



## 客戶服務及與其他司法 管轄區的聯繫

## Serving Customers and Liaison with Other Jurisdictions

## 客戶聯絡小組

本處十分重視客戶的意見和建議，因此我們成立了公司註冊處客戶聯絡小組，以提供一個平台向客戶介紹本處的政策和程序，並就本處的服務及新措施交流意見。客戶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、香港銀行公會的代表，以及一些主要客戶。

## Customer Liaison Group

The Registry values customer feedback and suggestions. A Companies Registry Customer Liaison Group (CRCLG) has been formed to provide a forum for briefing our customers on the Registry's policies and procedures and for exchanging ideas and views on the Registry's services and new initiatives. The 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 Bankers and some major customers.



公司註冊處客戶聯絡小組的成員  
Members of the Companies Registry Customer Liaison Group

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### 服務承諾

本處持續為客戶提供優質服務。為使客戶得知本處工作表現及服務水平的最新資料，本處每年公布服務承諾，說明本處在過去一年的成績及往後的工作目標。在二零一零至一一年度，全賴員工勤奮工作，本處的16項主要服務表現大幅超出服務指標。

### Performance Pledge

The Registry continues to provide quality services to its customers. To keep customers updated on our performance and standards, we publish our Performance Pledge annually, setting out our achievements in the preceding year and the performance targets for the ensuing years. In 2010-11, thanks to the hard work of our staff, the performance of our 16 core services substantially exceeded our targets.



公司註冊處服務承諾2011  
Companies Registry's Performance Pledge for 2011

### 與其他司法管轄區的聯繫

#### 與內地及其他公司註冊機關的聯繫

本處與內地及其他司法管轄區的公司註冊機關保持並加強聯繫，此舉有助交流經驗、做法和意見，亦有助本處培養新思維及制訂新措施，以提升對客戶的服務。二零一零年十二月，政務司司長率領代表團到訪深圳，身為代表團成員之一的公司註冊處處長，與深圳市市場監督管理局簽訂合作協議，以加強雙方的交流合作。二零一零年八月，處長又前赴悉尼到訪澳洲證券及投資事務監察委員會的辦事處。

### Liaison with Other Jurisdictions

#### Contacts with the Mainland and Other Registries

The Registry maintains and develops contacts with its counterparts in the mainland and other jurisdictions. These contacts facilitate the exchange of experiences, practices and ideas, and help the Registry to cultivate ideas and initiatives to improve our services to customers. In December 2010, the Registrar of Companies visited Shenzhen as a member of a delegation led by the Chief Secretary, and signed a Cooperation Agreement with the Market Supervision Administration of Shenzhen Municipality to enhance communication and co-operation between the two parties. In August 2010, the Registrar also visited the Australian Securities and Investments Commission's Office in Sydney.

# 深港合作會議簽



公司註冊處處長與深圳市市場監督管理局局長交換簽署的合作協議書  
The Registrar of Companies exchanged the signed Cooperation Agreement with the Director of Market Supervision Administration of Shenzhen Municipality

年內，本處亦接待了13個來自海外規管機構、專業或學術團體的訪問團。

During the year, the Registry also received 13 groups of visitors from overseas regulatory authorities and professional or academic bodies.

公司註冊處  
COMPANIES REGISTRY



馬來西亞公司註冊處的代表團到訪本處  
A delegation from the Companies Commission of Malaysia visited the Registry

公司註冊處  
COMPANIES REGISTRY



新西蘭公司註冊處商業註冊組經理Justin Hygate先生到訪本處  
Mr Justin Hygate, Group Manager of Business Registries at the New Zealand Companies Office, visited the Registry



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### 公司註冊論壇

公司註冊論壇是一個由公司及證券註冊機關成立的非牟利國際組織，讓不同司法管轄區的專業註冊人員可以藉這個網絡交流經驗和意見，並根據其他司法管轄區的表現和做法，作基準比較。本處積極參與論壇的活動，自二零零八年起一直擔任論壇的司庫。在二零一零年，公司註冊處經理率領本處代表團，出席在毛里裘斯舉行的公司註冊論壇周年會議。

### Corporate Registers Forum

The Corporate Registers Forum (CRF) is an international non-profit organisation formed by administrators of corporate and securities registers. It provides a network through which registry professionals from different jurisdictions can share experiences or ideas, and benchmark their performance and practices. The Registry actively participates in the activities of the CRF, and Hong Kong has served as the Treasurer for the CRF since 2008. In 2010, the Registry Manager led a delegation to attend the CRF Annual Conference held in Mauritius.



香港的代表團出席二零一零年四月在毛里裘斯舉行的公司註冊論壇  
The Hong Kong delegation attended the Corporate Registers Forum in Mauritius in April 2010