



差餉物業估價署署長
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在過去一年，當大部分國家仍然受全球金融危機的陰霾籠罩之際，香港經濟已擺脫低潮，強力反彈。對本署來說，去年亦是忙碌和成果豐碩的一年。在 11 項主要職能的服務承諾項目中，我們雖然提高了其中三項的服務水平，但在各個服務範疇的表現仍超越或達到所定立的目標。

通脹壓力開始浮現，政府推出一系列刺激經濟措施，以利民紓困，鞏固復蘇。財政司司長於 2010-11 財政年度預算案演辭公布一系列一次過的紓困措施，包括寬減 2010-11 年度的差餉，上限為每個物業單位每季 1 500 元。在寬免措施下，約九成住宅樓宇和六成非住宅樓宇在年內不用繳交差餉。

挑戰和成就

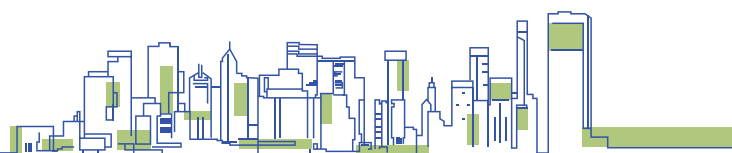
本署按進度完成了每年全面重估差餉工作，根據估價依據日期 2010 年 10 月 1 日的市值租金水平，評估全港物業的應課差餉租值。重估完成後，估價冊內的估價項目增至 237 萬個，應課差餉租值合共 4 250 億元；新的地租登記冊亦載有 182 萬個估價項目，應課差餉租值合共為 2 500 億元。經濟逐漸復蘇，市民恢復信心，物業市場亦得到支持。市道好轉，物業需求回升，估價冊內的應課差餉租值在重估後亦錄得 9% 的整體平均升幅。

While most other countries in the past year were still under the shadow of global financial crisis, our economy has been over the worst and showed an impressive rebound. It was also a busy and fruitful year for the Rating and Valuation Department. We succeeded in achieving or exceeding the performance targets for all 11 service areas in respect of the major functions of the Department although we have raised the set service level of three work items.

Government has launched a fiscal stimulus package to help consolidate the economic recovery and alleviate people's burden due to the emerging inflationary pressure. The Financial Secretary in the 2010-11 Budget Speech announced a series of one-off relief measures, which included waiving rates for 2010-11, subject to a ceiling of \$1 500 per quarter for each rateable tenement. Under this rates concession, about 90% of domestic properties and 60% of non-domestic properties were subject to no rates in the year.

Challenges and Achievements

The Department completed another massive annual revaluation exercise on schedule and the rateable values of all tenements were reviewed with reference to rental levels as at 1 October 2010. The number of assessments on the Valuation List grew to 2.37 million with a total rateable value of \$425 billion, while the new Government Rent Roll contained 1.82 million assessments with a total rateable value of \$250 billion. The gradual improvement of the economy has also rendered support to people's confidence and the property market. Reflecting an improved economy and the renewed demand for properties, the rateable values on the Valuation List showed an overall average increase of 9% following the revaluation.



新一年的估價冊和地租登記冊在 2011 年 3 月 9 日公布，並於同月 11 日刊憲公布周知。市民可在 2011 年 5 月 31 日或之前遞交建議書。在此期間，市民可到本署網站（網址：www.rvd.gov.hk）和「物業資訊網」（網址：www.rvdpi.gov.hk）查詢 2011-12 年度物業的應課差餉租值的網上查詢，涉及約 233 萬個物業項目。與此同時，本署共接獲約 55 000 份要求修改估價冊及／或地租登記冊的建議書，數目較前一年上升 5%。工作雖然繁重，但本署同事仍然悉力以赴，在四個月內完成覆核 88% 的反對建議書，超越服務承諾定下的目標。

年內本署提升了「物業資訊網」的功能，加入網上查詢物業的差餉地租帳目結欠服務。由 2010 年 12 月 29 日起，市民可以更低廉的收費，經互聯網全日查閱物業的差餉地租欠款。這項服務有助縮短物業交易的程序，因為市民毋須再以郵寄或親臨本署確認物業的差餉地租欠款。「物業資訊網」自 2009 年 2 月推出以來，為市民提供方便的途徑，於網上查詢重要的物業資料，包括物業的差餉地租帳目結餘、應課差餉租值，以及住宅物業（鄉村式屋宇除外）的實用面積、樓齡和許用途等資料。「物業資訊網」服務深受專業人士和市民歡迎，截至 2011 年 3 月為止，已提供超過 40 萬個物業記錄的資料。至於與其他部門的協作方面，本署繼續與土地註冊處緊密合作，配對物業記錄，現時已配對的物業地址數目達 248 萬項，市民可利用「物業資訊網」的中英雙語物業地址搜尋功能免費查詢。本署會繼續尋求在這網上平台提供更多增值服務。

The new Valuation List and Government Rent Roll were declared by me on 9 March 2011 and notices relating to the display of the List and the Rent Roll were gazetted on 11 March 2011. The public was able to make online search of the 2011-12 rateable values on our website (www.rvd.gov.hk) and our Property Information Online (PIO) website (www.rvdpi.gov.hk) during the proposal period ending 31 May 2011. Around 32 000 online searches of the new rateable values of some 2.33 million properties were recorded. At the same time, we received about 55 000 proposals to alter the Valuation List and/or Government Rent Roll, up by 5% on previous year. Strenuous though it was, we have completed the review of 88% of the objections in four months, exceeding the target in our performance pledge.

During the year, we have upgraded the PIO service to include an online enquiry service to access a property's account balance in respect of rates and Government rent. As from 29 December 2010, people could check, at a much reduced fee, any outstanding liability in rates and Government rent relating to a property through the round-the-clock online service. This service has shortened the property transaction process as people were no longer required to confirm the outstanding rates and Government rent by post or in person. Since its launch in February 2009, the PIO has offered convenient online access to essential property information, which now included account balance of rates and Government rent, rateable values, saleable area, age and permitted use of domestic properties except village-typed houses. This online service was well received by professionals and the general public, and as at March 2011, the PIO had already provided information on more than 400 000 property records. On inter-departmental collaboration, we spared no efforts in matching our property records with those held by the Land Registry and the number of aligned property address records has reached 2.48 million. The public can use the bilingual search engine of PIO to retrieve these address records free of charge. We would look for other opportunities to provide more value-added services through this online platform.



為配合電子政府政策，並推動節約用紙，保護環境，本署與政府資訊科技總監辦公室合作，在2010年12月6日推出「電子差餉地租單」服務，以「我的政府一站通」個人化網頁作為登記平台。用戶可選擇通過互聯網收取電子季度差餉及／或地租繳款通知書，電子帳單備妥後，系統即會發出電郵通知用戶。用戶亦可自行設定提示服務，提醒他們在限期之前繳款。電子差餉地租單服務推出的首四個月內，超過5 600多位繳納人登記成為用戶，涉及約9 000個帳戶，其中約七成用戶選擇停收印文本通知書，反映出市民對保護環境的熱誠，以及使用這項新服務的信心。

本署一直與海外組織和專業團體保持緊密聯繫，以掌握估價專業的最新發展，2010年標誌着我們在提升國際地位方面的里程碑。2010年6月，本署與加拿大國際財產稅學會和香港理工大學合辦國際財產稅學會第五屆批量評估技術研討會，這次為期兩天的研討會以「探求環球適用的財產稅與批量評估模式」為題，吸引來自13個國家和地區近180名代表參加。我們得以合辦如此國際盛事，實在榮幸之至，本署員工也獲益良多。本署是將電腦批量評估技術運用於物業估價工作的先驅，研討會正提供了一個平台，讓我們可與業界翹楚和學者互相切磋，交流批量評估的知識和心得。通過經驗分享，本署亦加深對其他地區最新情況的了解，有助我們研究如何提升服務。

In support of e-government policy together with the objective of reducing paper consumption to promote a green environment, we have collaborated with the Office of the Government Chief Information Officer (OGCIO) to launch the "eRVD Bill" service on 6 December 2010 and used its "MyGovHK" personalised portal as our registration platform. Account holders could opt for receiving the quarterly demands for rates and/or Government rent via the Internet. Subscribers would be notified by emails when the new electronic demands were available. They could also set up their own reminder service to prompt payment before due date. In the four months since the roll-out, over 5 600 payers have registered for the "e-RVD Bill" service, involving around 9 000 accounts. It was worth noting that some 70% of the subscribers have opted to dispense with the paper bills, demonstrating people's aspiration to conserving the environment and their confidence in using the new service.

We have long been maintaining active links with overseas organisations and professional bodies in property valuation to keep abreast of best practices elsewhere, and the year 2010 marked a milestone for the Department in strengthening our international standing. We co-hosted the 5th International Property Tax Institute (IPTI) Mass Appraisal Valuation Symposium with the Canada-based IPTI and The Hong Kong Polytechnic University in June 2010. The theme of this two-day symposium - "The Pursuit of a World-wide Model on Property Taxation and Mass Valuation" attracted some 180 delegates from 13 countries and regions. We took pride in co-hosting an international event of this scale and our staff benefited from the event tremendously. The Department has been one of the forerunners in the application of mass appraisal in property valuation and the symposium provided us with a platform to meet with leading practitioners and academics to exchange our knowledge and experience in mass appraisal techniques. Through knowledge sharing we were also updated on the latest developments in other property tax jurisdictions, which helped us explore and identify opportunities to enhance our services.



機遇與展望

本署不時探討如何更廣泛利用電子渠道發放資訊和提供服務，現正研發以下各項電子政府服務：

- 將電子表格服務擴展至網上批署法定表格。
- 研發網上付款服務，方便用戶在網上繳費，務求向電子差餉地租單用戶提供一站式全面電子發單和繳款服務。
- 至於提供非住宅物業的物業資訊方面，首階段的籌備工作現正展開。服務推出後，市民可通過「物業資訊網」查詢物業的面積和樓齡。
- 繼續加強並推廣綜合發單和繳款服務。
- 定期檢討部門資訊科技計劃，該計劃為本署各項電子服務定下策略方針；落實計劃下其他項目將有助本署迎接未來挑戰，提供更卓越、更以客為本的公共服務。

為提高本署估價工作的透明度，本署將推出新措施，在首次為新落成住宅樓宇評估差餉及／或地租時，向繳納人發放有關物業資料。

本署上下鞠躬盡瘁，盡心盡力，全力為市民提供優質服務，我謹此衷心致謝。對於我們的成就，我深感自豪，深信本署員工來年定能繼往開來，迎接新挑戰。

差餉物業估價署署長
曾梅芬太平紳士
2011年10月

Opportunities and Prospects

The Department has been constantly exploring the greater use of electronic means in information dissemination and service delivery. We will continue investing resources in the following e-government initiatives:

- Extending the scope of the electronic forms service to incorporate online endorsement of specified form.
- Developing an online payment service for customers to settle their e-bills in order to provide a seamless billing and payment service to "eRVD Bill" subscribers.
- Preparing for the first phase of disseminating property information of non-domestic properties, which would allow the public to check the area and age of properties through the Property Information Online.
- Further enhancing and promoting the consolidated Billing and Payment Service for rates and Government rent.
- Reviewing regularly our Departmental Information Technology Plan, which provides a strategic direction on electronic delivery of services, and the implementation of other programmes identified under the Plan gives us a more solid footing to meet new challenges and provides improved and customer-focused services to the public.

To enhance the transparency of our valuation work, we would disseminate for the first time property information of newly completed domestic properties to the payers when these properties are first assessed to rates and/or Government rent.

Lastly, I would like to thank my staff for their dedication and commitment in delivering quality services to the public. I am proud of all we have achieved together and will consolidate our strengths to rise to the challenge of change in the years ahead.

Mrs Mimi BROWN, JP
Commissioner of Rating and Valuation
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