泰蒙娜女士 (由2018年10月至2019年1月) 王維憲先生 (截至2018年10月)	Mr Mathew MAK Kit-leung (With effect from February 2019) Ms Mona SENGUPTA (From October 2018 to January 2019) Mr Teddy WONG Wai-hin (Until October 2018)
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土地註冊處 The Land Registry	方吳淑儀女士 許國鴻先生	Mrs Amy FONG NG Suk-yee Mr Joseph HUI Kwok-hung
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(d) 2018/19年度《土地業權條例》督導委員會委員 (續)
Membership of the Land Titles Ordinance Steering Committee
2018/19 (continued)

香港律師會
The Law Society of Hong Kong

蔣瑞福女士
(生效日期為2018年8月)
戴永新先生
(截至2018年8月)

Ms Lilian CHIANG Sui-fook
(With effect from August 2018)
Mr Eric John DAVISON
(Until August 2018)

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

秘書 Secretary

土地註冊處
The Land Registry

高倩雯女士

Miss Shirley KO Sin-man

(e) 2018/19年度《土地業權條例》檢討委員會委員 Membership of the Land Titles Ordinance Review Committee 2018/19

主席 Chairperson

土地註冊處
The Land Registry

許國鴻先生

Mr Joseph HUI Kwok-hung

委員 Members

土地註冊處
The Land Registry

方吳淑儀女士
喬美琴女士

Mrs Amy FONG NG Suk-yee
Ms Queenie KIU Mei-kam

發展局
Development Bureau

蔡雪蓉女士
伍榮廷女士

Ms Jasmine CHOI Suet-yung
Ms Nettie NG Kai-ting

地政總署(法律諮詢及
田土轉易處)
Lands Department
(Legal Advisory and
Conveyancing Office)

方劍峯先生
(生效日期為2019年1月)
關銘善女士
(截至2018年12月)
林梁曼華女士
(截至2019年1月)
黃佩雯女士
(生效日期為2018年12月)

Mr Alan FONG Kim-fung
(With effect from January 2019)
Ms Valerie KWAN Ming-sin
(Until December 2018)
Mrs Maria LAM LEUNG Man-wah
(Until January 2019)
Ms Katrina WONG Pui-man
(With effect from December 2018)

律政司
Department of Justice

陳佩珊女士
許行嘉女士
林思敏女士

Miss Joyce CHAN Pui-shan
Ms Frances HUI Hang-ka
Ms Francoise LAM See-man

香港律師會
The Law Society of Hong Kong

夏向能先生
江玉歡女士
(生效日期為2018年8月)
顏安德先生
—
(截至2018年8月)
黃文華先生

Mr Peter AHERNE
Ms Doreen KONG Yuk-foon
(With effect from August 2018)
Mr Andy NGAN On-tak
Ms Judith SIHOMBING
(Until August 2018)
Mr Raymond WONG Man-wa

香港大律師公會
Hong Kong Bar Association

梅茂勤先生
唐思佩女士

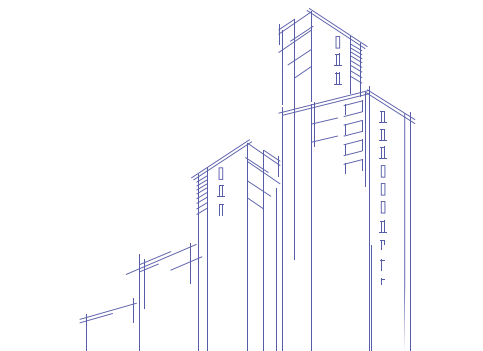
Mr Malcolm MERRY
Ms Sara TONG

秘書 Secretary

土地註冊處
The Land Registry

喬美琴女士
(截至2018年9月)
李寶君女士
(生效日期為2018年9月)

Ms Queenie KIU Mei-kam
(Until September 2018)
Ms Shirley LEE Po-kwan
(With effect from September 2018)



香港土地註冊處營運基金
The Land Registry Trading Fund Hong Kong

香港金鐘道六十六號
金鐘道政府合署二十八樓
Queensway Government Offices,
28/F., 66 Queensway, Hong Kong.
電話 Tel : (852) 3105 0000
傳真 Fax : (852) 2523 0065
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網址 Website : www.landreg.gov.hk



短片 Video



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