

對客戶的承擔

客戶需要

我們致力為客戶提供有效率及具成本效益的服務。本處十分重視客戶對本處服務的意見，並通過不同的渠道，了解客戶的需要。本處定期造訪各主要客戶，收集他們的意見，亦透過公司註冊處客戶聯絡小組，定期與客戶接觸。客戶聯絡小組的成員包括香港公司秘書公會、香港銀行公會、香港律師會及香港會計師公會的成員，以及一些主要的客戶。年內，該聯絡小組共開會四次，就本處現有及正考慮提供的服務交換意見。一九九九年五月，本處進行了每年一次的獨立客戶服務調查，藉以找出須要進一步改善的地方。

在一九九九至二零零零年度，本處實行了下列各項改善服務措施：——

- 更改公司名稱的標準處理時間由12個工作天縮短為 10 個工作天。
- 擴充電腦化資料庫，並於二零零零年三月三十一日起讓客戶在本處的辦事處查閱該資料庫的資料。
- 引入法定程序，撤銷不營運但有償債能力的私人公司的註冊。這些公司的擁有人首次可以用簡單、快捷及廉宜的方法撤銷公司註冊，而無須訴諸公司成員自動清盤這個既昂貴又耗時的方法。
- 就《公司條例》作出若干修訂，以簡化或刪除遞交文件的規定，方便公司營商及遵從。
- 提供發出確認書的新服務，確定某間指定名稱的公司的不存在及一些其他公司或文件的登記狀況。

COMMITMENT TO CUSTOMERS

Customers' Needs

We are committed to providing our customers with efficient and cost-effective services. The Registry always values the comments received about its services and tries to ascertain the needs of the department's customers through various means. We pay regular visits to our major customers to collect views and opinions. Regular contact with our customers is also achieved through the Companies Registry Customer Liaison Group which comprises representatives of the Hong Kong Institute of Company Secretaries, the Hong Kong Association of Banks, the Law Society of Hong Kong and the Hong Kong Society of Accountants, and some principal customers. The Group met four times during the year and is a useful vehicle for exchanging ideas and views on the Registry's existing and proposed activities. In May 1999, we conducted an annual independent customer survey to identify areas for further improvement.

During 1999-2000, we achieved the following service improvements: ——

- The standard time for change of company name was shortened from 12 working days to 10 working days.
- The computerized database was expanded and made available for search by customers at the Registry's Offices with effect from 31 March 2000.
- A statutory procedure to deregister defunct solvent private companies was introduced. For the first time ever, the owners of such companies have a simple, fast and inexpensive means of deregistering these companies without having recourse to the very expensive and time-consuming option of a members' voluntary winding-up.
- A number of amendments were made to the Companies Ordinance to simplify or remove filing requirements in order to make it more business and user-friendly.
- A new service to issue letters of confirmation has been provided to confirm the non-existence of a named company and some other company or document registration status.

- 40款公司註冊處指明表格除可從本處網頁利用 Word 格式下載外，還可以利用 Dynadoc 格式下載。客戶如沒有所需的中文軟件，可利用這項新設施下載指明表格。
- 在新公司的公司註冊證書及公司更改名稱註冊證書上夾附小冊子及標貼，提醒公司履行《公司條例》中有關遞交周年申報表的責任。

溝通渠道

本處在互聯網上設置的網頁，為本處與客戶之間提供了一個非常有效的溝通渠道。平均來說，瀏覽本處網頁的人數現已增至每月大約 7,600 人次。我們定期更新及加強網頁的內容，並不時加進一些特別訊息，讓客戶了解本處的新安排及政策。舉例而言，本處已將自動清盤的統計數字加入本處網頁，並把本處網頁連結到破產管理署及稅務局的網頁，讓客戶直接查閱強制清盤的統計數字、有關商業登記及不反對有限公司申請撤銷註冊通知書的資料。此外，客戶可自本處的網頁下載指明表格。

公司註冊處電話諮詢熱線 (電話：2234 9933) 為市民提供全日 24 小時服務。隨啱該電話熱線愈來愈受歡迎，年內收到的電話查詢數目上升了 150%，即平均每月有大約 5,600 宗查詢。

- The 40 Companies Registry specified forms have been made available for downloading from the Registry's website in Dynadoc format as an additional option to the Word format. Customers who do not have the required Chinese software can make use of the new facility.
- Pamphlets and stickers have been attached to Certificates of Incorporation of new companies and Certificates of Incorporation on Change of Name to alert companies to their obligations to file annual returns under the Companies Ordinance.

Communication Channels

The Registry's homepage on the Internet has proved to be a very effective communication channel with our customers. The number of viewers has now grown to an average of about 7,600 per month. We regularly update and enhance the contents of the homepage, and add special messages from time to time to draw the attention of customers to new arrangements and policies. For example, additional statistics on voluntary liquidations have been included on the homepage while there are hyperlinks with the homepages of the Official Receiver's Office and the Inland Revenue Department to give visitors direct access to statistics on compulsory liquidations, information on business registration and notices of no objection to applications for the deregistration of limited companies. In addition, customers can download specified forms from our homepage.

The Companies Registry Enquiry Hotline (2234 9933) provides a 24-hour non-stop service to the public. With the increase of its popularity, the number of calls received has grown by about 150% during the year, averaging some 5,600 per month.



正在更新本處的網頁
Updating our website — <http://www.info.gov.hk/cr/>

本處現有 14 款資料小冊子，內容涵蓋各項服務，例如成立公司、遞交文件規定及公司查冊設施等。在一九九九至二零零零年度還新增了有關不營運但有償債能力的私人公司撤銷註冊的小冊子。本處會繼續更新小冊子的內容。這些小冊子對於幫助客戶了解本處所提供的服務，發揮很大的作用。

年內，本處代表曾就《1999年公司(修訂)條例》提供講座。有關講座由稅務局及各專業團體(包括香港律師會、香港公司秘書公會、香港會計師公會及華人會計師公會)合辦。

二零零零年三月，本處參加了由香港公司秘書公會舉辦的首屆「公司及規管機構滙報周年會議」，由本處代表主講的題目包括遞交文件的一般規定、撤銷註冊、新查冊服務及根據《公司條例》第 21 條申請特許證。

年內，本處亦經常作出有關安排，接待訪問本處的本地機構。這些機構在造訪本處期間交換的意見及經驗，對改善本處的服務及增進彼此間的了解，非常有用。

The Registry now has 14 information pamphlets covering various services such as company formation, filing requirements and company search facilities. A new pamphlet regarding the deregistration of defunct, solvent private companies was added during 1999-2000. We will continue to update the contents of pamphlets wherever appropriate. The pamphlets have proved to be very useful in helping our customers to understand the services that are available to them.

During the year, the Registry's representatives gave talks on the content of the Companies (Amendment) Ordinance 1999. The programme was co-organized by the Inland Revenue Department and various professional bodies including the Law Society of Hong Kong, the Hong Kong Institute of Company Secretaries, the Hong Kong Society of Accountants and the Society of Chinese Accountants and Auditors.



參加香港公司秘書公會所舉辦的「公司及規管機構滙報周年會議」
Participating at the Annual Conference on Corporate and Regulatory Update organized by the Hong Kong Institute of Company Secretaries

In March 2000, the Registry participated in the first Annual Conference on Corporate and Regulatory Update organized by the Hong Kong Institute of Company Secretaries. The Registry provided contributions to topics including general filing requirements,

deregistration, new search services and applications for licences under section 21 of the Companies Ordinance.

Frequent visits from local institutions were also organized by the Registry during the year. The ideas and experiences exchanged during these visits were very useful in improving our services and enhancing mutual understanding.