

署長序言

Commissioner's
Overview





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差餉物業估價署在2008-2009年度，是有長足發展的一年。而對於不少人來說，這也是充滿挑戰的一年。原本欣欣向榮的經濟，隨着次按問題浮現而急轉直下。儘管面對重大考驗，本署在各項服務上仍力臻完善，一一履行本署訂下的服務承諾，並依期完成全面重估差餉工作。

香港經濟在過去數年蓬勃發展，帶來了財政盈餘，因此，政府在年內繼續實施差餉寬減措施，寬免年內所有差餉繳納人的差餉，上限為每戶每季5 000元。約有99%的住宅物業和85%的非住宅物業因而無須繳納差餉。

挑戰和成就

9月爆發的金融風暴，令經濟環境輒然逆轉，社會各階層人士莫不受到影響。金融市場動盪，引致租務市場也不穩定，這亦為重估差餉工作增添困難和帶來前所未見的挑戰。重估差餉的估價依據日期是2008年10月1日，雖然困難重重，重估全港物業應課差餉租值的工作仍如期完成，一共涉及估價冊上233萬個物業和地租登記冊上178萬個物業。

新一年度的估價冊和地租登記冊於2009年3月11日公布，電子版本亦上載至本署網站(網址：<http://www.rvdpi.gov.hk>)，讓市民於3月16日至5月31日期間查閱。隨著金融危機的深化而影響本地的經濟，本署年內接獲約51 000份反對最新應課差餉租值的建議書，高於前一年接獲的38 000份。

2008-2009 was a year of solid achievement for the Department. It was also a challenging year to many people when the subprime crisis unfolded causing the flourishing economy to take a severe turn. Amid the challenging time, we strived to deliver our services to meet the performance targets and complete the annual revaluation.

In view of the fiscal surplus brought about by robust economic growth in previous years, Government continued to grant rates concession to all ratepayers to offset the rates payable for 2008-2009, subject to a ceiling of \$5 000 per quarter for each rateable tenement. As a result, about 99% of domestic properties and 85% of non-domestic properties were not required to pay rates in the year.

Challenges and Achievements

The outbreak of the global financial crisis in September has precipitated an adverse economic environment that has affected people from all walks of life. The financial turmoil also caused great uncertainties to the rental market, making the task of revaluation more difficult and challenging than ever. Notwithstanding, review of all rateable values in the territory with reference to rental levels as at 1 October 2008 was completed on schedule, involving 2.33 million assessments in the Valuation List and 1.78 million assessments in the Government Rent Roll.

The new Valuation List and Government Rent Roll were declared on 11 March 2009 and the public was able to view the electronic version of the Valuation List and Government Rent Roll on our website (<http://www.rvdpi.gov.hk>) during the proposal period from 16 March to 31 May 2009. While the impact of the financial crisis deepened and filtered through into the economy, we also saw an upsurge in the number of proposals and received some 51 000 objections against the new rateable values as compared to 38 000 cases in the previous year.

經過多年的努力耕耘，本署籌備的「物業資訊網」，在2月順利推出首階段服務，這標誌着本署在拓展電子政府服務方面的一個里程碑，更為促進日後部門間提供公共服務的協作奠定基礎。新網上系統全日運作，讓市民經互聯網取得物業資料。用戶可利用這個收費網上系統，取得物業的實用面積、落成年份及住宅物業的核准用途等資料。新系統具備中英雙語搜尋功能，搜尋途徑多達五個。現時，市民亦可免費瀏覽逾220萬個經本署和土地註冊處配對的物業資料；到了2010年，物業數目更會增至257萬個。本署將會繼續尋找機會，在這個平台上增添其他增值服務。

After years of hard work, we successfully launched the first phase of the Property Information Online in February. It was a milestone of the Department in the development of e-Government service and laid a foundation for further inter-departmental collaboration in delivering public services. The new system provides round-the-clock convenient service to the public for access to property information through Internet. Users can obtain information, at a fee, on saleable area, year of completion and permitted uses of residential properties through this online system, which features a bilingual search engine with five different searching paths. At present, the public can also browse more than 2.20 million aligned property address records of the Department and the Land Registry free of charge. The aligned records would ultimately grow to 2.57 million in 2010. We would continue to explore the possibility of expanding the online platform to implement other value-added services.

在執行法例方面，本署首次檢控一名業主在明知情況下作出失實陳述。被告承認控罪並被判罰款。本署歡迎法庭對此案的判決，希望今次成功地引用差餉條例檢控違法人士，有助遏止業主作出這類違法行為。

On prosecution front, we for the first time took a property owner to court for knowingly making a false statement. The defendant pleaded guilty and was fined. We welcome the court ruling and hope that the conviction under the Rating Ordinance would deter property owner from committing similar offence.

為了保障置業人士的利益，本署與運輸及房屋局一起合作，就「實用面積」釐訂一個統一定義，藉此進一步提高樓花銷售說明的透明度和清晰度。統一的「實用面積」定義現已納入地政總署「預售樓花同意方案」的規管範圍內。今後，發展商在銷售說明中必須採用統一的「實用面積」定義來表述物業面積。這將有助置業人士更全面地掌握物業的面積資料。

In a bid to strengthen the protection for interests of property buyers, we collaborated with the Transport and Housing Bureau to work out the standardised definition of "saleable area" to further enhance the transparency and clarity of information presented in the sales description for uncompleted residential properties. This standardised definition of "saleable area" has now become a requirement under the Lands Department Consent Scheme and developers must adopt the definition to present the floor area in their sales brochures. This would enable prospective purchasers to get hold of comprehensive and accurate information on the floor area of units.

機遇與展望

本署未來的發展方向，重點仍然是不斷提升以客為本的顧客服務，以及利用新方法和新工具來革新業務流程。要有效回應各式各樣的訴求和提高工作效率，資訊科技的應用將會是舉足輕重，對於本署運作發展更是日益重要。因此，本署會繼續投放資源發展多項電子政府措施：

- 「物業資訊網」下一階段服務的籌備工作現正進行，當新階段服務在今年較後時間推出後，市民在全年任何時間都可以上網查閱物業的應課差餉租值。
- 電子表格服務將會新增更多為顧客設想周到的服務，例如向登記用戶發出電子徵收通知書、電子催辦函和電子收據等，當中的電子發單服務將於明年推出。
- 現行的綜合發單及繳款服務將繼續推廣，希望有更多擁有多個物業的繳納人採用。
- 本署會繼續積極落實在「部門資訊科技計劃」中所訂定的十大策略項目。該等策略項目，將有助本署迎接挑戰和把握機遇，以及透過革新服務來迎合顧客的需要。

Opportunities and Prospects

To enhance service delivery from the perspective of customers and transform the business operations with new methods and tools remain the focus of our future direction. To meet diverse demands and improve efficiency, information technology plays a key role and has become increasingly important in the development of our operations. In this regard, the Department would continue investing resources in a number of e-government initiatives:

- The development work of the next phase of the Property Information Online was progressing and when launched later this year, the public would be able to make online inquiry on rateable values of properties throughout the year.
- The scope of the electronic forms service would be expanded to include other customer-centric proposals such as electronic demand notes, e-reminders and e-receipts to registered users, with the electronic billing to be implemented next year.
- The existing consolidated Billing and Payment Service for rates and Government rent would continue to be promoted and extended to payers with multiple properties.
- We would continue to implement the 10 strategic programmes identified in our Departmental Information Technology Plan progressively, which would better position the Department to respond to challenges and opportunities in today's changing environment, and facilitate service transformation to meet customer needs.

面對挑戰，行政長官在2008-2009年度的施政報告中制定了多項新猷作為對策。為此，本署審視了現行的服務承諾，希望能提升服務質素，滿足市民需要。

我謹藉此機會感謝本署全體員工，一直以來專心致志，緊守崗位。本署今天取得的成績，他們實在功不可沒。

In his 2008-2009 Policy Address, the Chief Executive has set several new targets to address the challenges Hong Kong is facing. In response to that, we have reviewed our performance pledges with a view to enhancing the quality of public services to meet the needs of the community.

To all the staff of the Department, I would like to express my thanks for their unfailing support and dedication which have contributed to our progress and achievements.

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