

迎接未來的挑戰 EMBRACING CHALLENGES AHEAD

業務回顧

隨 全球經濟逆轉，本處的收入在二零零八年八月開始下降。經濟會否在二零零九年下半年轉好仍屬未知之數，因此我們在推算二零零九至一零年度的業務狀況時採取審慎態度，估計二零零九至一零年度固定資產平均淨值的回報率僅能達到8.3%的目標回報率。

雖然本處有充裕的財政儲備為未來的資本投資提供資金，亦有完善的系統和程序，以及經驗豐富、充滿熱誠的員工支持改革，不斷提升服務水平，但本處某些運作方式和程序需要大量人手處理，而本處的財務業績很大程度受整體經濟狀況影響，一旦經濟放緩，公司的營運難免受到影響，而本處的財務業績亦會受到拖累。

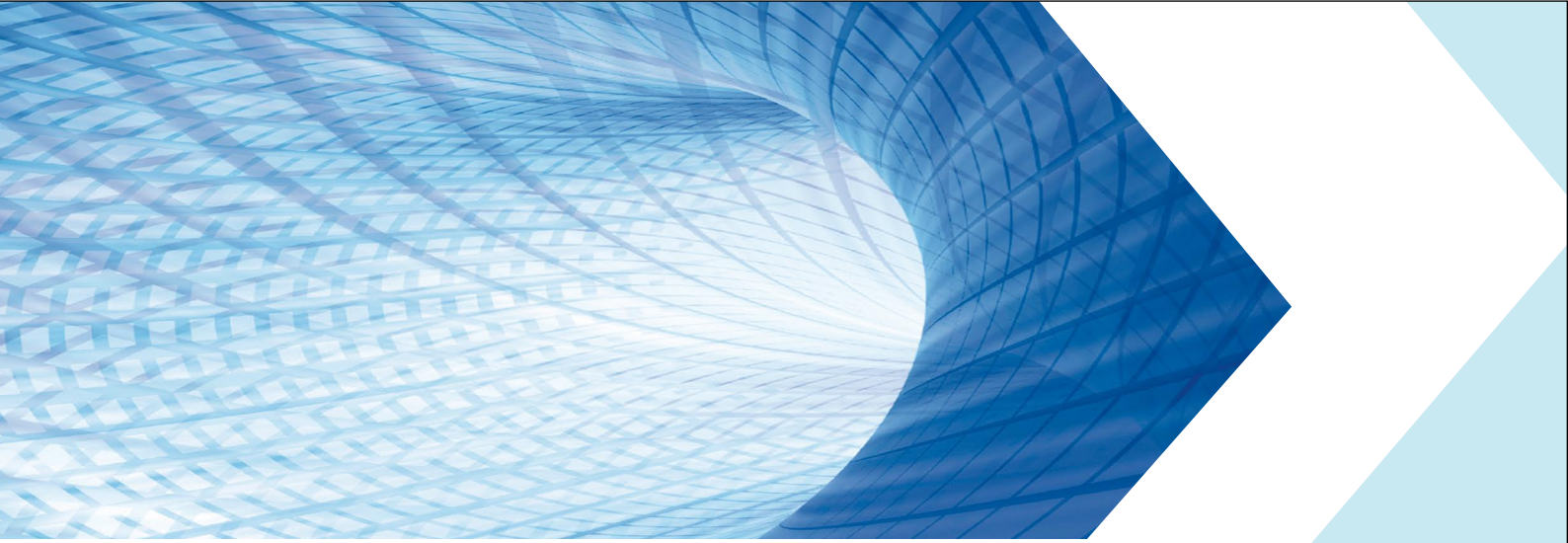
我們也許可以削減或控制開支，但由於員工費用約佔本處營運開支預算的70%，可以削減的空間有限，而且減少人手往會令服務質素受到影響。面對經濟情況逆轉，本處繼續透過客戶聯絡小組、每年的客戶服務調查及拜訪客戶，收集客戶對本處服務的意見及對新服務的需求。同時，本處正因應不斷轉變的環境，積極探討可否推出新服務或提升現有服務的水平，務求滿足客戶的需要。

Business Review

Affected by the global economic downturn, the revenue of the Registry has been declining since August 2008. As the prospect of a turnaround in the latter part of 2009 remains uncertain, we have adopted a prudent approach in our projection of the business for 2009-10 and we estimate that the rate of return on average net fixed assets for 2009-10 will just meet the target rate of 8.3 per cent.

Although the Registry possesses a healthy financial reserve to help finance future capital investment, along with well established systems and procedures, and a nucleus of experienced and dedicated staff who are supportive of changes and continuous enhancement of services, certain operational aspects and procedures are labour intensive and our financial performance depends heavily on the overall economic situation. Any slowdown in the economy inevitably affects company activities which, in turn, have an adverse impact on the Registry's financial performance.

While it might be possible to reduce or contain expenditure, the scope for reduction is limited, as staff costs make up about 70 per cent of the Registry's operating budget, and a reduction in the number of staff would, more often than not, have to be done at the expense of service quality. Faced with the economic downturn, the Registry continues to collect customers' views on its services and demand for new services through its Customer Liaison Group, the annual customer survey and courtesy visits to customers. The Registry is actively exploring the possibility of introducing new or enhanced services to meet customers' needs in a changing environment.



公司註冊處 綜合資訊系統

過去數年，本處致力進行一項持續發展計劃，以擴展本處所提供公共服務的性質和範圍，其中一項主要措施是分階段實施「公司註冊處綜合資訊系統」(綜合系統)，以取代原有的電腦系統，改革本處的核心業務，並協助本處實現無紙運作的最終目標。

綜合系統第一階段在二零零五年二月二十八日投入運作後，改革了本處的核心業務。現時，本處把收到的所有紙張文件轉換成數碼影像，綜合系統會按照預先訂定的規則，把文件影像傳送給適當的組別處理，以便本處人員輸入資料以進行系統核證或以聯線方式審閱資料。文件一經登記，公眾差不多可以即時查閱其影像紀錄。在綜合系統第一階段的運作模式下，新的操作程序大大縮短處理和登記文件所需的時間，更快捷地更新和披露公司資料，加強資料的保安和完整性及提高生產力，使運作成本得以降低。客戶現時可在網上查閱本處資料庫備存的最新公司資料，以及一億多文件的數碼影像。本處的電子查冊服務深受商界歡迎，客戶給予的評價甚高。此外，本處亦設有服務組，每周七天、全日二十四小時解答客戶的查詢。目前，在網上查閱公司資料的比率超過98%。

Integrated Companies Registry Information System

Over the past few years, the Registry has pursued a continuous development programme to expand the nature and scope of its services to the public. One of the major initiatives was the phased implementation of the Integrated Companies Registry Information System (ICRIS), which replaced the Registry's pre-existing computer systems, transformed its core business activities and facilitated the realisation of its eventual goal of establishing a paperless operation.

The implementation of Phase I of ICRIS on 28 February 2005 transformed the Registry's core business activities. All paper documents submitted to the Registry are converted into digitised images upon receipt. Document images are routed to the processing sections in accordance with pre-defined rules to facilitate data entry, system verification and online scrutiny by staff. Image records of documents are almost instantly available for public search after registration. The new operational procedures under Phase I of ICRIS have led to a significant reduction in the amount of time taken to process and register documents, more timely updating and disclosure of company information, enhanced data security and integrity, and improved productivity, resulting in reduced operating costs. Customers can now conduct company searches over the Internet on current data and over 100 million digitised images of company documents kept in the Registry's database. Our electronic search services have received overwhelming support from the business community and very positive feedback from customers. A helpdesk service to answer customers' enquiries is also available on a 24-hour basis every day. At present, over 98 per cent of company searches are conducted online.

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本處不繼提升綜合系統的功能，以滿足客戶不斷轉變的需要。在二零零八至零九年度，為落實法例和程序上的改變和加強系統功能而進行的主要系統提升工程包括：—

提升伺服器及數據傳送速度及頻寬，以確保綜合系統的容量足以應付本處的工作量

在二零零八年七月推出新的法團成立表格，供本地公司使用

擴大董事索引的範圍，以包括備任董事的資料

推出新的聯線閱覽功能，方便查閱公司資料

The Registry has been continuously enhancing ICRIS to cater for the changing needs of its customers. Major system enhancements carried out in 2008-09 to implement legislative and procedural changes, and to improve functionality include the following: —

- Upgrade of servers and the bandwidth of data communication line to ensure ICRIS has sufficient capacity to handle the Registry's workload
- Introduction of new incorporation forms for local companies in July 2008
- Expansion of the Index of Directors to include particulars of reserve directors
- Introduction of a new online viewing function for search of company information

未來展望

本處不斷致力提升客戶服務的水平。二零零九年六月，我們批出開發綜合系統第二階段的工程合約，以便在二零一零至一一年度推出在網上註冊成立公司和辦理文件登記的服務，以及提供一站式網上公司註冊及商業登記服務。本處已成立「電子註冊服務專責小組」，由公司註冊處處長擔任主席，負責制訂以電子方式辦理公司註冊及商業登記的新程序。

為了迎接未來的挑戰，我們採取了多項措施，以提升本處達成理想和使命的核心能力。本處的具體目標包括：—

開發和實施綜合系統第二階段，在二零一零 / 一一年度至二零一二 / 一三年度分期推出在網上註冊成立公司及辦理文件登記的服務

協助政府擬備及發表《公司條例草案》擬稿，在二零零九年年底進行公眾諮詢，以期在二零一零年年底向立法會提交新的《公司條例草案》

在二零一零至一一年度提供一站式網上公司註冊及商業登記服務

進一步加快及精簡公司註冊、登記及查冊服務的程序，以滿足市場的需要

透過宣傳教育及更有效的執法行動，促進公司遵從《公司條例》的規定並履行責任

Looking Ahead

The Registry is committed to continuously enhancing the quality of its customer service. In June 2009, we awarded the contract for the development of Phase II of ICRIS which will, upon its launch in 2010-11, facilitate the electronic incorporation of companies and filing of documents over the Internet, as well as the provision of one-stop service for electronic company incorporation and business registration. A Task Force on Electronic Incorporation, chaired by the Registrar of Companies, has been established to map out the new procedures for electronic company incorporation and business registration.

To embrace the challenges in the years ahead, the Registry has taken a number of initiatives to strengthen its core competencies in fulfilling its vision and mission. Specifically, our objectives include the following: —

- To develop and implement Phase II of ICRIS, in stages from 2010-11 to 2012-13, to introduce the electronic incorporation of companies and filing of documents over the Internet
- To support the Government in the preparation and issue of a draft Companies Bill for public consultation in late 2009, with a view to introducing the new Companies Bill to the Legislative Council in late 2010
- To provide one-stop service for electronic company incorporation and business registration in 2010-11
- To further expedite and streamline procedures for incorporation, registration and search services to meet market needs
- To promote a high level of compliance with statutory obligations under the Companies Ordinance through publicity campaigns, education, and more effective enforcement

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透過不同形式的培訓，增進員工的知識和技能，以配合本處的需要及客戶不斷轉變的要求，同時促進員工的長遠事業發展

根據客戶的意見開拓新業務，例如推出「一籃子」或「度身訂造」的查冊服務；以及

透過建立官方接觸、安排實習 / 交流計劃及出席一年一度的國際性公司註冊論壇，與內地及海外司法管轄區的公司註冊機關加強聯繫

我們致力實現這份年報第四頁所述的理想，受世界認同為卓越的公司註冊處，為社會提供優質服務。

- To strengthen staff knowledge and skills through various forms of training, in order to meet the Registry's needs and the changing demands of its customers, and to facilitate their long term career development
- To explore new business opportunities: e.g. introducing "package" or "tailor-made" search services, taking into account feedback from customers; and
- To foster links with corporate registries in the Mainland and overseas jurisdictions by establishing official contacts with those registries, arranging attachment/exchange programmes and attending the annual global Corporate Registers Forum

As set out on page 4 of this report, we strive to achieve world-wide recognition as an excellent Companies Registry giving the community a quality service.