



## 客戶需要

我們致力為客戶提供有效率和具成本效益的服務。本處十分重視客戶對本處服務的意見，並透過不同的渠道，了解他們的需要。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」，定期接觸客戶。該聯絡小組的成員包括香港公司秘書公會、香港銀行公會、香港律師會與香港會計師公會的代表，以及一些主要客戶。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。二零零零年五月，本處進行了每年一次的獨立客戶服務調查，藉以找出需要進一步改善的地方。

## 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 2000, we conducted an annual independent customer survey to identify areas for further improvement.



客戶聯絡小組成員  
*Members of the Customer Liaison Group*

在二零零零至零一年度，本處推行下列各項改善服務措施：——

- 二零零零年九月一日，「公司註冊處聯線公眾查冊系統」投入服務。
- 就《公司條例》作出若干修訂，以簡化遞交文件的規定、減少提交文件的數目、及進一步容許公司在某些情況下通過書面決議而無須舉行會議。
- 以微軟中文Word 6.0版本設計的40款公司註冊處指明表格，更新為微軟中文 Word 97 版本，方便客戶從本處的網頁下載。這些表格亦儲存於磁碟，以供出售。

## 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一個非常有效的溝通渠道。平均來說，瀏覽網頁的人數現已增至每月大約12,600人次。我們定期更新和加強網頁的內容，並不時加進一些特別訊息，讓客戶了解處方的新安排和政策。本處將《公司註冊處年報》、《公司法改革常務委員會第16號年報》、《環保工作報告》及《公司註冊處資源增值計劃報告》等刊物加入網頁。此外，客戶可自本處的網頁下載指明表格，以及二零零零年一月或之後發出的對外通告。

公司註冊處電話諮詢熱線(2234 9933)為市民提供24小時服務。年內收到的查詢增加約18%，即平均每月大約有6,600宗查詢。

本處現有15款資料小冊子，內容涵蓋各項服務，例如成立公司、遞交文件規定與公司查冊設施。在二零零一年三月增加一款標題為「不滿意？如何是好？」的小冊子，協助並建議使用本

During 2000-01, we achieved the following service improvements : ——

- CROPS was introduced on 1 September 2000.
- A number of amendments were made to the Companies Ordinance to streamline the filing requirements; reduce the number of documents to be filed; and to further enable companies to pass written resolutions and dispense with the holding of meetings in certain circumstances.
- The 40 Companies Registry specified forms prepared in MS Chinese Word 6.0 format have been upgraded to MS Chinese Word 97 format to facilitate customers downloading them from the Registry's website. They are also available for sale in diskettes.

## Communication Channels

The Registry's homepage on the Internet provides a very effective communication channel with our customers. The number of viewers has now grown to an average of about 12,600 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. Publications such as the Companies Registry Annual Report, the Standing Committee on Company Law Reform's Sixteenth Annual Report, the Environmental Report and the Report on Enhanced Productivity Programme of the Companies Registry have been placed in the homepage. In addition, customers can download specified forms and external circulars which have been issued from January 2000 onwards.

The Companies Registry Enquiry Hotline (2234 9933) provides an around-the-clock service to the public. The number of calls received has increased by about 18% during the year, averaging some 6,600 per month.

The Registry now has 15 information pamphlets covering various topics such as company formation, filing requirements and company search facilities. A new pamphlet entitled "Dissatisfied? What to do?" was added in March 2001 as a guide to help and



處服務的市民遇到問題時怎樣應付。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，發揮很大作用。

本處在二零零一年三月派代表參加香港公司秘書公會舉辦的第二屆「公司及規管機構匯報周年會議」，並於席上發言，講題包括《2000年公司(修訂)條例》、本地與海外公司遞交文件的一般規定、海外公司登記、以及「公司註冊處聯線公眾查冊系統」。

本處在二零零一年七月參加香港貿易發展局主辦，在公共服務展館舉行的「2001年中小企業市場推廣日」。這項活動使本處有機會展示所提供的服務和設施，亦使本地中、小型企業有機會充分利用這些服務與設施的好處，以支援這些企業在新千禧年代的發展。

年內，本處經常作出有關安排，接待到訪本處的本地機構。這些機構在造訪期間與本處交換的意見和經驗，對改善本處服務及增進彼此間的了解，非常有用。

advise members of the public what they can do when problems occur with respect to our services. 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.

In March 2001, the Registry participated in the second Annual Conference on Corporate and Regulatory Update organised by the Hong Kong Institute of Company Secretaries. The Registry representatives gave talks on topics including the Companies (Amendment) Ordinance 2000, general filing requirements for local and overseas companies, registration of overseas companies and the Companies Registry On-line Public Search System.

In July 2001, the Registry participated at the Public Sector pavilion of the SME Market Day 2001 organised by the Hong Kong Trade Development Council. The SME Market Day provided a useful platform for the department to showcase its services and facilities and for the local SMEs to exploit fully the benefits of these services/facilities in support of their development in the new millennium.

Frequent visits from local institutions were also organised 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.



派員參加「二零零一年公司及規管機構匯報周年會議」  
Participating in the Annual Conference on Corporate and Regulatory Update in 2001