

# 與客戶及其他 司法管轄區的聯繫

## LIAISING WITH OUR CUSTOMERS AND OTHER JURISDICTIONS

### 與客戶溝通

本處十分重視客戶的意見，這是我們的核心價值之一，因此我們按照客戶的需要和期望，發展服務項目和釐定質素水平。為此，本處設有完善的溝通渠道，蒐集不同層面客戶的意見，這些渠道包括公司註冊處客戶聯絡小組定期舉行的會議、拜訪主要客戶、收集客戶意見和建議的既有渠道及每年的客戶服務調查。

本處十分重視客戶的意見和建議，年內，我們透過客戶服務調查、建議 / 意見表格、電子查冊服務組及公司註冊處客戶聯絡小組，接獲共60份建議和意見書。本處會研究客戶提出的所有建議和意見，並在適當時落實推行。

### 網站

本處的網站([www.cr.gov.hk](http://www.cr.gov.hk))內容詳盡，載有關於本處核心業務、法例修訂、提交文件的規定及拓展計劃的最新資料。網站備有繁體中文、簡體中文及英文版，我們經常檢討和更新網站的資料，使客戶得知法例和程序方面的最新規定。在二零零八至零九年度，本處網站增設了三個欄目，分別是「演辭及相關資料」、「非香港公司的周年申報表」及「放債人牌照」。此外，我們亦提供22款已填妥表格的樣本，作為公司及文件提交人的一般指引。客戶可從本處網站下載指明表格和刊物(例如公司註冊處年報、

### Communication with Customers

One of the core values of the Registry is to care for and respect our customers by listening to them and taking into account their needs and expectations when shaping the types and quality of service which we deliver. To this end, the Registry has well-established communication channels to collect the views and opinions of different customer groups. The channels include regular meetings of the Companies Registry Customer Liaison Group, courtesy visits to our major customers, established means for customers' feedback and suggestions and the annual customer survey.

The Registry values customers' feedback and suggestions. During the year, we received 60 suggestions and comments from customers through Customer Services Survey, Forms for Suggestions/Comments, e-search Helpdesk and the Companies Registry Customer Liaison Group. All customers' suggestions and comments are reviewed and, where appropriate, implemented.

### Website

The website of the Registry ([www.cr.gov.hk](http://www.cr.gov.hk)) presents comprehensive and up-to-date information on our core business activities, changes in legislation, filing requirements and our development programme. The website is available in traditional Chinese, simplified Chinese and English versions. The contents of the website are regularly reviewed and updated so that customers are kept abreast of the latest statutory and procedural requirements. During 2008-09, three new thematic sections, namely "Speeches & Presentation", "Annual Return of a Non-Hong Kong Company" and "Licensing of Money Lenders", were introduced on the website. We also provide 22 sets of completed specimen forms as general guides for companies and document presentors. Specified forms, publications



公司法改革常務委員會的報告及諮詢文件、重寫《公司條例》的諮詢文件)，以及本處發出的對外通告。

二零零八至零九年度共有1,499,293人次瀏覽本處網站，即平均每月達124,941人次。截至二零零九年三月三十一日，訂閱本處電子資訊服務及登記使用提交周年申報表電子提示服務的客戶分別有接近3,500及14,000名，他們可以取得本處網站的最新資料和提交周年申報表的電郵通知書。

### 電話諮詢熱線

公司註冊處電話諮詢熱線(852) (2234 9933)每周七天、全日二十四小時解答有關本處服務的查詢，查詢者亦可利用傳真索取資料小冊子。二零零八至零九年度接獲的電話查詢達56,971宗，平均每月有4,748宗，而以傳真方式索取資料則共有2,580宗。與此同時，1823電話中心亦接獲60,843宗有關本處服務的電話查詢，平均每月有5,070宗。

such as the Companies Registry Annual Report, Reports and Consultation Papers of the Standing Committee on Company Law Reform, Consultation Papers on the rewrite of the Companies Ordinance and external circulars issued by the Registry may be downloaded from the Registry's website.

In 2008-09, our website was patronised 1,499,293 times, representing an average of 124,941 per month. As at 31 March 2009, nearly 3,500 and 14,000 users have subscribed to the Registry's electronic news subscription service and Annual Return e-Alert service respectively to obtain regular updates of information and email reminders for the filing of annual returns.

### Enquiry Hotline

The Companies Registry Enquiry Hotline (852) (2234 9933) answers enquiries about the Registry's services on a 24 x 7 basis. Callers may also obtain information pamphlets by fax. For 2008-09, the number of calls received was 56,971, averaging 4,748 per month, and requests for fax materials totalled 2,580. In parallel, the enquiry hotline handled by the 1823 Call Centre received 60,843 calls regarding the Registry's services, averaging 5,070 per month.

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### 刊物

本處製備多款刊物，包括對外通告、指引、資料小冊子及報告，分發給專業團體、主要客戶和訂閱本處電子資訊的客戶，這些刊物亦可從本處網站下載。此外，本處辦事處的查詢櫃檯亦備有刊物的印文本可供索取。

### 研討會和展覽

為了向商界介紹本處的服務，我們參加了香港董事學會在二零零八年四月舉辦的「董事論壇2008」、香港特許秘書公會在二零零八年九月舉辦的「企業管治會議2008」，以及香港貿易發展局在二零零八年十二月舉辦的「中小企國際推廣博覽2008」。

### Publications

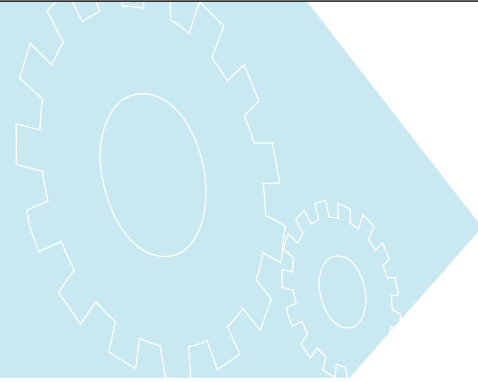
A variety of publications including external circulars, guidelines, information pamphlets and reports are published by the Registry. The publications are distributed to professional bodies, major customers and subscribers to the electronic news subscription service and may also be downloaded from the Registry's website. Hard copies of the publications are available at the information counters of our office.

### Seminars and Exhibitions

To showcase our services to the business community, the Registry participated in the Directors' Conference 2008 organised by The Hong Kong Institute of Directors in April 2008, the Corporate Governance Conference 2008 organised by the Hong Kong Institute of Chartered Secretaries in September 2008 and the World Small and Medium-sized Enterprises Expo 2008 organised by the Hong Kong Trade Development Council in December 2008.



參加「企業管治會議2008」  
Participating in the Corporate  
Governance Conference 2008



在二零零八至零九年度，公司註冊處處長參與以下講座：—

二零零八年四月及十一月 — 以客席講者身份向香港中文大學會計學院的學士學位課程學生講解「香港的公司法改革」

二零零八年五月 — 在和記黃埔集團舉辦的午餐演講會上主講「重寫《公司條例》」

二零零八年六月 — 在特許公認會計師公會舉辦的研討會上主講「重寫《公司條例》」

二零零八年九月 — 在香港會計師公會舉辦的研討會上主講「重寫《公司條例》」

二零零八年十一月 — 在香港特許秘書公會舉辦的「專家系列 — 卓越人士講座」主講「《公司條例》最新發展」

二零零九年一月 — 在香港證券專業學會舉辦的研討會上主講「《公司條例》及重寫工作的最新發展」

二零零九年三月/四月 — 在世界銀行於南非開普敦舉辦的世界銀行工作坊主講「改革香港的公司註冊制度」

二零零九年三月/四月 — 在南非開普敦舉行的公司註冊論壇上主講「執行公司法 — 香港的經驗」

In 2008-09, the Registrar of Companies gave the following presentations: —

- April and November 2008 — Guest lectures on "Company Law Reform in Hong Kong" to undergraduate students of the School of Accountancy of The Chinese University of Hong Kong

- May 2008 — "Rewrite of the Companies Ordinance" at a luncheon seminar organised by the Hutchison Whampoa Group

- June 2008 — "Rewrite of the Companies Ordinance" at a seminar organised by the Association of Chartered Certified Accountants

- September 2008 — "Rewrite of the Companies Ordinance" at a seminar organised by the Hong Kong Institute of Certified Public Accountants

- November 2008 — An update on company law in the "Expert Series-Meeting with Distinguished Speaker" organised by the Hong Kong Institute of Chartered Secretaries

- January 2009 — "An update on company law and the rewrite" at a seminar organised by the Hong Kong Securities Institute

- March/April 2009 — "Reforming Business Registration in Hong Kong" at the World Bank Workshop organised by the World Bank in Cape Town, South Africa

- March/April 2009 — "Hong Kong Experience in Corporate Law Administration" at the Corporate Registers Forum held in Cape Town, South Africa



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本處人員作出的其他演講和簡介包括：—

二零零八年七月 — 向規劃署人員講解「公司紀錄」及向香港特許秘書公會的會員講解「提交公司註冊處的文件中常見的錯誤」

二零零八年九月 — 在香港會計師公會舉辦的研討會上向該會會員發表題為「重寫《公司條例》的最新發展」的演講

二零零八年十月 — 在恆生銀行舉辦的「創業錦囊」講座講解「成立本地有限公司及註冊非香港公司」

二零零八年十二月 — 在香港貿易發展局舉辦的「中小企國際推廣博覽2008」發表題為「成立本地有限公司的程序及公司註冊後的責任」的演講

二零零九年一月 — 在澳洲會計師公會舉辦的研討會上向該會會員發表題為「《公司條例》最新發展」的演講

Other talks or presentations given by the Registry include: —

- July 2008 — Presentations on "Company Record" and "Common Errors in Documents Lodged with the Companies Registry" to the Planning Department and members of the Hong Kong Institute of Chartered Secretaries, respectively
- September 2008 — A seminar on "Rewrite of the Companies Ordinance – An Update" to the members of the Association of Chartered Certified Accountants
- October 2008 — A presentation on "Incorporation of a Local Limited Company and Registration of a Non-Hong Kong company in Hong Kong" for the "Start-up Tips Seminar" organised by Hang Seng Bank Limited
- December 2008 — A presentation on "Procedures on Incorporation of a Limited Company in Hong Kong and a Company's Obligation after Incorporation" in the World SME Expo 2008 organised by the Hong Kong Trade Development Council
- January 2009 — A seminar on "Update of the Companies Ordinance" to members of Certified Public Accountants, Australia



公司註冊處處長在南非舉行的世界銀行工作坊主講「改革香港的公司註冊制度」

The Registrar of Companies giving a presentation on "Reforming Business Registration in Hong Kong" at the World Bank Workshop in South Africa

二零零九年二月 — 向澳洲會計師公會的會員講解「重寫《公司條例》」及向香港警務處商業罪案調查科人員講解「香港公司法及檢控工作」

- February 2009 — Presentations on "Rewrite of the Companies Ordinance" and "Hong Kong Company Law and Prosecution" to members of Certified Public Accountants, Australia and the Commercial Crime Bureau of the Hong Kong Police Force, respectively

### 與社區的聯繫

本處不時接待來自其他政府部門、本地專業團體和教育機構的訪客，促進他們了解本處的服務和香港的公司註冊制度。

### Contact with the Community

The Registry receives visitors from other government departments, local professional bodies and educational institutions from time to time. These visits provide very good opportunities for visitors to understand our services and the company registration system in Hong Kong.

### 與其他司法管轄區的聯繫

本處繼續與內地及其他司法管轄區的公司註冊機關建立並加強聯繫，就其他司法管轄區提供的公司註冊服務及企業管治的發展，交流意見和經驗，此舉有助本處制訂新的措施和策略，以提升服務水平。

### Liaison with Other Jurisdictions

The Registry continues to foster and develop contacts with counterparts in the Mainland and other jurisdictions. These contacts enable us to exchange ideas and share experience with other registries regarding the provision of company registration services and the development of corporate governance in other jurisdictions, which in turn help us formulate new initiatives and strategies in enhancing the quality of our services.

年內，本處的代表團曾訪問其他公司註冊機關或出席國際論壇，從而與其他公司註冊機關建立聯繫，保持接觸：—

During the year, delegations from the Registry paid visits to other registries or attended international forum in order to establish and foster links with other registries: —

二零零八年七月 — 公司註冊處處長率領一個由財經事務及庫務局和本處高層人員組成的代表團，訪問廣東省工商行政管理局和廣州市工商行政管理局

- July 2008 — The Registrar of Companies, leading a delegation comprising senior officials from the Financial Services and the Treasury Bureau and the Registry, visited the Guangdong Provincial Administration for Industry and Commerce and the Guangzhou Administration for Industry and Commerce

二零零八年十一月 — 公司註冊處處長與本處兩名高層人員訪問新加坡會計及公司監管局

- November 2008 — The Registrar of Companies and two senior officers of the Registry visited the Accounting and Corporate Regulatory Authority in Singapore

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二零零九年三月 — 公司註冊處處長與財經事務及庫務局和本處的高層人員出席在南非開普敦舉行的「第六屆公司註冊論壇」，參加者包括來自30多個司法管轄區及世界銀行的超過130名代表。香港不但獲選為論壇執行委員會委員，更獲委任為論壇的司庫

此外，在二零零八年四月至七月期間，公司註冊處律師加入香港的代表團，出席財務行動特別組織在巴黎舉行的面對面會議、在倫敦舉行的第三屆全體會議，以及在峇里島舉行的亞洲 / 太平洋組織年會。

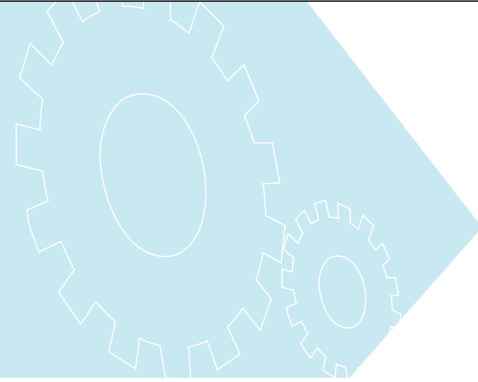
- March 2009 — The Registrar of Companies and senior officials of the Financial Services and the Treasury Bureau and the Registry attended the sixth Corporate Registers Forum in Cape Town, South Africa. The Forum was attended by more than 130 delegates representing over 30 jurisdictions globally and the World Bank. Hong Kong was elected as a member of the Executive Council of the Forum and Hong Kong was also appointed as the Treasurer for the Forum

From April to July 2008, our Registry Solicitor also joined the Hong Kong delegation in attending Face-to-Face Meeting of the Financial Action Task Force (FATF) in Paris, the Third Plenary Meeting of FATF in London and the Asia / Pacific Group Annual Meeting in Bali.



在南非開普敦出席「第六屆公司註冊論壇」的代表  
Delegates to the 6th Corporate Registers Forum in Cape Town, South Africa





在二零零八至零九年度，本處接待了來自內地、比利時、耿濟島、馬來西亞及新西蘭規管機構和專業團體的訪問團，包括廣州市工商行政管理局、上海市浦東新區政府、耿濟島公司註冊處和耿濟島金融事務處、馬來西亞首相署和國家生產力局、新西蘭公司註冊處的政府官員，以及比利時經濟與改革部部長。

一如以往，本處為來自國家工商管理總局，以及上海市和寧波市工商行政管理局的內地官員安排實習計劃。此外，薩摩亞國際財務管理局一名官員獲安排在二零零八年十月到本處實習。二零零八年十一月，本處首次委派兩名高層人員到國家工商管理總局及北京市工商行政管理局實習交流。透過這些實習計劃，本處人員得以加深認識其他司法管轄區的公司註冊制度及規管架構。

In 2008-09, the Registry received visitors from regulatory authorities and professional bodies from the Mainland, Belgium, Guernsey, Malaysia and New Zealand. They included government officials from the Guangzhou Administration for Industry and Commerce, Shanghai Pudong Municipal Government, the Guernsey Registry and Guernsey Finance, the Prime Minister Department and National Productivity Corporation of Malaysia, the New Zealand Companies Office and the Minister for Economy and Reform of Belgium.

As in the past, attachment programmes to the Registry for Mainland officials from the State Administration for Industry and Commerce and the provincial office of Shanghai and Ningbo were organised. An attachment programme was also arranged for an official from the Samoa International Finance Authority in October 2008. For the first time, two of our senior officers were attached to the State Administration for Industry and Commerce and the Beijing Administration for Industry and Commerce in November 2008. These attachment programmes provided good opportunities for our staff in enhancing their understanding of company registration practice and regulatory frameworks in other jurisdictions.



比利時經濟與改革部部長訪問本處  
The Minister for Economy and Reform of Belgium visiting the Registry