

客戶服務

SERVING OUR CUSTOMERS

服務與業務狀況

公司註冊成立及解散

在二零零七至零八年度，共有101,512間公司註冊成立，較二零零六至零七年度增加20.1%。平均來說，每月有8,459間公司註冊成立。

本處引入「一名成員組成的公司」，加上精簡法團成立程序，以遵從註冊規定的陳述書代替聲明，均便利公司註冊成立。在二零零七至零八年度，新註冊的公司有80%是一名成員組成的公司。

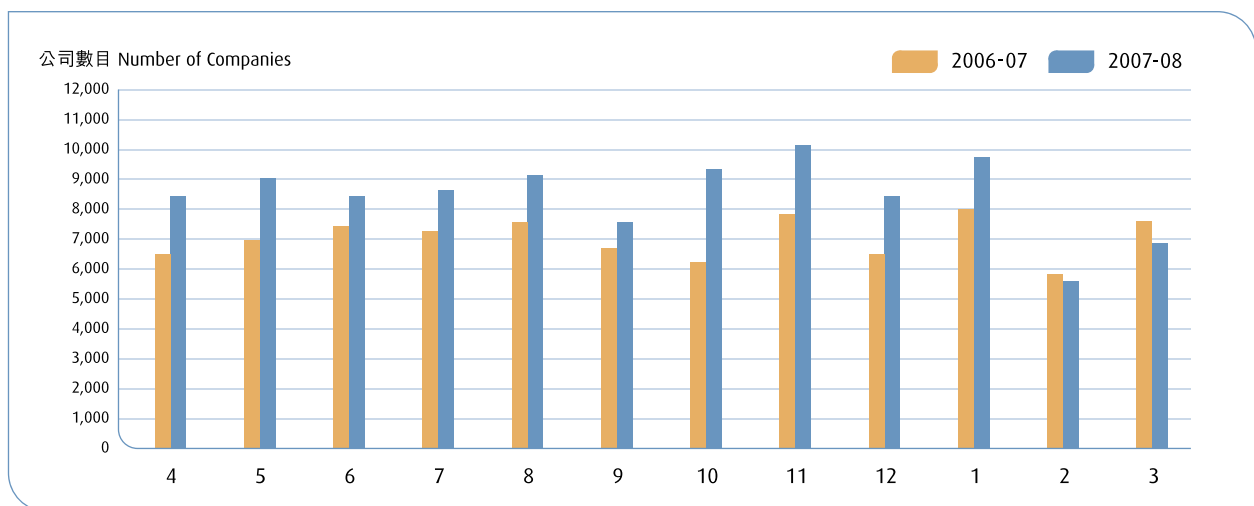
Services and Business Volumes

Incorporation and Dissolution of Companies

In 2007-08, a total of 101,512 companies were incorporated, an increase of 20.1 per cent compared to that for 2006-07. On average, 8,459 companies were incorporated per month.

The introduction of one-member companies and the simplification of incorporation procedures by replacing the statutory declaration of compliance by a statement of compliance have facilitated the incorporation of companies. In 2007-08, 80 per cent of the newly incorporated companies were one-member companies.

註冊成立 Incorporations



在二零零七至零八年度，共有15,028間不營運公司根據《公司條例》第291條被剔除名稱，另有22,198間不營運但有償債能力的私人公司根據《公司條例》第291AA條撤銷註冊。以清盤方式解散的公司共有2,298間。

In 2007-08, a total of 15,028 defunct companies were struck off under section 291 of the Companies Ordinance, and 22,198 defunct, solvent private companies were deregistered under section 291AA of the Companies Ordinance. A total of 2,298 companies were dissolved by liquidation.

截至二零零八年三月三十一日，共有667,144間本地公司名列公司登記冊。

As at 31 March 2008, there were 667,144 local companies on the public register.

8,459

平均每月註冊成立的新公司數目
new companies incorporated per month on average

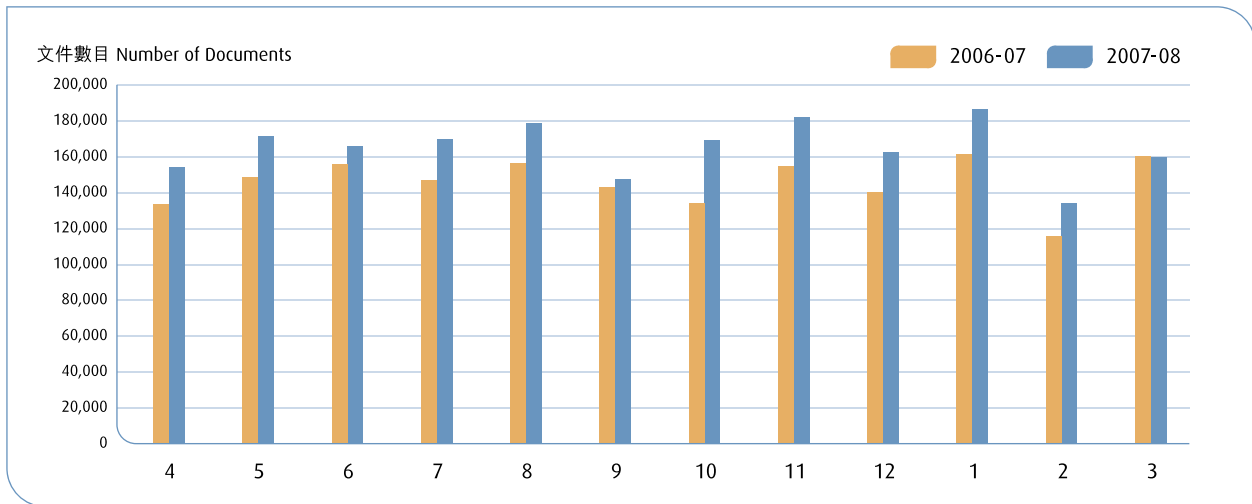
文件登記

在二零零七至零八年度，提交本處登記的文件總數為1,981,346份，較二零零六至零七年度增加13.2%，平均每個工作天有8,120份文件提交本處。

Registration of Documents

In 2007-08, a total of 1,981,346 documents were received for registration, an increase of 13.2 per cent compared to that for 2006-07. This represents an average of 8,120 documents received on each working day.

提交文件登記 Documents Received for Registration



須交付公司註冊處處長登記的文件涵蓋公司運作的各方面的資料，例如組織章程大綱及組織章程細則、公司秘書或董事的委任及資料更改通知書、註冊辦事處地址通知書、股份分配申報表和周年申報表。在二零零七至零八年度，已登記及載入本處資料庫的文件當中，約有34%提供與公司董事及秘書有關的資料。

Documents required to be delivered to the Registrar of Companies for registration cover different aspects of the operation of a company, such as the memorandum and articles of association, notification of appointment and change of company secretary or director, notification of address of registered office, return on allotments and the annual return. In 2007-08, about 34 per cent of the documents registered and captured in the Registry's database provided information regarding company directors and secretaries.

8,120

平均每個工作天提交本處的文件數目
documents received each working day on average

客戶服務

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公眾查冊

客戶可以使用「公司註冊處電子查冊服務」(電子查冊服務), 每周七天、全日二十四小時透過互聯網登入本處的網上查冊中心(www.icris.cr.gov.hk), 查閱公司資料, 而查冊結果大部分可供客戶下載。經常使用聯線查冊服務的客戶可向本處登記為登記聯線客戶, 查冊費會從帳戶的預付款項扣減, 而查閱文件影像紀錄時可獲折扣優惠, 非經常查冊的客戶可以非登記聯線客戶的身份登入, 並透過網上的電子付款設施支付查冊費。此外, 客戶亦可在本處位於香港金鐘道政府合署的公眾查冊中心查冊。

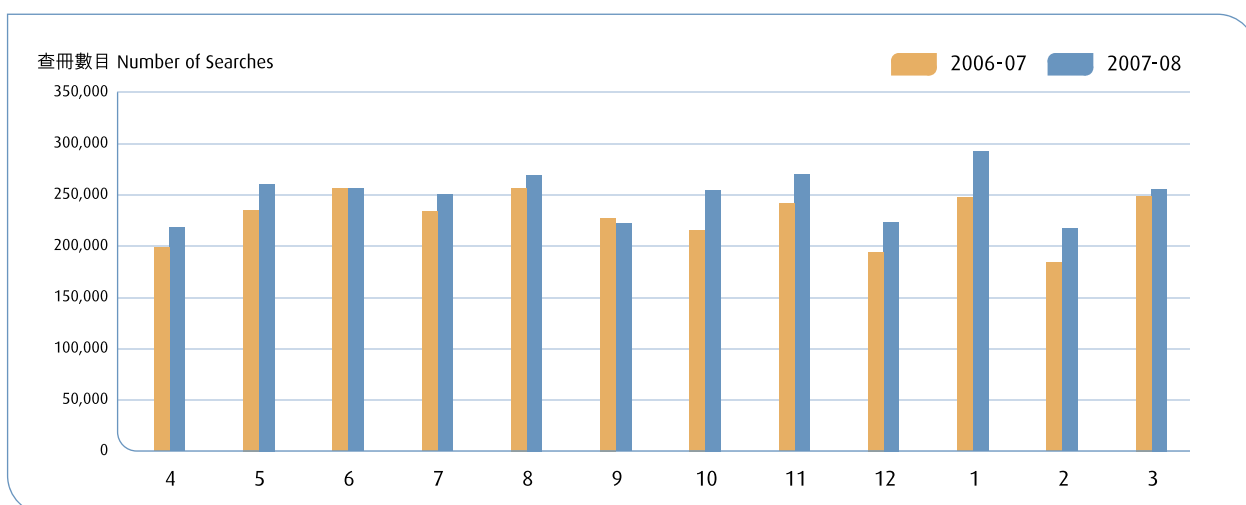
在二零零七至零八年度, 使用電子查冊服務查閱文件影像紀錄的個案總數為2,991,074宗, 較二零零六至零七年度增加9.1%, 平均每個工作天有12,259宗查冊個案。查閱公司資料和董事索引的個案分別為139,389及197,121宗, 較二零零六至零七年度分別增加12.3%及25.3%。

Public Search

Through the Registry's Electronic Search Services (e-Search Services), customers can visit our Cyber Search Centre on the internet (www.icris.cr.gov.hk) to conduct company searches on a 24 x 7 basis. Most of the search results may be downloaded by customers. Frequent online searchers can register with the Registry as Registered Online Users and search fees can be deducted from the prepayments kept in their accounts. They also enjoy discounts for image record search. Customers who conduct online searches on an ad hoc basis can login as Unregistered Online Users and pay search fees through the electronic payment facilities available on the internet. Customers may also conduct searches at our Public Search Centre at Queensway Government Offices, Hong Kong.

In 2007-08, a total of 2,991,074 searches on document image records were made through the e-Search Services, an increase of 9.1 per cent compared to that for 2006-07. This represents an average of 12,259 searches conducted in each working day. The total number of searches on company particulars and Directors' Index were 139,389 and 197,121 respectively, up 12.3 per cent and 25.3 per cent respectively compared to those for 2006-07.

查閱文件影像紀錄 Document Image Records Searches



12,259

平均每個工作天查閱文件影像紀錄的個案數目
searches on document image records each working day on average

截至二零零八年三月三十一日，登記聯線客戶已超過1,630名，而在網上查閱公司資料的比率已超過98%。

As at 31 March 2008, there were over 1,630 registered online users, and over 98 per cent of company searches were conducted over the internet.

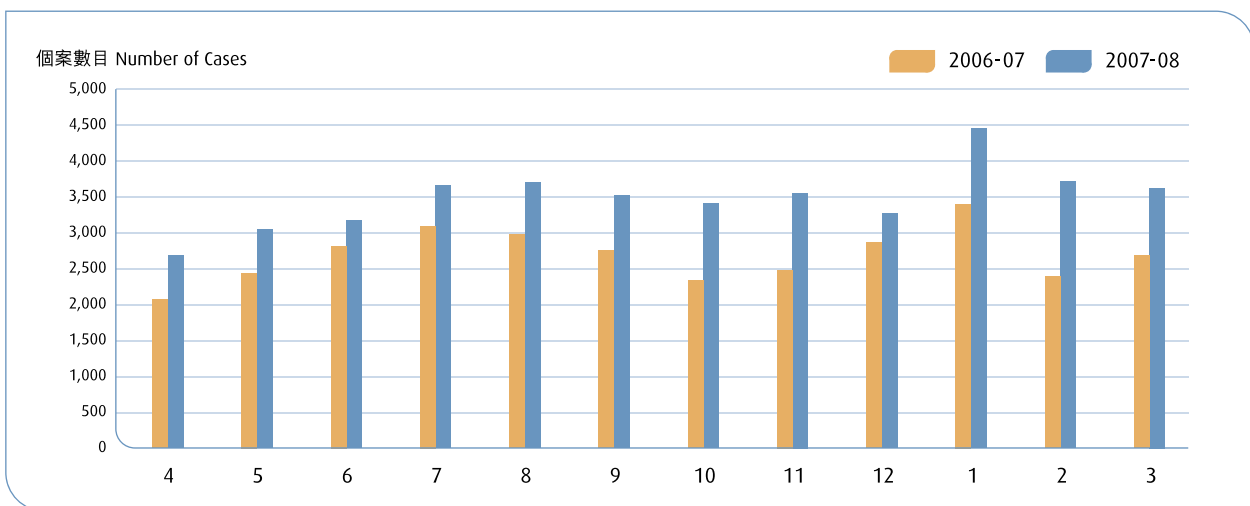
押記登記

在二零零七至零八年度，提交本處登記的公司押記總數為41,822宗，較二零零六至零七年度增加29.4%，平均每個工作天有171宗押記提交本處。提交本處登記的押記約有三分之二與房地產有關。

Registration of Charges

In 2007-08, a total of 41,822 charges created by companies were received for registration, an increase of 29.4 per cent compared to that for 2006-07. This represents an average of 171 charges received on each working day. About two-thirds of the charges received related to landed property.

登記押記 Charges Received for Registration



二零零八年工作量主要統計數字載於附錄A。一九九三至二零零八年主要統計數字載於附錄B。

The key workload statistics for 2008 are set out at Appendix A. The statistical highlights from 1993 to 2008 are set out at Appendix B.

171

平均每個工作天提交本處的押記數目
charges received each working day on average

客戶服務

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客戶需要

本處不斷檢討所提供的服務和設施，務求為社會提供高效率、具成本效益和優質的服務。客戶提出的意見和建議，對本處持續提升服務和未來的發展，十分重要。為此，本處設有完善而有效的溝通渠道，蒐集不同組別客戶的意見，以便檢討運作流程及研究推出新措施。此外，我們亦經常與主要客戶保持聯繫。

「公司註冊處客戶聯絡小組」(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、香港特許秘書公會和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，這些會議很有效用，我們可藉此向客戶簡介本處的政策和工作程序，並就各項服務及新措施交流意見。

Customers' Needs

The Registry continuously reviews its services and facilities in order to ensure that efficient, cost-effective and quality services are delivered to the community. We value customers' feedback and suggestions which are of great importance to our continuous improvement and future development. We have well-established and effective channels to collect views, ideas and opinions from different customer groups to facilitate process review and consideration of new initiatives. We maintain regular contacts with our major customers.

The Companies Registry Customer Liaison Group (CRCLG), which was established in 1991, comprises representatives from the Law Society of Hong Kong, the Hong Kong Institute of Certified Public Accountants, the Hong Kong Institute of Chartered Secretaries, the Hong Kong Association of Banks and some major customers. The CRCLG, which met four times during the past year, provides a useful and effective forum for briefing customers of the Registry's policies and procedures and for exchanging ideas and views on the Registry's services and new initiatives.

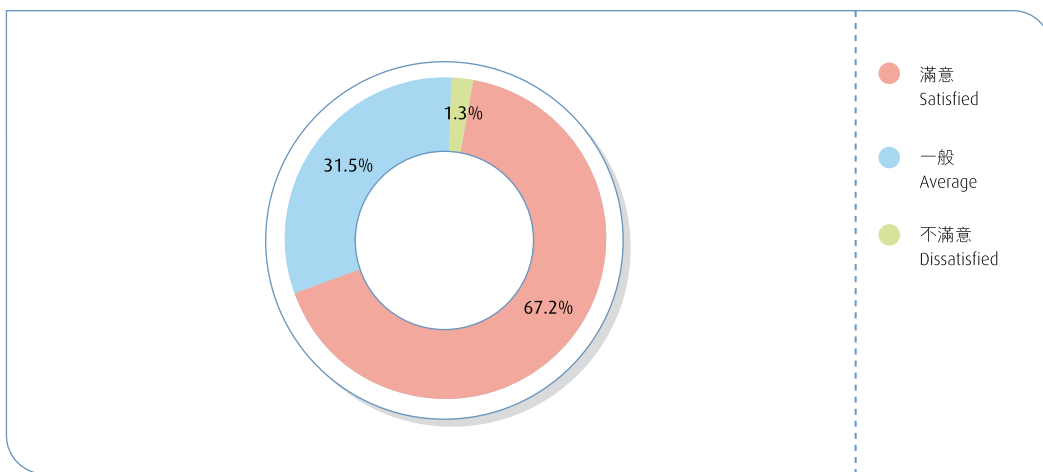


客戶聯絡小組的成員
Members of the Customer Liaison Group

為了評估客戶的期望，並找出可改善的地方，本處委託獨立顧問每年進行客戶服務調查。二零零七年的調查結果載於下圖。

To gauge customers' expectations and identify areas for further improvement, an independent consultant is commissioned to conduct a customer service survey on an annual basis. The results of the survey conducted in 2007 are shown in the chart below.

2007年公司註冊處客戶服務調查
客戶的整體滿意程度
Companies Registry Customer Service Survey 2007
Level of Overall Customer Satisfaction



收集客戶意見
Collecting views from a customer

客戶服務 SERVING OUR CUSTOMERS

本處作為「綜合電話查詢中心」及「科學為民」服務巡禮的參與伙伴之一，對於兩者分別奪得二零零七年公務員優質服務獎勵計劃「部門合作獎」亞軍及季軍，我們都引以為榮。

As one of the participating partners of the "Integrated Call Centre (ICC)" and the "Science in the Public Service (SIPS)" projects, we are honoured that the ICC and SIPS projects have been awarded the 1st runner-up and 2nd runner-up respectively under the Partnership Award in the Civil Service Outstanding Service Award Scheme 2007.



本處與其他部門合辦的「科學為民」服務巡禮在2007年公務員優質服務獎勵計劃中獲得「部門合作獎」季軍
Joining other departments in receiving the Partnership Award - 2nd runner-up in the Civil Service Outstanding Service Award Scheme 2007 for the "Science in the Public Service" campaign

提升服務水平

在二零零七至零八年度，本處在提升服務水平方面取得下列成績：—

本地公司註冊、非香港公司註冊、本地公司更改名稱及櫃檯收件服務(排隊輪候時間)的服務水平，分別由6個工作天縮短至4個工作天，由18個工作天縮短至16個工作天、由8個工作天縮短至7個工作天，以及由30分鐘縮短至20分鐘。

除了經常檢討及更新本處的資料小冊子和網站的內容之外，本處還推出了三款新的小冊子：

- 公司註冊後的責任
- 註冊成立本地有限公司或更改公司名稱 — 注意事項
- 非香港公司提交周年申報表

為促進本地有股本的私人公司及非香港公司準時提交周年申報表，本處網站提供免費的提交周年申報表電子提示服務及提交周年申報表限期計算器。

《2004年公司(修訂)條例》附表2已經實施，使非香港公司的註冊制度現代化，並加強對非香港公司在資料披露方面的規定，同時亦透過推出新的法團成立表格，精簡法團成立程序。

Improvements to Services

We achieved the following service improvements during 2007-08: —

The service standards for registering local companies, non-Hong Kong companies, change of names of local companies and queuing time for receipt of documents over counter have been shortened from 6 to 4 working days, 18 to 16 working days, 8 to 7 working days and 30 to 20 minutes respectively.

In addition to regularly reviewing and updating the Registry's information pamphlets and materials on the website, three new pamphlets have been introduced:

- A Company's Obligation after Registration
- Incorporation or Change of Name of a Local Limited Company — Points to Note
- Filing of Annual Return by a Non-Hong Kong Company

To facilitate local private companies having a share capital and non-Hong Kong companies to file their annual returns on time, an Annual Return e-Alert service and an Annual Return Filing Calculator have been provided on the Registry's website free of charge.

Schedule 2 to the Companies (Amendment) Ordinance 2004 has been implemented to modernise the registration regime and enhance the disclosure requirements for non-Hong Kong companies and streamline incorporation procedures through the introduction of new incorporation forms.

客戶服務

SERVING OUR CUSTOMERS

服務承諾與生產力

為確保本處能為客戶提供高效率和優質的服務，我們自一九九三年成立營運基金後，便制訂服務承諾，範圍包括以下主要服務：—

根據《公司條例》辦理本地公司及非香港公司的註冊
登記公司須提交的文件
提供查閱及索取公司資料的服務和設施

根據《公司條例》撤銷不營運但有償債能力私人公司的註冊

本處的服務水平標準是以達到標準處理時間的百分比計算。我們密切監察服務水平和工作量的變動，並參考客戶的意見和建議，每年檢討服務水平標準。

本處每年公布服務指標及成績，使客戶得知本處服務承諾和服務水平標準的最新資料。在二零零七至零八年度，本處的服務皆超出服務指標。由二零零八年一月二日起，辦理本地公司註冊成立的服務指標由6個工作天縮短至4個工作天。我們已就二零零八至零九年度訂定新的服務指標，本處的服務指標和工作表現詳載於下頁的圖表：—

Performance Pledges and Productivity

To ensure that the Registry provides an efficient and quality service to customers, we have introduced performance pledges since the establishment of the trading fund in 1993. The pledges cover the following core services: —

Registration of local and non-Hong Kong companies under the Companies Ordinance
Registration of documents required to be lodged by companies
Provision of services and facilities for inspection and acquisition of company information
Deregistration of defunct, solvent private companies under the Companies Ordinance

Service standards are measured in terms of the percentages achieved against target response time. We closely monitor the performance standards and fluctuations in workload. Standards are reviewed annually, taking into account customers' comments and suggestions.

To keep customers updated about our performance pledges and service standards, the Registry publishes its performance targets and results annually. In 2007-08, we have more than achieved our performance targets. With effect from 2 January 2008, the target for incorporation of local companies was enhanced from 6 working days to 4 working days. For 2008-09, new service standards have been set. The Registry's detailed performance targets and achievements are set out in the table on the next page: —

服務指標和工作表現
Performance Targets and Achievements

服務 Service	1993-94*	2007-08	2007-08 工作表現 Achievement			2008-09 目標 Target	
	實際表現 Actual Performance	服務水平 Service Standard	(目標) 達到 服務水平 的百分比 (Target) % Meeting Standard	(實際表現) 達到 服務水平 的百分比 (Actual) % Meeting Standard	高於目標 百分比 % Over Achieved	服務水平 [^] Service Standard [^]	達到 服務水平 的百分比 % Meeting Standard
(以工作天計算，另外述明者除外) (expressed in working days unless otherwise specified)							
新公司註冊 Registration of new companies							
— 本地公司 local company	7	6	98	99	9	4	90
— 非香港公司 non-Hong Kong company	38	4 [#] 16	90	99	9	15 ^{##}	90
本地公司更改名稱 Change of name of a local company	不適用 Not Applicable	7	95	99	4	4 ^{##}	90
公司文件登記 Registration of general documents							
— 本地公司 local company	33	8	90	99	9	7 ^{##}	90
— 非香港公司 non-Hong Kong company	47	8	90	99	9	7 ^{##}	90
押記登記 Registration of charges	12	9	90	97	7	9	90
公司撤銷註冊 Deregistration of companies							
— 發出批准撤銷註冊函件 issue of approval letter	不適用 Not Applicable	5	97	99	2	5	97
網上聯線查冊 Online search on the internet							
— 提供文件影像紀錄以供下載 supply of image records of documents for download	-	10分鐘 min.	95	99	4	10分鐘 min.	95
— 提供查冊結果的核證副本** supply of certified copies of search result**	-	5小時 hr.	90	99	9	5小時 hr.	90
— 提供證書** supply of certificates**	-	1	95	100	5	1	95
在公眾查冊中心查冊 Onsite Search at the Public Search Centre							
— 提供查冊結果的印文本 supply of hard copies of search results	-	40分鐘 min.	90	99	9	40分鐘 min.	90
— 提供查冊結果的核證副本 supply of certified copies of search results	-	4小時 hr.	90	100	10	4 小時 hr.	90
— 提供證書 supply of certificates	-	1	95	100	5	1	95
遞交文件(僅指排隊等候時間) Submission of documents (queuing time only)	-	20分鐘 min.	90	98	8	20分鐘 min.	90

* 公司註冊處營運基金於一九九三年八月一日設立。
The Companies Registry Trading Fund was set up on
1 August 1993.

** 不包括以郵寄或速遞方式送達所需的時間。
Time for delivery by post or by courier service is excluded.

[^] 不包括遞交文件當天。
The day of submission is excluded.

[#] 由二零零八年一月二日起的新目標。
New target standard with effect from
2 January 2008.

^{##} 新訂的更高目標。
New and improved targets.