



與客戶及其他司法管轄區的聯繫
Liaison with Customers and
Other Jurisdictions

與社區的溝通

徵求客戶意見

公司註冊處十分重視客戶的意見及建議，這是我們的核心價值之一，因此我們認為要按照客戶的需要和期望，制訂及提供服務項目。為此，本處設有完善的溝通渠道，蒐集不同群組客戶的意見。

其中最重要的渠道之一是公司註冊處客戶聯絡小組。客戶聯絡小組的成員除了本處的高層人員外，還包括香港律師會、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。客戶聯絡小組定期舉行會議，提供良好的平台讓我們向客戶介紹本處的政策和工作程序，並就各項服務及最新措施交流意見。

Communicating with the Community

Soliciting the Views of Customers

Caring for and respecting its customers is one of the Companies Registry's core values. It values their feedback and suggestions, and it believes in listening to them and taking their needs and expectations into account when it designs and delivers its services. To do this, the Registry has well-established communication channels for collecting views and opinions from various customer groups.

One of the most important of these is the Companies Registry Customer Liaison Group (CRCLG). Besides senior Registry officers, it consists of 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 Group's regular meetings offer a useful and effective forum for briefing customers about the Registry's policies and procedures, and for exchanging ideas about its services and latest initiatives.

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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本處亦拜訪主要客戶，並就立法及程序上的轉變作出諮詢。為了向商界介紹本處的服務，本處經常參與由專業團體主辦的講座及活動。

本處每年都進行客戶服務調查，並透過客戶的建議、意見表格及「電子查冊」服務組蒐集客戶的意見。二零一一至一二年度，本處透過上述方法及公司註冊處客戶聯絡小組，蒐集了34項建議及意見。我們已仔細審視這些建議及意見，並作出適當跟進。

本處網站

本處網站(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，我們定期檢討和更新網站的資料，使客戶了解本處的最新發展。

客戶亦可從網站下載多款表格和各類刊物(例如公司註冊處年報、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。

The Registry also pays courtesy visits to major customers and carries out public consultations about legislative and procedural changes. To showcase its services to the business community, the Registry frequently participates in talks and activities organised by professional bodies.

Every year, the Registry conducts a Customer Services Survey, and it gathers customer feedback via suggestion and comment forms and the e-Search Helpdesk. It collected 34 suggestions and comments via these and the CRCLG during 2011-12. All were carefully reviewed and acted upon where appropriate.

Registry Website

The Registry's website (www.cr.gov.hk) presents comprehensive and up-to-date information about its core business activities, legislative changes, filing requirements and development programmes. Its contents are available in traditional and simplified Chinese and English, and they are regularly reviewed and updated to keep customers abreast of the latest developments.

Customers may also download a number of forms from the website, as well as publications such as the Companies Registry Annual Reports, Reports and Consultation Papers of the Standing Committee on Company Law Reform, Consultation Papers on the rewriting of the Companies Ordinance, and external circulars issued by the Registry.



全年瀏覽本處網頁人次

Number of visits to the Registry's website per annum

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。

Enquiry Hotline

The Companies Registry Enquiry Hotline ((852) 2234 9933) answers enquiries about its services on a 24/7 basis. Callers can also obtain information pamphlets from it by fax.

55,621

全年接獲電話查詢數目

Number of calls taken by enquiry hotline per annum

接待訪客

本處不時接待來自其他政府部門、本地專業團體及教育機構的訪客，讓有關的組織有機會更加了解本處的服務及香港的公司註冊制度。

Receiving Visitors

The Registry receives visitors from other government departments, local professional bodies and educational institutions from time to time. These are very good opportunities for the organisations concerned to learn more about the Registry's services and the Hong Kong company registration system.

司法同事到訪公司註冊處
Judiciary colleagues visit the
Companies Registry



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香港城市大學學生到訪公司註冊處
City University of Hong Kong students
visit the Companies Registry



與其他公司註冊機關的聯繫

與內地及其他公司註冊機關的 聯繫及合作

本處一貫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，就其他司法管轄區的公司註冊服務及公司法的發展，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。

年內，本處的代表團亦訪問了其他公司註冊機關及參加國際論壇，包括：

- 二零一一年五月及二零一二年二月分別在新加坡及印度新德里舉行的公司註冊論壇周年會議；

Liaison with other Registries

Contacts and Cooperation with the Mainland and Other Registries

The Registry continuously establishes and fosters links with its counterparts in Mainland China and other jurisdictions. This enables it to exchange ideas and share experience about company registration services and the development of company laws in other jurisdictions, which in turn helps the Registry to formulate new initiatives and strategies to enhance the quality of its services.

During the past year, delegations from the Registry visited a number of other registries and attended international forums, including:

- Annual Conferences of the Corporate Registers Forum (CRF) in Singapore in May 2011, and in New Delhi, India, in February 2012;



處長率領本處代表團參加「公司註冊論壇2011」
The Registrar heads the Registry's delegation to the
CRF Conference 2011



業務經理率領本處代表團參加「公司註冊論壇2012」
The Business Manager leads the Registry's delegation
to the CRF Conference 2012

- 二零一一年八月訪問深圳市市場監督管理局；

A visit to the Market Supervision Administration of Shenzhen Municipality in August 2011;



公司註冊處和財經事務及庫務局人員訪問深圳市市場監督管理局
Officers of the Companies Registry and the Financial Services and the Treasury Bureau visit the Market Supervision Administration of Shenzhen Municipality

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- 二零一一年九月，副首席律師何劉家錦女士參加法國巴黎經合組織的成員相互評估小組會議；以及
- 二零一一年十月訪問內地國家工商行政管理總局及北京市工商行政管理局。
- Mrs Karen Ho, Deputy Principal Solicitor, attended the OECD Peer Review Group Meeting in Paris, France, in September 2011; and
- A visit to the State Administration for Industry and Commerce and Beijing Administration for Industry and Commerce, Mainland China in October 2011.

公司註冊處訪問內地國家工商行政管理總局及
北京市工商行政管理局
The Registrar of Companies visits the
State Administration for Industry and Commerce
and Beijing Administration for Industry and
Commerce, Mainland China



此外，本處接待了其他來自世界各地的規管機構和專業團體的訪客，包括：

- 西班牙中央商業登記處處長；
- The Registrar of the Central Mercantile Registry, Spain;

西班牙中央商業登記處處長到訪公司註冊處
The Registrar of the Central Mercantile Registry,
Spain visits the Companies Registry



- 英屬格恩西島商業和就業部部長率領的代表團；
- 毛里裘斯公司註冊處處長；
- A delegation led by the Minister for Commerce and Employment, the States of Guernsey;
- The Registrar of Companies of Mauritius;



毛里裘斯公司註冊處處長
到訪公司註冊處

The Registrar of Companies of Mauritius
visits the Companies Registry

- 新加坡警務處的人員；及
- 多個內地省級局及機構的人員。
- Officials from the Singapore Police Force; and
- Officials from a number of Mainland provincial departments and institutions.

此外，本處繼續為來自北京市和上海市工商行政管理局的人員安排實習計劃。

In addition, the Registry continued to arrange attachment programmes for officials from the Beijing and Shanghai Administrations for Industry and Commerce.

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合作協議

在二零一一至一二年度，本處與北京市工商行政管理局和寧波市工商行政管理局簽署合作協議，促進雙方的聯繫、溝通及合作。

Cooperation Agreements

During the year 2011-12, the Registry signed Cooperation Agreements to promote liaison, communication and co-operation with the Beijing Administration for Industry and Commerce and the Ningbo Administration for Industry and Commerce.

公司註冊處處長在北京與北京市工商行政管理局簽署合作協議
The Registrar of Companies signs a Cooperation Agreement with the Beijing Administration for Industry and Commerce in Beijing



公司註冊處處長在香港與寧波市代表團出席簽署儀式
The Registrar of Companies attends the Signing Ceremony with delegates from Ningbo in Hong Kong



公司註冊論壇

公司註冊論壇是一個由公司註冊機關成立的非牟利國際組織，每年均舉行周年會議，讓不同司法管轄區的專業註冊人員有機會交流經驗，並根據其他司法管轄區的表現和做法，作基準比較，從而獲得嶄新構思及知識。本處積極參與論壇，自二零零八年起公司註冊處處長一直代表香港擔任論壇的司庫。二零一一年五月及二零一二年二月分別在新加坡及印度新德里舉行的周年會議，出席者分別來自44個司法管轄區的140名代表，以及42個司法管轄區的129名代表。世界銀行的代表亦有出席會議，協助各司法管轄區探討全球最佳的做法。

Corporate Registers Forum

The Corporate Registers Forum is an international non-profit organisation of administrators of corporate registers. Its annual conferences offer opportunities for registry professionals from different jurisdictions to share their experience, benchmark their performance and practices, and gain new ideas and knowledge. The Registry actively participates in the Forum, and the Registrar of Companies has represented Hong Kong in serving as its treasurer since 2008. The annual conferences held in Singapore in May 2011 and in New Delhi, India, in February 2012 were attended by 140 delegates from 44 jurisdictions and 129 delegates from 42 jurisdictions, respectively. Representatives from the World Bank were also present to help jurisdictions explore global best practices.



業務經理出席
「公司註冊論壇2012」
The Business Manager attends
the CRF Conference 2012