

客戶服務 SERVING OUR CUSTOMERS



服務與業務狀況

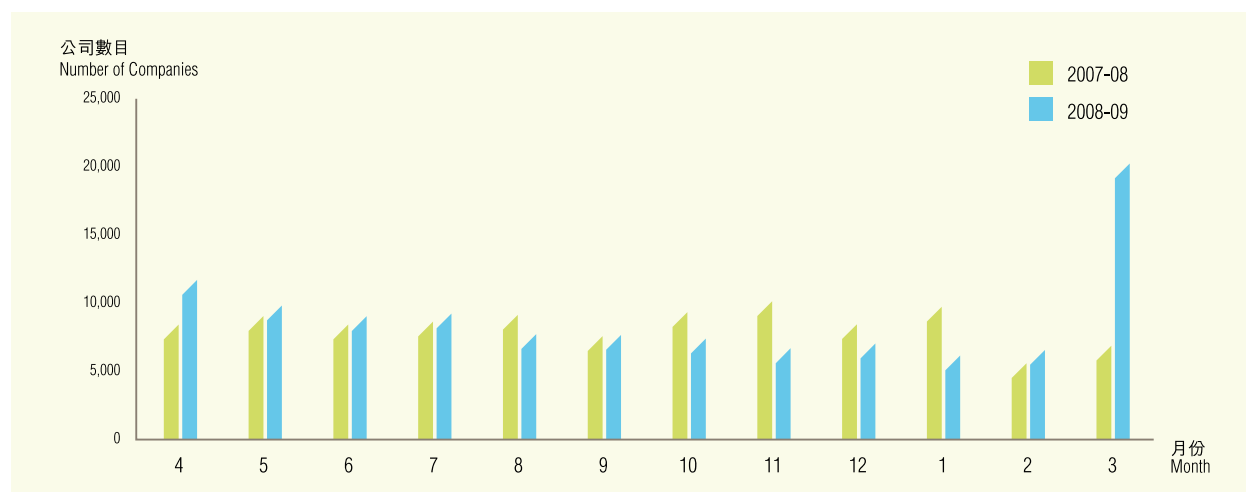
公司註冊成立及解散

與二零零七至零八年度相比，在二零零八至零九年度註冊成立的公司數目錄得7.8%的增長，共有109,416間(二零零七至零八年度：101,512間)。數目增加的主要原因，是本處在二零零九年三月收到的申請大幅上升，相信是因為申請人要趕及在二零零九年三月底之前成立公司，從而獲豁免二零零八至零九年度的商業登記費。單在二零零九年三月便有20,251間公司註冊成立，是歷來最高紀錄。在二零零八至零九年度首四個月，註冊成立的公司數目較二零零七至零八年度同期激增15.2%。隨全球金融危機爆發，在二零零八年八月至二零零九年二月期間註冊成立的公司數目，較二零零七至零八年度同期有所減少。在二零零八至零九年度註冊的公司當中，一人公司佔81% (二零零七至零八年度：80%)。

Services and Business Volumes Incorporation and Dissolution of Companies

Compared to 2007-08, incorporation of companies in 2008-09 registered a moderate increase of 7.8 per cent to 109,416 (2007-08: 101,512). The increase was mainly due to an upsurge in applications received in March 2009, where applicants were believed to rush for incorporation of companies before the end of March 2009 to take advantage of the waiver of business registration fee for 2008-09. A record number of 20,251 companies were incorporated in March 2009 alone. For the first four months of 2008-09, the number of companies incorporated recorded a strong increase of 15.2 per cent over the same period of 2007-08. With the onset of the global financial crisis, the number of companies incorporated in the months from August 2008 to February 2009 decreased as compared to the corresponding months in 2007-08. Of the companies incorporated in 2008-09, 81 per cent were one-member companies (2007-08: 80 per cent).

註冊成立的公司 Incorporations





經本處與稅務局共同努力，促成了商業登記署文件收發中心於二零零八年十二月一日在本處的辦事處啟用，提供一站式公司註冊及商業登記服務。公司發起人領取公司註冊證書後，可以即時向文件收發中心提交商業登記申請，而無需為此特別前往稅務局的辦事處。

在二零零八至零九年度，共有19,028間不營運公司根據《公司條例》第291條被剔除名稱，較二零零七至零八年度增加27%。此外，有22,888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1,945間。

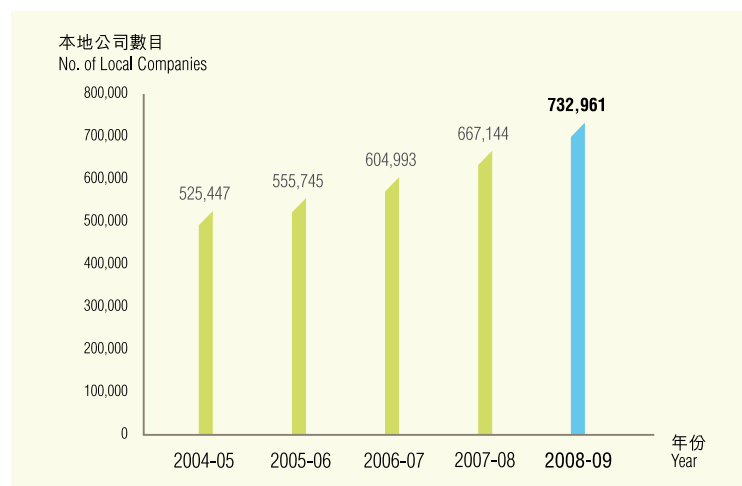
截至二零零九年三月三十一日，共有732,961間本地公司名列登記冊。

With the concerted effort of the Registry and the Inland Revenue Department, a Receipt and Despatch Centre of the Business Registration Office was set up on 1 December 2008 in the Registry's premises to provide one-stop service for company incorporation and business registration. Company promoters can submit an application for business registration at the Centre immediately after the issue of the certificate of incorporation, thus saving a separate trip to the Inland Revenue Office for the purpose.

In 2008-09, a total of 19,028 defunct companies were struck off under section 291 of the Companies Ordinance, representing an increase of 27 per cent compared to that for 2007-08. In addition, 22,888 defunct solvent private companies were deregistered under section 291AA of the Companies Ordinance and a total of 1,945 companies were dissolved by liquidation.

As at 31 March 2009, there were 732,961 local companies on the public register.

在登記冊上的本地公司數目 Number of Local Companies on the Public Register



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文件登記

在二零零八至零九年度，提交本處登記的文件數目有1,776,575份(二零零七至零八年度：1,981,346份)，平均每個工作天有7,266份文件提交本處，較二零零七至零八年度減少10.3%。文件數目有所減少，主要因為本處在二零零八年七月十一日推出新的法團成立表格，供本地公司使用，並且精簡有關程序修訂了申報公司秘書及董事資料更改的指明表格，從而使必須交付本處登記的文件數目得以減少。在二零零八至零九年度提交本處登記的文件當中，周年申報表佔32%，提供公司董事及秘書資料的佔27%。

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、註冊辦事處地址更改通知書、股份分配申報表和周年申報表。

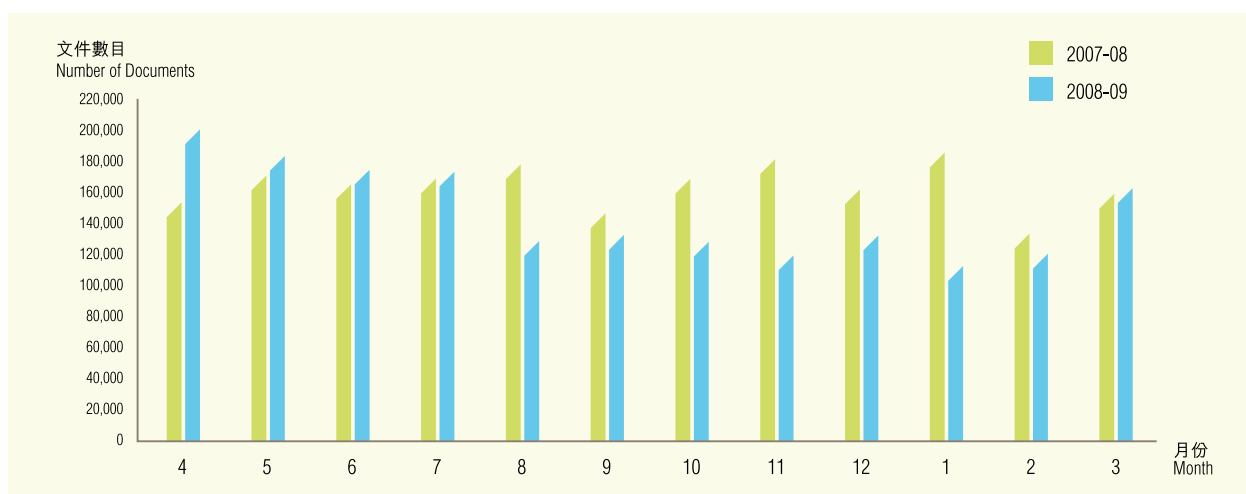
Registration of Documents

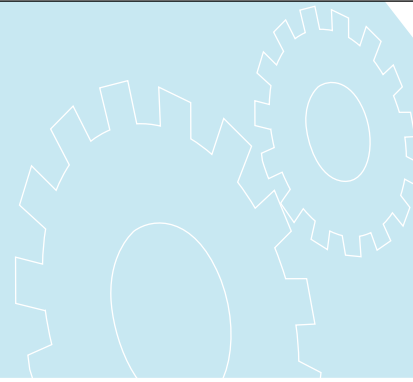
In 2008-09, the Registry received 1,776,575 documents for registration (2007-08: 1,981,346), representing an average of 7,266 documents received on every working day and a decrease of 10.3 per cent compared to the figure for 2007-08. The decrease was mainly due to the introduction of new incorporation forms for local companies on 11 July 2008 and a revised specified form for notification of change of company secretary and director, which streamlined the relevant processes and resulted in a reduction in the number of documents required to be delivered to the Registry for registration. Of the documents received for registration in 2008-09, 32 per cent were annual returns while 27 per cent provided information relating to company directors and secretaries.

Documents required to be delivered to the Registrar of Companies for registration cover different aspects of the operation of a company, such as the memoranda and articles of association, notifications of appointments and changes of company secretaries or directors, notifications of change of addresses of registered offices, returns on allotments and annual returns.

提交文件登記

Documents Received for Registration





押記登記

與註冊成立公司的情況一樣，設定押記的文件總數亦隨全球金融危機爆發而減少，但減幅則更為顯著。雖然二零零八至零九年度首四個月表現強勁，但全年提交本處登記的公司押記文件總數只有31,390份(二零零七至零八年度：41,822份)，平均每個工作天有128宗押記提交本處。一如二零零七至零八年度，在二零零八至零九年度提交本處登記的押記當中，約有三分之二與房地產有關。

一向以來，提交本處登記的公司押記數目與經濟市場狀況有密切關係。由於全球經濟在二零零八至零九財政年度下半年逆轉，提交本處登記的押記數目較上年度大幅減少24.9%。

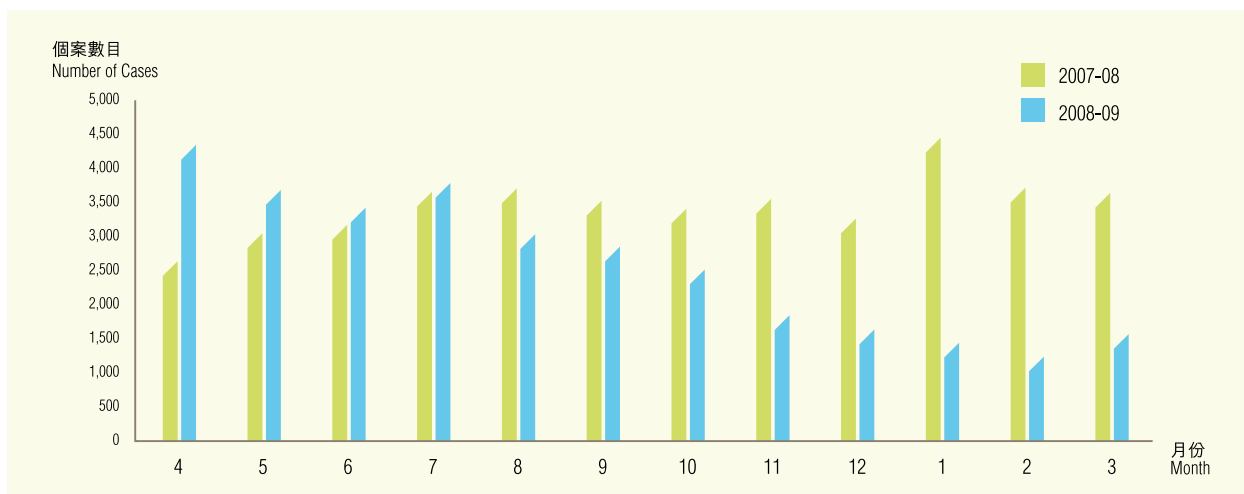
Registration of Charges

The number of documents creating or entering charges received for registration decreased, in a manner similar to incorporation albeit more significantly, as the global financial crisis unfolded. Despite a strong performance in the first four months of 2008-09, the Registry received 31,390 charge documents for the year (2007-08: 41,822). This represents an average of 128 charges received on every working day. Same as 2007-08, about two-thirds of the charges received in 2008-09 were related to landed properties.

The intake of charge documents created by companies has all along been closely tied with the economic market. The global economic downturn in the later half of the 2008-09 financial year saw a significant decrease of 24.9 per cent of charge documents submitted for registration as compared to the previous year.

登記的押記

Charges Received for Registration



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公眾查冊

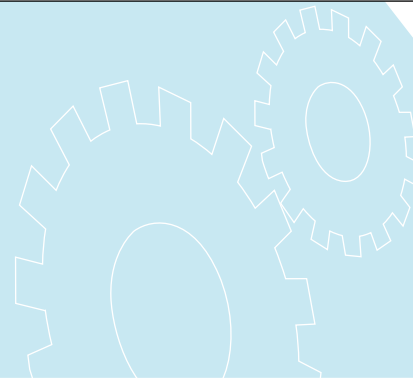
客戶可以使用「公司註冊處電子查冊服務」(電子查冊服務)，每周七天、全年每日二十四小時透過互聯網登入本處的網上查冊中心(www.icris.cr.gov.hk)，查閱公司資料，包括在本處登記的公司現況資料及文件的數碼影像，而查冊結果大部份可供客戶聯線閱覽或下載。客戶可以在網上查冊中心訂購文件或紀錄的核證副本，並選擇以郵寄或速遞方式收取核證副本，或親自到本處的公眾查冊中心領取。客戶只需繳付低廉的年費後，便可以透過網上查冊中心登記成為登記聯線客戶，既可在查閱影像紀錄時繳付較低廉的查冊費，又可得到本處從預付款項中扣減查冊費帶來的方便。至於非登記聯線客戶，則必須透過互聯網上的電子付款設施支付查冊費。雖然客戶可以透過網上查冊中心使用各項查冊服務，但本處位於香港金鐘道政府合署13樓的辦事處仍設有自助式公眾查冊中心，客戶可以在本處人員協助下進行查冊。

在二零零八至零九年度，使用電子查冊服務查閱文件影像紀錄的個案共有2,914,702宗，平均每個工作天有11,921宗查閱影像紀錄的個案，較二零零七至零八年度減少2.6%。查閱公司資料和董事索引的個案分別為157,462及241,189宗，較二零零七至零八年度分別增加13%及22.4%。

Public Search

Through the Registry's Electronic Search Services (e-Search Services), customers can visit our Cyber Search Centre (CSC) on the internet (www.icris.cr.gov.hk) to conduct company searches on a 24 x 7 basis throughout the year. Information available for search includes current data of companies and digitised images of documents registered with the Registry. Most of the search results can be viewed either online or downloaded by customers. Customers can place orders through the CSC for certified copies of documents or records which will be delivered by post or courier or collected in person at the Registry's Public Search Centre. Customers who have registered at the CSC as a Registered Online User upon payment of a small annual fee can enjoy lower search fees for image record search and the convenience of having the search fees deducted from an amount prepaid to the Registry. Unregistered Online Users must pay their search fees using the electronic payment facilities available on the internet. While all search services are accessible through the CSC, the Registry still maintains a self-served Public Search Centre at 13th floor, Queensway Government Offices, Hong Kong, where assistance can be obtained from our staff.

In 2008-09, a total of 2,914,702 searches on document image records were made through the e-Search Services, a decrease of 2.6 per cent compared to that for 2007-08. This represents an average of 11,921 searches on image records conducted on every working day. The total number of searches on company particulars and Directors' Index were 157,462 and 241,189 respectively, up by 13 per cent and 22.4 per cent respectively compared to those for 2007-08.



使用電子查冊服務的比率令人十分鼓舞。截至二零零九年三月三十一日，登記聯線客戶已超過1,760名(二零零七至零八年度：1,630名)，而在網上查閱公司資料的比率約佔98%。

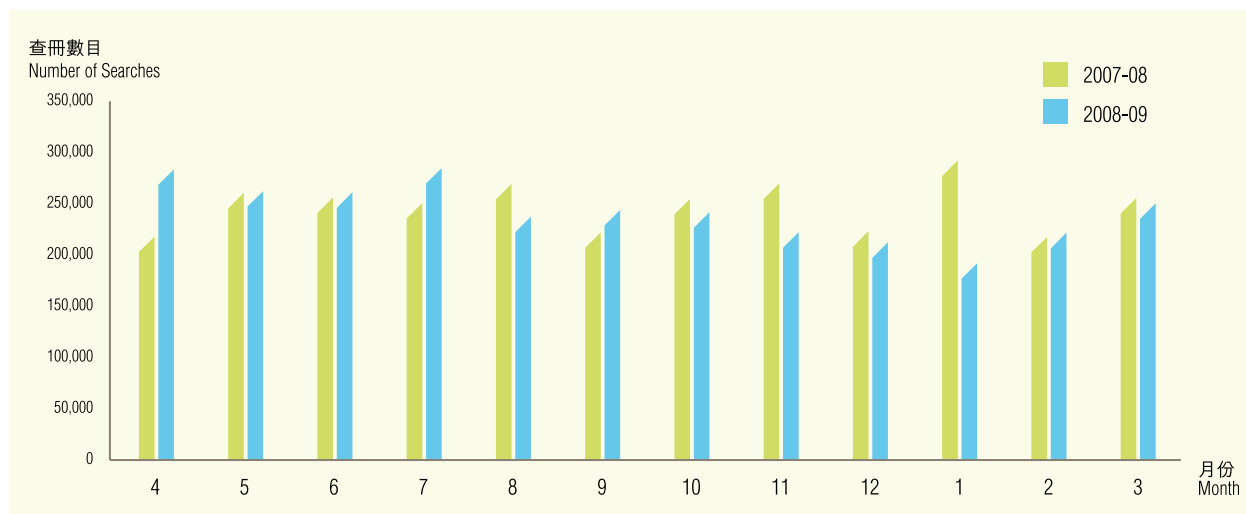
二零零九年工作量的主要統計數字載於附錄A。一九九九至二零零九年主要統計數字載於附錄B。

The take up rate of the e-search services was very encouraging. As at 31 March 2009, there were over 1,760 registered online users (2007-08: 1,630), and about 98 per cent of company searches were conducted over the internet.

The key workload statistics for 2009 are set out at Appendix A. The statistical highlights from 1999 to 2009 are set out at Appendix B.

查閱文件影像紀錄

Document Image Records Searches



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客戶需要

本處致力為社會提供優質服務。為此，我們因應客戶的意見和建議，不斷檢討所提供的服務和設施。本處設有完善而有效的溝通渠道，蒐集不同層面客戶的意見，以便重組運作流程及研究推出新措施。此外，我們亦經常透過拜訪、為更改法例或程序而進行的諮詢，以及機構活動，與主要客戶保持聯繫。

「公司註冊處客戶聯絡小組」(聯絡小組)的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。聯絡小組提供了一個很有效用的平台，讓我們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。

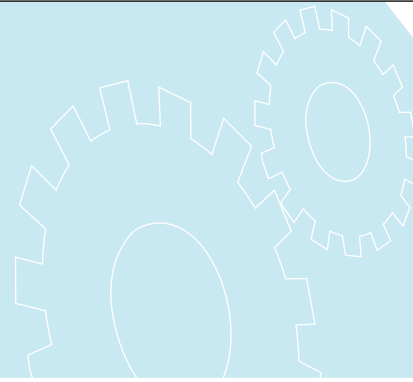
Customers' Needs

The Registry is committed to delivering quality services to the community. We continuously review our services and facilities, taking into account customers' feedbacks and suggestions. We have well-established and effective channels to collect views, ideas and opinions from different customer groups to facilitate process re-engineering and consideration of new initiatives. In addition, we maintain regular contacts with our major customers, through visits, consultations in the process of introducing legislative or procedural changes and organisational functions.

The Companies Registry Customer Liaison Group (CRCLG) 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 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.



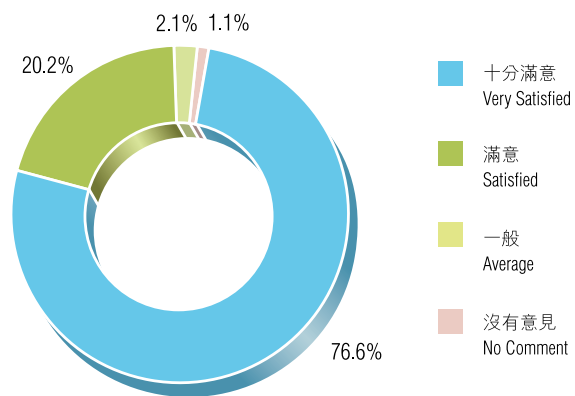
客戶聯絡小組的成員
Members of the Customer
Liaison Group



本處委託獨立顧問每年進行客戶服務調查，以便評估客戶的期望，並找出可提升服務的地方。二零零八年的調查結果載於下圖。

The Registry commissions independent consultants to conduct annual customer service surveys with a view to gauging customers' expectations and identifying areas for further improvement. The results of the survey conducted in 2008 are shown in the chart below.

2008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 2008
Level of Overall Customer
Satisfaction



客戶服務

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本處奪得由香港中小型企業商會有限公司主辦的「2009年中小企業最佳拍檔獎」，顯示本處為提供一個有利香港中小型企業發展的營商環境，作出了貢獻和支持。

在本處的推薦下，公眾查冊部文件管理組文書助理陳禹鈞先生獲頒「2008年申訴專員嘉許獎 — 公職人員獎」，這個獎項不但表揚陳先生的傑出表現，亦是對本處不斷提升客戶服務水平的肯定。

The Registry won the "2009 Best SME's Partner Award" organised by The Hong Kong Chamber of Small and Medium Business Limited. This award signifies the contribution and support given by the Registry in facilitating a conducive business environment for the growth and development of SMEs in Hong Kong.

On the recommendation of the Registry, Mr CHAN Yue-kwan, Clerical Assistant of the Document Management Section of the Public Search Division, won "The Ombudsman's Award 2008 for Officers of Public Organisations". The Award recognises Mr CHAN's exemplary performance as well as the Registry's continuous effort in enhancing our customer services.

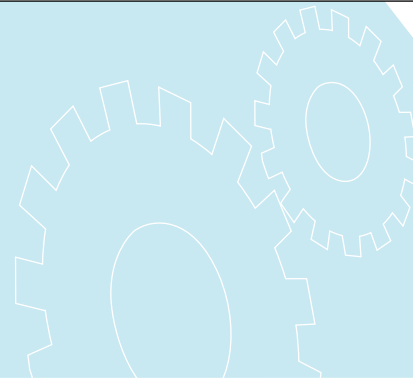
陳禹鈞先生領取「2008年申訴專員嘉許獎 — 公職人員獎」
Mr Chan Yue-kwan received the Ombudsman's Award 2008 for Officers of Public Organisations



香港中小型企業商會
第八屆理事就職典禮
暨
2009最佳中小企業獎頒獎典禮
中小企業最佳拍檔獎頒獎典禮



領取「2009年中小企業最佳拍檔獎」
Receiving the 2009 Best SME's Partner Award



服務承諾

為確保本處能為客戶提供高效率、具成本效益和優質的服務，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

提供查閱及取得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。我們密切監察服務表現和工作量的變動，並因應客戶的期望和意見，每年檢討服務水平標準。

Performance Pledges

To ensure that the Registry provides an efficient, cost-effective 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 and fluctuations in workload. Service standards are reviewed annually, taking into account customers' expectations and comments.

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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。在二零零八至零九年度，本處的表現超出服務指標。在二零零九至一零年度，本處把辦理非香港公司註冊、登記公司文件和押記，以及提供查冊結果的印文本和核證副本等服務的目標處理時間縮短，從而進一步提高服務承諾的標準。此外，本處亦提高了辦理本地公司註冊須達到的服務水平標準的百分比。本處的服務指標及工作表現詳載於下頁的圖表。

To keep customers updated about our performance pledges and service standards, the Registry publishes its performance targets and results annually. In 2008-09, we have more than achieved our performance targets. For 2009-10, we have further enhanced the performance pledges by shortening the response time for registering non-Hong Kong companies, registering documents and charges and supply of hard and certified copies of search results. In addition, we have also set a higher percentage target on achieving the service standard for registering local companies. 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 ¹	2008-09	2008-09 工作表現 Achievement			2009-10 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 ³ Service Standard ³	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 — 非香港公司 non-Hong Kong company	7 38	4 15	90 90	99 100	9 10	4 14 [#]	95 [#] 90
本地公司更改名稱 Change of name of a local company	不適用 N/A	4	90	98	8	4	90
公司文件登記 Registration of documents — 本地公司 local company — 非香港公司 non-Hong Kong company	33 47	7 7	90 90	99 99	9 9	6 [#] 6 [#]	90 90
押記登記 Registration of charges	12	9	90	98	8	8 [#]	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 N/A	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 — 提供查冊結果的核證副本 ² supply of certified copies of search result ² — 提供證書 ² supply of certificates ²	- - -	10分鐘 min. 5小時 hr. 1	95 90 95	100 100 100	5 10 5	10分鐘 min. 3小時 hr. [#] 1	95 90 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 — 提供查冊結果的核證副本 supply of certified copies of search results — 提供證書 supply of certificates	- - -	40分鐘 min. 4小時 hr. 1	90 90 95	100 100 100	10 10 5	20分鐘 min. [#] 3小時 hr. [#] 1	90 90 95
遞交文件(僅指排隊候時間) Submission of documents (queuing time only)	-	20分鐘 min.	90	97	7	20分鐘 min.	90

¹ 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.

² 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.

³ 不包括遞交文件當天。
The day of submission is excluded.

[#] 提升的目標。
Improved targets.