

## GENERAL MANAGER'S STATEMENT 總經理報告

The past year has been one of considerable challenge and change for the Companies Registry. A steady growth in the number of company incorporations reached a historical peak of over 9,000 new incorporations in January 1997, causing a significant increase in demand for the Registry's services. However, the substantial increase in workload saw no deterioration in service levels and, in most areas of the Registry's work, these have continued to improve. The increased workload also meant more revenue and this, coupled with careful control of expenditure, has ensured that the Registry has been able, for the first time, to meet the target return of ten percent on assets employed. We will continue to manage our finances prudently to ensure that the Registry's major development programme to improve its services and facilities is not adversely affected by fluctuations in revenue.

Over the past four years, the Registry has changed from being a department with manual systems and old style service attitudes to one increasingly using computer systems and having a customer-driven service culture. The development projects being either implemented or planned are, however, more complex and costly than those already undertaken. Of these, the most important is the expansion of our database to include key data of over 480,000 registered companies with a view to making relevant information available for on-line search by our customers through terminals in their offices. The database expansion is well underway and a feasibility study on the on-line service has started. This project, scheduled for completion in the course of 1998, will mark a major revolution in the way in which the Registry conducts its business: for the first time, customers will be able to obtain information without having to physically visit the department's premises. In the interim, a smaller-scale on-line service regarding the company name and document indices has been tested and launched through the Internet in July 1997.

In the course of the year, major amendments were made to the Companies Ordinance regarding the filing of information with the Registry. The Companies (Amendment) Ordinance 1997, which was implemented on 10 February 1997, de-regulated the statutory forms under the Companies Ordinance and, at the same time, the most commonly used forms were replaced with new bilingual specified forms. On the same date, the new Chinese language provisions in the Companies (Amendment) Ordinance 1995 were also implemented, and information may now be filed with the Registry in Chinese as well as English. The Consultant's Report on the overall review of the Companies Ordinance was launched for public consultation at a press conference on 1 May 1997, and members



過去一年，公司註冊處面對不少挑戰及轉變。註冊成立的新公司不斷增加，在一九九七年一月，數字更高達 9,000 間，創下歷史性高峰，對本處的服務需求相應大增。工作量雖然大幅度增加，服務水平卻未有下降，而在大多方面的工作，服務水平反而繼續提高。工作量增加亦令收入有所增長，加上開支控制得宜，本處的業績首次達到目標回報率，即資產的百分之十。本處會繼續審慎管理財政，確保本處在改善服務及設施方面的主要發展計劃不致因收入不穩定而大受影響。

在過去四年，本處由一個依靠人手作業及以舊式服務態度提供服務的部門轉變為一個日漸多用電腦設備及服務宗旨堅持以客為尊的部門。目前實施中或策劃中的發展計劃，均較那些已實行的計劃複雜，所耗費用亦較多。這些計劃當中，最重要的是擴充資料庫，把超過 480,000 間註冊公司的主要資料儲入資料庫內，從而為客戶提供聯綫查冊服務，讓他們透過其辦公室內的電腦終端機查閱有關資料。擴充資料庫的工作已開始了一段時間，有關聯綫服務的可行性研究亦已展開。這個預期於一九九八年內完成的計劃，將會標誌著本處在提供服務方面一項重大的改革：客戶首次毋須親自前來本處便可取得所需資料。在現階段，一項規模較少而有關查閱公司名稱索引及文件索引的聯綫服務經過測試後，已於一九九七年七月開始透過國際電腦網絡面世。

公司條例內有關向本處遞交公司資料的規定在年中有些重要的修訂。1997 年公司（修訂）條例由一九九七年二月十日起實施，撤銷了公司條例內各款法定表格的格式規限，而最常

用的表格亦被新的中英對照指明表格所取代。在同一天，1995年公司（修訂）條例內有關使用中文的新規定亦告實施，除了以英文撰寫的文件外，文件提交人現時亦可提交以中文撰寫的文件給本處。此外，一份全面檢討公司條例的顧問研究報告已於一九九七年五月一日在記者招待會上發布，向公眾徵詢意見，公眾人士可在本年年底之前遞交其意見。

公司註冊處是其中一個率先設立客戶聯絡小組的政府部門。該小組自一九九一年成立以來，一直就本處的服務與設施提供意見，是本處重要的意見來源。該小組的成員包括各主要專業團體及客戶的代表，在過去數年，他們均對本處貢獻良多。謹此感謝他們的參與。此外，本處每年都進行客戶調查，並定期訪問主要客戶，從而取得所需資料，以改善服務。本處的網頁已在一九九七年七月起放上國際電腦網絡。另外，本處正在考慮採用互動音頻回答系統處理一般的電話查詢。此兩項計劃均有助於進一步加強本處與客戶間的聯繫。

一九九七年五月一日是本處成立為一個政府部門的第四個周年日。本處當天正式發表了理想及使命宣言——理想就是「受世界認同為卓越的公司註冊處，為社會提供優質服務」。能達致此理想，本處員工的熱忱、積極支持及努力將功不可沒。本人謹此衷心感謝他們。本處正在考慮擬訂一個人力資源管理計劃，定出招聘、管理、培訓及激勵員工士氣的策略及安排，以確保員工有充分能力去應付本處正要面對的重要的轉變期。

在未來一年，本處的服務將充滿新挑戰及新要求，但本人有信心本處會一如以往，以堅定的態度去應付。不論現在或將來，本處均竭力承擔所負責任，以期香港作為主要國際金融商業中心的地位得以百尺竿頭，更進一步。



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of the public have until the end of the year to submit their comments.

The Companies Registry was one of the first Government departments to establish a Customer Liaison Group and, since its establishment in 1991, this Group has been an essential source in providing feedback on the Registry's services and facilities. Members of this Group, representing major professional bodies and customers, have made a significant contribution over the past few years, and I would like to thank them for their involvement. In addition, the annual customer survey and the regular visits paid to major customers provide us with the information necessary to enhance our services. The Registry has launched its Home Page on the Internet in July 1997, and is considering the introduction of an Interactive Voice Response System to handle routine telephone enquiries. Both projects will help to enhance the department's already strong links with its customers.

On 1 May 1997 - the fourth anniversary of the Registry's establishment as a separate Government department - the Registry officially launched its Vision and Mission Statement in which the vision is 'to achieve world-wide recognition as an excellent Companies Registry giving the community a quality service'. This would not be possible without the enthusiasm, support and hard work of my staff to whom, as always, I extend my heartfelt thanks. Consideration is being given to drawing up a Human Resources Management Plan for the department which will map out our strategy and programmes for recruiting, managing, training and motivating staff to ensure that our staff are fully equipped to handle the significant period of change which the Registry is facing.

The coming year will be full of new challenges and demands for the Registry, but I have no doubt that we will continue to meet them confidently and robustly. Both now and in the future, the Companies Registry is committed to contributing to Hong Kong's continued growth and success as a leading international financial and business centre.

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