

## General Manager's Statement



It is now three years since the Companies Registry was established as a separate Government department. During this time, much has been achieved in improving the quality of facilities and services provided to our customers, vindicating the wisdom of establishing the Companies Registry as a Trading Fund. The public areas on the 13th and 14th floors of the Queensway Government Offices, where customers lodge documents, pay fees and search for company documents, have been completely refurbished. Pleasant, uncluttered surroundings with natural light, a big increase in shroff counters, customer service desks, piped music, a touch screen information system, information pamphlets and computer terminals have all helped to make doing business at the Registry a rather more comfortable experience. Our computerized database now covers, as well as registered company names, the document index, all the directorships held by the directors of listed companies, and disqualification orders made by the courts against directors. Equally, service levels have improved significantly over this period, and are continuing to improve as may be seen from this Report.

Over the past year, we have commenced the sale of the company names and document indices through CD-ROM and a fax ordering service for microfiche records. Work has commenced on expanding the computerized database to include 'key facts' on registered companies which we hope will be on-line within the next year or two. Proposals have been made to de-regulate all the statutory forms under the Companies Ordinance and replace the most commonly used forms with new bilingual, more user-friendly forms. It is hoped that these new forms can be introduced, along with proposals to permit the filing of documents in either Chinese or English, in late 1996.

The Registry's finances continue to be sound. A fee increase on 1 March 1996 was relatively modest in line with inflation and, like any prudent commercial organization, we cannot live outside our

## 總 經 理 報 告

公司註冊處自從成為獨立部門後，至今已有三年。在這段期間，本處向客戶提供的各種設施及服務，均大為改善，證明本處以設立營運基金方式運作，實屬明智之舉。本處設於金鐘道政府合署13字及14字樓的公眾地方是供客戶提交文件、繳交費用及查閱公司文件，現已全部經過整修。該兩處地方環境舒適整潔，光線充足，而且增設了不少收款櫃檯。此外，該處另設有客戶服務枱，按觸屏幕查冊設施及電腦終端機，並播放輕音樂，而且備有多款資訊小冊子供客戶取閱，務求使到客戶可以在舒適環境下辦公事。本處的電腦化資料庫，除儲存註冊公司名稱資料外，亦儲存文件索引、上市公司董事在所有其他公司任職董事的詳情、以及法庭對董事所發出的取消資格令有關的資料。與此同時，服務水平亦在該段期間顯著改善，而且正在繼續改善，此情況可在本年報看到。

年內，本處開始以唯讀光碟(CD-ROM)形式，將公司名稱索引及文件索引售予客戶，亦開始讓客戶以圖文傳真方式訂購縮微拷貝紀錄。一項擴充電腦化資料庫的工作亦已展開，以便將註冊公司的主要資料加儲入資料庫內；本處希望可於未來一兩年內以電腦化的資料為本提供聯綫服務。當局已提出建議，把公司條例規定提交的法定表格撤銷格式規限，同時亦容許本處以方便使用的中英對照新表格取代現有最常用的表格。希望新表格可於一九九六年底推出使用，配合容許客戶遞交中文或英文本文件的建議同時實施。

本處繼續維持健全的財政狀況。自一九九六年三月一日起調整的收費，與通貨膨脹相比，實屬溫和。正如一家審慎經營的商業機構，本處不能入不敷支。大約一年後，本處在發展計劃的開支達到頂點。由於本處的收入來源，特別是來自公司註冊方面的收入，並不穩定，妥善管理本處的財政將會十分重要。

means. Good management of our finances will be critical over the next year or so as expenditure on our development programme peaks, having regard to the volatility of our revenue sources, particularly company incorporations.

Our staff continue to be the Registry's major asset. The department organizes a major training programme including use of computers and written Chinese to ensure that they realize their potential and are equipped to deal with future challenges. The achievements over the past year and future improvements would not have been, and will not be, possible without their dedication, enthusiasm and hard work. My thanks are due to them for their continued help and support.

As a customer-driven organization, we are committed to listening to our customers' voices. Through the Customer Liaison Group and customer surveys, we have obtained very useful and valuable feedback which will enable us to further improve the quality and level of our facilities and services. The coming year will see the Registry facing considerable challenges as various major initiatives are implemented. I am confident that these will be met robustly and imaginatively, resulting in an improved service for our customers and strengthening Hong Kong's position as a major international financial and business centre.



**G W E Jones, J.P.**

*Registrar of Companies and General Manager  
Companies Registry Trading Fund*

一如以往，本處屬下職員是本處的主要資產。本處籌辦了一項重要培訓計劃，提供電腦及中文訓練，確保他們認識其個人潛能，應付未來的挑戰。若非職員在工作方面積極、熱心、勤奮、投入，根本無可能取得去年的成就，遑論日後的改進。謹此衷心感謝他們不斷給予本人協助及支持。

本處以客戶為尊，經常聽取他們的意見。透過客戶聯絡小組及客戶調查，本處深切了解客戶的需要，日後得以進一步改善設施及服務。在未來一年，多項主要的新措施將告落實執行，屆時本處定必面對更大挑戰。本人深信，以堅定及具想象力的態度接受這些挑戰，定能改善客戶服務，並鞏固香港作為主要國際金融商業中心的地位。



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