

04



提升本處的服務

Enhancing our Services

不斷提升服務，推陳出新，精益求精

The Registry is committed to continuously enhancing the level and quality of our services.

堅持不懈

Perseverance

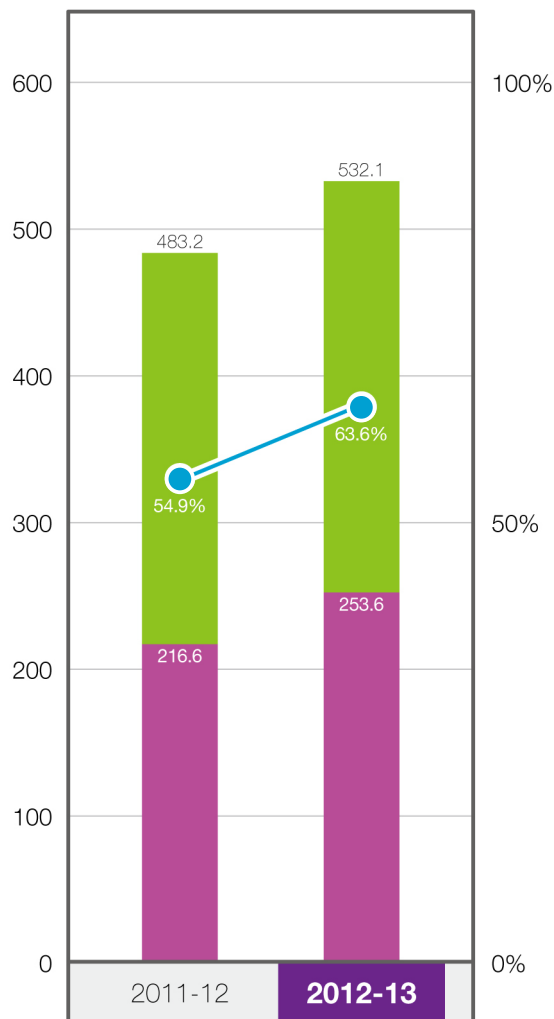


二零一二至一三年度的工作表現及大事概要 Achievements and Highlights 2012-13

財務表現 Financial Performance

截至三月三十一日止的年度 For the year ended 31 March

以一百萬元計 HK\$ million



- 營業總額
Turnover
- 除稅後盈利
Profit after Tax
- 固定資產平均淨值回報率
Rate of Return on Average Net Fixed Assets

統計數字一覽 Statistics at a Glance



162,277間新公司註冊成立 — 平均每月13,523間。當中一名成員組成的公司約佔82%。

162,277 new companies were incorporated – an average of 13,523 per month. Approximately 82 per cent of them were one-member companies.



提交本處的公司押記文件有34,012份 — 平均每個工作天139份。當中約有三分之二與房地產有關。

34,012 charge documents were received – an average of 139 per working day. Around two-thirds of them were related to landed properties.



30,550間不營運公司根據《公司條例》第291條被剔除名稱。

30,550 defunct companies were struck off under section 291 of the Companies Ordinance.

1,067,434

截至二零一三年三月三十一日，共有1,067,434間本地公司在公司登記冊上。

1,067,434 local companies were on the public register, as at 31 March 2013.



1,511

1,511間公司以清盤方式解散。

1,511 companies were dissolved by liquidation.



235,239

查閱公司資料共有235,239宗。

235,239 searches of company particulars were made.

31,727

31,727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。

31,727 defunct solvent private companies were deregistered under section 291AA of the Companies Ordinance.

317,747

查閱董事索引共有317,747宗。

317,747 searches of the Directors' Index were made.



2,308,264

在二零一二至一三年度，共有2,308,264人次瀏覽本處網頁 — 平均每月192,355人次。

The Registry's website was visited 2,308,264 times during 2012-13 – an average of 192,355 visits per month.



3,525,723

使用網上查冊中心查閱文件影像紀錄共有3,525,723宗。

3,525,723 searches of document image records were made via the Cyber Search Centre.

2,293,355

提交本處登記的文件有2,293,355份 — 平均每個工作天9,360份。

2,293,355 documents were received for registration – an average of 9,360 per working day.

60,245

1823接獲有關本處服務的電話查詢數目有60,245宗 — 平均每月5,020宗。

The 1823 received 60,245 enquiries on the Registry's services – an average of 5,020 per month.



99%

在網上查閱公司資料的比率超過99%。

More than 99 per cent of company searches were made online.



54,364

本處電話諮詢熱線接獲的電話查詢數目有54,364宗 — 平均每月4,530宗。

The Enquiry Hotline took 54,364 calls – an average of 4,530 per month.

23,555

截至二零一三年三月三十一日，本處適時提供有關服務及新措施最新資料的「訂閱電子資訊」服務有7,176名訂戶，而發出電郵提醒訂戶提交周年申報表的「提交周年申報表電子提示」服務有23,555名訂戶。

As at 31 March 2013, the Registry's electronic news subscription service, which provides regular information updates on its services and initiatives, had 7,176 subscribers. Meanwhile, the Annual Return e-Alert service, which issues email reminders for the filing of annual returns, had 23,555 subscribers.

二零一二至一三年度工作量主要統計數字載於附錄A。
Key workload statistics for 2012-13 are shown in Appendix A.

業務情況及表現 Business Operation and Performance

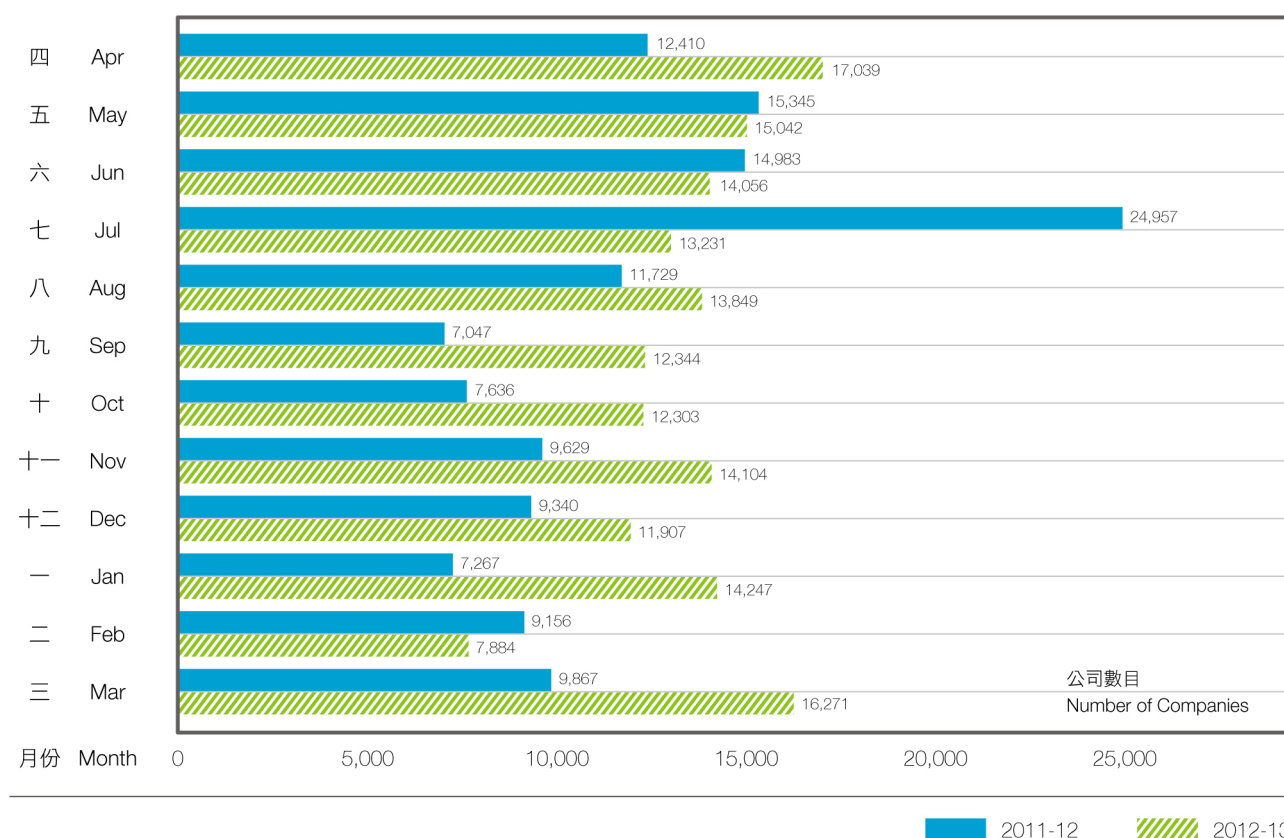
公司註冊成立及解散

在二零一二至一三年度，公司註冊成立的數目創新高，共有162,277間本地公司註冊成立。截至二零一三年三月三十一日，在登記冊上的本地公司總數為1,067,434間。平均每月有13,523間新公司列入登記冊，較前一年高出約16.4%。新公司當中一名成員組成的公司約佔82%。

Incorporation and Dissolution of Companies

In 2012-13, a record number of companies was incorporated. 162,277 local companies were incorporated in the year and the number of local companies on the register amounted to 1,067,434 by 31 March 2013. On average, 13,523 new companies were added to the Register every month, approximately 16.4 per cent higher than previous year. Out of these new companies, about 82 per cent were one-member companies.

註冊成立公司 Incorporation



在同一段期間，共有63,795間公司解散。在這些解散的公司中，共有30,550間不營運公司根據《公司條例》第291條被剔除名稱；另有31,727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；而以清盤方式解散的公司共有1,511間。

During the same period, 63,795 companies were dissolved. Out of these dissolved companies, 30,550 defunct companies were struck off under section 291 of the Companies Ordinance; 31,727 defunct, solvent private companies were deregistered under section 291AA of the Companies Ordinance; and 1,511 companies were dissolved by liquidation.

自二零一一年一月推出「註冊易」及二零一一年三月推出「一站式成立公司暨商業登記服務」後，公司可在一小時內透過「註冊易」在網上註冊成立，並隨即開展業務。

With the launch of the e-Registry in January 2011 and the introduction of one-stop service for company incorporation and business registration in March 2011, a company can be incorporated online via the e-Registry within one hour and starts business immediately.

文件登記

在二零一二至一三年度，提交本處登記的文件數目增至2,293,355份，增幅約7.5%，即提交本處登記的文件平均每個工作天9,360份。

Registration of Documents

In 2012-13, the number of documents registered with the Registry has increased by about 7.5 per cent to 2,293,355. This represents an average of 9,360 documents received every working day for registration by the Registry.



平均每個工作天提交本處登記的文件數目
Average number of documents received each working day



提交本處登記的文件包括組織章程大綱及組織章程細則、公司董事及秘書的委任及更改通知書、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等。

The documents delivered for registration included memoranda and articles of association, notifications of appointments and changes of directors and secretaries, changes of registered office addresses, returns on allotments and annual returns, etc.



公眾查冊

在二零一二至一三年度，使用電子查冊服務查閱文件影像紀錄達3,525,723宗，較前一年增加8.3%。查閱公司資料的數目亦有所增加，達235,239宗，增幅為21.1%。至於查閱董事索引的數目為317,747宗，較前一年有輕微上升。

公眾可以使用本處的網上查冊中心(www.icris.cr.gov.hk)查閱公司資料及文件的影像紀錄。透過「註冊易」註冊成立的新公司的資料可隨即讓公眾查閱。網上查冊中心全日24小時提供的網上查閱公司資料的服務方便易用，因此，現時在網上查閱公司資料的比率超過99%。客戶繳付所需費用後，便可以聯線閱覽或下載查冊結果。此外，客戶亦可訂購文件或其他紀錄的經核證副本，並選擇以郵寄或速遞方式收取，或親自到本處的公眾查冊中心領取。

客戶只須繳交年費，便可以登記為網上查冊中心登記聯線客戶，以較低的費用查閱文件影像紀錄，並可享有從預付款帳戶扣除查冊費的方便。截至二零一三年三月三十一日，登記聯線客戶超過2,200名，其中包括金融機構及提供專業服務的公司，他們對電子查冊服務非常滿意。非登記聯線客戶則可使用常用的付款方法，如信用卡或透過繳費靈網上服務付款。

Public Search

Compared with the year before, the number of electronic searches of document image records in 2012-13 has risen by 8.3 per cent to 3,525,723. The number of searches of company particulars has also surged by 21.1 per cent to 235,239. For search of Directors Index, the number was 317,747, slightly higher than the figure in previous year.

Information available for public search at the Registry's Cyber Search Centre (CSC) (www.icris.cr.gov.hk) includes particulars of companies and digitised images of documents. Particulars of new companies incorporated through the e-Registry are available for public inspection immediately upon incorporation. Over 99 per cent of the searches were made online through the CSC which provides user friendly and convenient online company search services via the internet on a 24-hour basis throughout the year. Customers can view the search results online or download copies of the records on payment of the required fees. In addition, ordered certified true copies of documents or records may be delivered by post or courier to customers or collected in person at the Registry's Public Search Centre.

Customers can register as CSC registered online users by paying an annual fee and enjoy lower rates for searching image records. They can also enjoy the convenience of having the search fees deducted from their prepayment accounts. As of 31 March 2013, over 2,200 customers including financial institutions and professional firms had registered as online users and given very satisfactory feedbacks to the services. For unregistered users, popular payment methods such as credit card payment or PPS by Internet are available for settling search fees online.



二零一二至一三年度查閱文件影像紀錄的個案數目
Number of searches of document image records during 2012-13



押記登記

在二零一二至一三年度，提交本處登記的公司押記有34,012份，較前一年增加1.3%。平均來說，每個工作天提交本處登記的押記有139份，當中約有三分之二與房地產有關。

Registration of Charges

In 2012-13, 34,012 charges created by companies were registered with the Registry, 1.3 per cent higher than the previous year. On average, 139 charges were submitted to the Registry every working day. Out of these, about two-thirds were related to land property.



平均每個工作天提交的押記數目
Average number of charges received each working day



新推出的服務 Newly Launched Services



電子提交文件服務

自二零一二年二月起，本處的電子提交文件服務分階段擴展至包括根據《公司條例》規定交付本處存檔而較常使用的指明表格。分階段推出新服務旨在確保服務順利過渡，所涵蓋的表格當中，周年申報表是最常用的指明表格，提交周年申報表的電子服務於二零一二年八月最後階段推出。為配合電子提交周年申報表服務，根據本處記錄公司在成立為法團的周年日的主要資料會被系統擷取並自動輸入電子表格中，讓用戶在網上提交電子表格前，先檢視並作出最後的修改。推出電子提交周年申報表服務亦標誌着「公司註冊處綜合資訊系統」第二階段的圓滿完成。

周年申報表e提示

每年，所有在香港註冊或登記的公司均須按法例的規定在法定的時限內，向本處交付周年申報表登記。由於周年申報表載有公司在每一年

e-Filing Services

Since February 2012, the electronic filing channel of the Registry has been extended by phases to include the most commonly filed specified forms under the Companies Ordinance. The phased approach of launching e-Filing services is to ensure a smooth transition of service. Among the forms involved, the electronic submission service for the annual return, which is the most commonly used statutory form, was introduced in August 2012 in the final phase. To facilitate electronic submission of annual returns, key particulars of companies as at their anniversary dates of incorporation as registered with the Registry are extracted and pre-filled to the e-Forms for users to review and make latest changes before submitting the e-Forms online. The launch of the electronic annual returns also marked the successful completion of Phase II of the Integrated Companies Registry Information System.

Annual Return e-Reminder

Every year, all companies incorporated or registered in Hong Kong are statutorily required to submit their annual returns to the Registry for registration within a specified timeline. Since an annual return provides

度的主要資料，本處多年來採取多項措施促使公司遵從提交周年申報表的規定。這些措施包括印製及派發資料小冊子；向未有提交周年申報表的公司發出催辦通知書，以及在適當時候採取檢控行動。

為配合電子提交周年申報表服務，本處亦向客戶免費提供新的「周年申報表e提示」服務。使用這項服務時，所有在「註冊易」登記成為「註冊處公司用戶」的本地有股本私人公司，會於公司成立為法團的周年日，收到由系統自動發出提示公司提交周年申報表的電子通知。「個人用戶」亦可在「註冊易」訂用「周年申報表e提示」服務，就他們指定的公司收取提交周年申報表的電子通知。用戶可點擊通知內的超連結，登入「註冊易」以電子方式提交周年申報表。

公司查冊流動版服務

隨着使用智能手機和流動裝置日益普及，本處於二零一二年六月推出公司查冊流動版新服務以提升電子查冊服務。公眾人士可隨時隨地使

important information of a company on an annual basis, the Registry has over the years undertaken a number of measures to enhance compliance with the requirements for filing annual returns. These measures include publication and distribution of information pamphlets; sending reminders to companies in default of filing annual returns, and, where appropriate, taking prosecution actions.

Along with the launch of the electronic submission service for annual returns, the Registry also provides its customers with a new Annual Return e-Reminder Service free of charge. With this new service, all local private companies having a share capital which have registered Company User Accounts with the e-Registry will automatically receive electronic notifications for filing annual returns on their anniversary dates of incorporation. Individual Users can also subscribe to the e-Reminder Service at the e-Registry to receive electronic notifications for filing annual returns of companies which they specified. Customers can easily log into the e-Registry for electronic submission of annual returns through a hyperlink provided in the notifications.

Company Search Mobile Service

Given the increasing popularity of smartphones and mobile devices, the Registry has taken the initiative to enhance the e-Search service with the introduction of the new Company Search Mobile Service in June 2012.



用智能手機及流動裝置，透過這項公司查冊新服務查閱公司資料。這項服務不但方便營商，公眾人士更可即時取得最新的公司資料。

Members of the public can use this new search service to conduct some basic searches on company information anytime and anywhere with their smartphones and mobile devices. It not only facilitates the conduct of business in Hong Kong but also enables members of the public to obtain the most up-to-date company information at their fingertips.



服務承諾

公司註冊處一直致力提供高效率和優良的服務，以切合客戶的需要。為使客戶得知本處的服務承諾及服務標準，本處每年都會發表服務指標及工作表現。在二零一二至一三年度，本處超越了所有服務指標，詳情載於附錄B。

Performance Pledge

The Registry is fully committed to providing efficient and quality services to better serve the needs of customers. To keep customers informed of the Registry's performance pledges and service standards, the Registry publishes its performance targets and results on an annual basis. In 2012-13, the Registry has exceeded all its performance targets, details of which are contained in Appendix B.