

### 客戶需要

策略性改革計劃的實施，全面重整了本處的運作，並實行電腦化，使存檔、處理、儲存和發布資料的效率得以大大改善，有助本處為客戶提供高效率和具成本效益的優質服務。本處會繼續檢討所提供的服務和設施，務求提升效率和質素，以迎合客戶不斷轉變的需要。客戶的意見不論是褒是貶，我們也十分重視。本處設有完善的渠道，蒐集不同組別客戶的意見，以便檢討業務運作流程及研究改善服務的新措施。此外，我們經常與主要客戶保持聯繫，並定期進行拜訪。

### Customers' Needs

The implementation of the SCP has fully re-engineered and computerised the Registry's operations and brought significant improvements in filing, processing, storing and disseminating information and enabled the Registry to provide efficient, high quality and cost-effective services to customers. The Registry will continuously review its services and facilities in order to enhance efficiency and quality and meet the changing needs of customers. We value customers' feedback, be they compliments or complaints. We have well-established channels to collect views, ideas and opinions from different customer groups to facilitate business process review and consideration of service improvement initiatives. We maintain regular contacts and pay courtesy visits to our major customers.



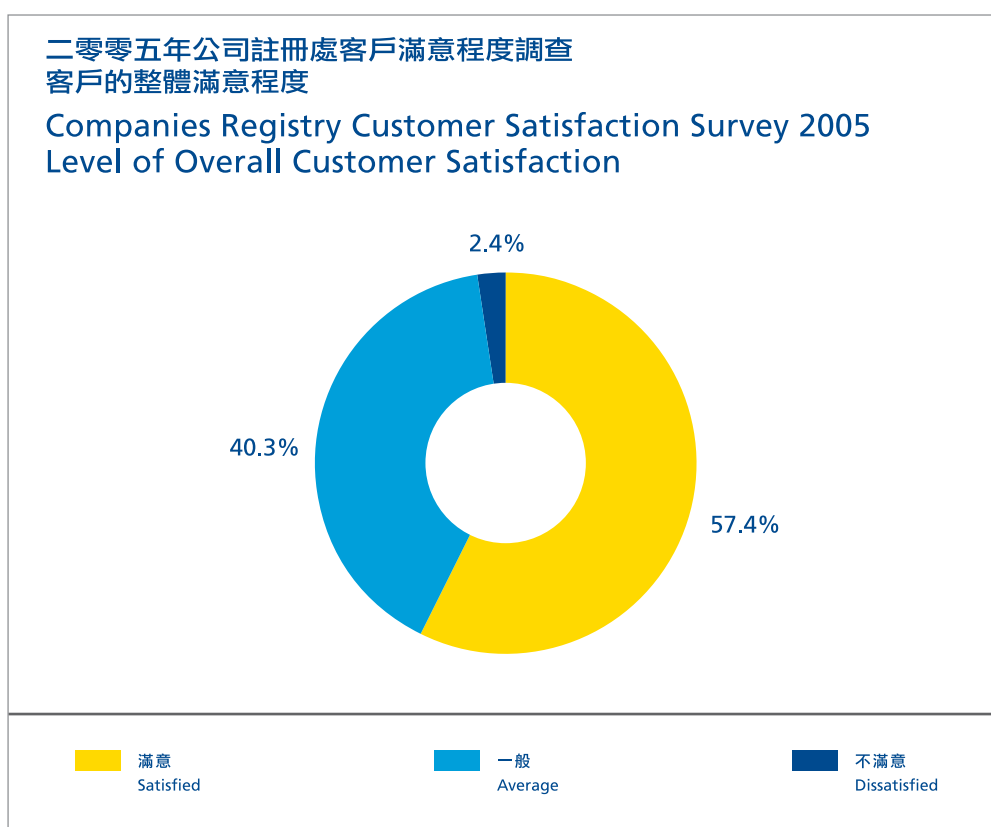
客戶聯絡小組的成員  
Members of the Customer  
Liaison Group

「公司註冊處客戶聯絡小組」在一九九一年設立，成員包括香港律師會、香港會計師公會、香港特許秘書公會、香港銀行公會的代表，以及一些主要客戶。年內，聯絡小組共開會四次，就本處現有及擬提供的服務交換意見。

為了評估客戶的期望，並找出需要進一步改善的地方，本處亦委託獨立機構每年進行一次客戶服務調查。二零零五年六月的調查結果載於下圖。

The Companies Registry Customer Liaison Group (CRCLG), which was established in 1991, comprises representatives of the Law Society of Hong Kong, the Hong Kong Institute of Certified Public Accountants, the Hong Kong Institute of Chartered Secretaries and the Hong Kong Association of Banks, and some principal customers. The CRCLG, which met four times during the past year, is a useful vehicle for exchanging ideas and views on the department's existing and proposed activities.

To gauge customers' expectations and identify areas for further improvement, we also appoint an independent agent to conduct a customer survey on an annual basis. The results of the survey conducted in June 2005 are shown in the chart below.



## 改善服務

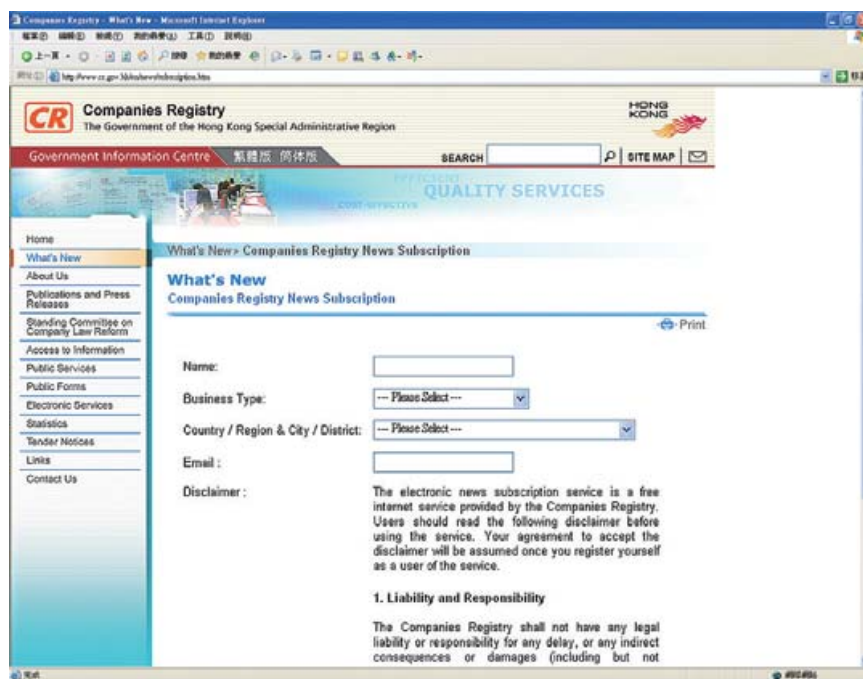
在二零零五至零六年度，本處在改善服務方面取得下列成績：—

- 登記海外公司的標準處理時間，由22個工作天縮短至18個工作天。
- 在遞交文件（僅指排隊輪候時間）及公眾查冊中心提供查冊結果印文本的服務目標方面，達到標準處理時間的百分比分別由80%增至90%及由85%增至90%。
- 本處網站已全面革新，以提供更豐富的資料，方便客戶使用。

## Improvements to Services

During 2005-06, we achieved the following service improvements:—

- The standard time for registering new overseas companies has been shortened from 22 to 18 working days.
- The target of meeting the standard time for submission of documents (queuing time only) and supply of hard copies of search result at the Public Search Centre have been increased from 80% to 90% and 85% to 90% respectively.
- The Registry's website has been completely revamped to make it more informative and user friendly.



公司註冊處的新網站  
Revamped website

- 本處新的網站增設了訂閱電子資訊服務，為訂戶提供有關本處新服務及法例修訂的第一手資料。
- 遞交文件提示及有關本處主要服務的常見問題和答案已載於本處網站，方便客戶參考。

- A new electronic news subscription service has been introduced on the Registry's revamped website. Customers can obtain first hand information on the Companies Registry's new services or legislative changes by subscribing to the electronic news service.
- A set of filing tips and frequently asked questions and answers on the Registry's main services have been posted on the website for the easy reference of customers.

## 對客戶的承擔 COMMITMENT TO CUSTOMERS

- 公司註冊處電話諮詢熱線處理的一般查詢，以及本地公司文件註冊及公司查冊方面的查詢，現已交由 1823 政府熱線的人員解答。除了在正常辦公時間為客戶提供服務外，該熱線在星期一至六更延長服務至晚上十時。
- The Registry's enquiry hotlines relating to general enquiries, registration of documents for local companies and company searches are now handled by the 1823 Citizen's Easy Link. This hotline service is available to customers during normal office hours and extended until 10 p.m. on Monday to Saturday.

本處在公務員事務局舉辦的「二零零五年公務員優質服務獎勵計劃」獲得精進服務獎（小部門組別）季軍。該獎勵計劃的目的，是推廣公務員以客為本的優質服務文化、表揚部門及其員工在致力追求卓越顧客服務方面的成績，以及激勵部門及其員工不斷改進為市民提供的服務。二零零五年的獎勵計劃反應熱烈，共有 45 個部門遞交超過 130 項提名。

The Registry was awarded the Second Runner-up of the Service Enhancement Award (Small Department) in the "Civil Service Outstanding Service Award 2005" competition organised by the Civil Service Bureau. The aims of this award scheme are to promote a culture of quality service and customer-oriented approach in the civil service, to recognise the efforts and achievements of departments in the pursuit of service excellence and to motivate departments and their staff to pursue continuous improvement in the delivery of public service. This year, the award attracted over 130 entries from 45 departments.

綜合電話查詢中心 — 1823  
政府熱線  
Integrated Call Centre — 1823  
Citizen's Easy Link



本處在「二零零五年公務員優質服務獎勵計劃」獲得季軍  
Receiving the Second Runner-up  
Award in the Civil Service  
Outstanding Service Award 2005  
competition

## 溝通渠道

本處在互聯網上的網站（網址：[www.cr.gov.hk](http://www.cr.gov.hk)）備有繁體中文、簡體中文及英文版，為本處與客戶之間提供一個非常有效的溝通渠道。二零零五至零六年度共有 814,874 人次瀏覽本處網站，較二零零四至零五年度大幅增加 84%。客戶可從本處網站下載指明表格、刊物（例如公司註冊處年報、公司法改革常務委員會的報告和諮詢文件），以及本處發出的對外通告。我們定期修訂和豐富網站的內容。在二零零五年十一月，我們全面革新了本處的網站，務求與政府其他網站的設計及瀏覽方式一致。此外，又增設了「訂閱電子資訊」、「遞交文件提示」、「委員會成員」（公司法改革常務委員會）、「常見問題」和「查詢」五個欄目。客戶可訂閱電子資訊，以取得有關本處新服務及法例修訂的最新資料。

公司註冊處電話諮詢熱線（852）（2234 9933）全日二十四小時運作，方便市民查詢本處提供的服務。年內收到的查詢達 70,476 宗，即平均每月有 5,873 宗。

在二零零五至零六年度，公司註冊處就「實施《2004 年公司（修訂）條例》有關股東補救方法的條文」及「實施《2005 年公司（修訂）條例》」，發出了兩份對外通告。除了分發給專業團體及主要客戶外，這些通告亦載於本處網站。

本處印備了 18 款資料小冊子，內容涵蓋各項服務，例如成立新公司、遞交文件規定和查閱公司資料。這些小冊子對於幫助客戶了解本處提供的服務和他們須履行的法定責任，發揮很大作用。本處會繼續在適當時更新小冊子的內容。

## Communication Channels

The Registry's website ([www.cr.gov.hk](http://www.cr.gov.hk)), available in traditional Chinese, Simplified Chinese and English versions, provides a very effective communication channel with our customers. In 2005-06, there were 814,874 visits to our website, a significant increase of 84% compared to 2004-05. Customers can download, from our website, specified forms, publications such as the Companies Registry Annual Report, Reports and Consultation Papers of the Standing Committee on Company Law Reform, and external circulars issued by the department. We regularly update and enhance the contents of our website. In November 2005, we launched the revamped website to provide a common look and navigation features with other websites of the Government. Furthermore, five new thematic sub-sections, namely "Companies Registry News Subscription", "Filing Tips", "Committee Members" (Standing Committee on Company Law Reform), "Frequently Asked Questions" and "Enquiry" have been added. Customers may subscribe to receive updates on the Registry's new services or legislative changes electronically.

The Companies Registry Enquiry Hotline (852) (2234 9933) provides an around-the-clock service on enquiries concerning services provided by the Registry. During the year, the number of calls received was 70,476, averaging 5,873 per month.

In 2005-06, the Registry issued two external circulars on "Implementation of shareholder remedies-related provisions of Companies (Amendment) Ordinance 2004" and "Implementation of Companies (Amendment) Ordinance 2005". The external circulars were distributed to professional bodies and major customers and posted on the Registry's website.

The Registry has published 18 information pamphlets covering various services such as company formation, filing requirements and company search. The pamphlets have proved to be very useful in helping customers to understand our services and their statutory obligations. We will continue to update the pamphlets whenever appropriate.

二零零五年四月，公司註冊處處長在香港舉行的獨立非執行董事論壇致開幕辭。其後，在二零零六年三月，處長擔任主講嘉賓，向香港中文大學會計學院的本科生發表演講，講題為「香港的公司法改革」。

二零零五年四月，公司註冊處派員參加香港特許秘書公會舉辦的第六屆公司規管最新發展研討會，講解「《2004年公司（修訂）條例》有關小股東權益的新條文」及「《2004年公司（修訂）條例》有關第XI部的修訂及簡化本地公司註冊成立的手續」。

年內，本處的代表曾在不同機構舉辦的活動中發表演講，講題內容廣泛，包括「填寫和遞交表格的提示及使用電子查冊服務」、「遵從公司註冊規定與公司註冊處的檢控政策」、「填寫和遞交表格及使用公司註冊處電子查冊服務」。本處人員亦曾向貿易發展局安排的北京民營企業家考察團及湖南代表團，講解在香港註冊成立公司的程序，並派員出席香港駐粵經濟貿易辦事處舉辦的香港投資實務宣講會，介紹在香港註冊成立公司的情況。至於其他政府部門舉辦的講座，包括知識產權署舉辦的「公司註冊」講座，以及香港警務處商業罪案調查科舉辦的「香港公司法及檢控工作」講座，本處亦有派員出席講解。

In April 2005, the Registrar of Companies gave the opening address at the Independent Non-Executive Directors Forum held in Hong Kong. Subsequently, in March 2006, he delivered a guest lecture on “Company Law Reform in Hong Kong” to the undergraduate students of the School of Accountancy of the Chinese University of Hong Kong.

The Registry participated in the Sixth Annual Corporate and Regulatory Update organised by the Hong Kong Institute of Chartered Secretaries in April 2005. Presentations on “New Provisions relating to Minority Shareholder Rights in the Companies (Amendment) Ordinance 2004” and “Amendments to Part XI of the Companies Ordinance and Streamlined Procedure for Incorporation of a Local Company in the Companies (Amendment) Ordinance 2004” were given.

During the year, representatives of the Registry gave talks to a variety of organisations on a spectrum of topics including “Tips for Completion and Filing of Forms and Use of Electronic Search Services”; “Compliance and the Prosecution Policy of the Companies Registry” and “Completion and Filing of Forms and Use of CR Electronic Search Services”. We also gave talks on topics relating to the incorporation of Hong Kong companies to the private enterprise mission from Beijing and the delegation from Hunan organised by the Trade Development Council; attendees at an Experience Sharing Forum on the Investment Environment in Hong Kong organised by the Hong Kong Economic and Trade Office in Guangdong. Talks to other government departments including the Intellectual Property Department on “Company Registration” and the Commercial Crime Bureau of Hong Kong Police Force on “Hong Kong Company Law and Prosecution” were also organised.

為了展示本處的最新發展和服務，我們參加了創新科技署在二零零五年九月舉辦的「創新博覽會2005」、香港貿易發展局在二零零五年十一月舉辦的「中小企國際市場推廣日」，以及由多個政府部門在二零零六年一月合辦的「科學為民」服務巡禮的展覽活動。

年內，本處經常接待到訪的本地機構。這些機構在造訪期間與本處交流意見和經驗，對改善本處服務及增進彼此的了解，非常有用。

To showcase our latest development and services, we participated in the Innovation Expo 2005 organised by the Innovation and Technology Commission in September 2005, the World Small and Medium-sized Enterprises Expo organised by the Hong Kong Trade Development Council in November 2005, and the exhibition “Science in the Public Service” jointly organised by various government departments in January 2006.

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 for improving our services and enhancing mutual understanding.



本處參加創新博覽會  
Participating in the Innovation  
Expo