

服務及運作

Services and Operations

摘要

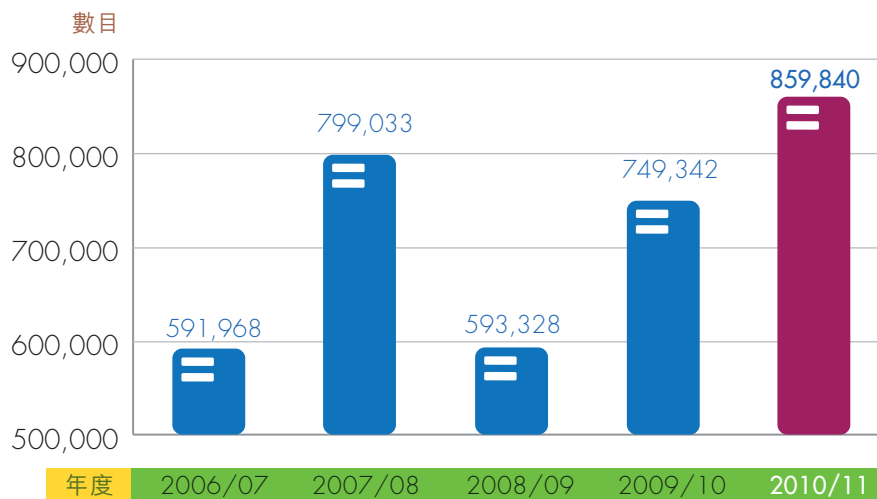
- 土地文件的註冊量及查閱土地登記冊的宗數，較2009/10年度分別上升14.7%及9.7%。
- 部門自2009年10月1日下調「綜合註冊資訊系統」網上服務登記用戶的帳戶申請費及最低按金存額後，新增了164名登記用戶，使戶口總數達916個。
- 提升主要服務，包括啟用新查冊系統、延長系統網上查冊及客戶服務熱線的服務時間。
- 部門榮獲由香港管理專業協會主辦的2010年「最佳年報」比賽優異獎，以及2010年「申訴專員嘉許獎」的「公職人員獎」。

(a) 辦理土地文件註冊

影響土地的文件均送交本處設於金鐘道政府合署的客戶服務中心辦理註冊。

在2010/11年度，送交註冊的土地文件共859,840份，較2009/10年增加14.7%。

送交註冊的土地文件數目



年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及相關的撤銷按揭／抵押，佔全年收到文件總數約84%。



Highlight

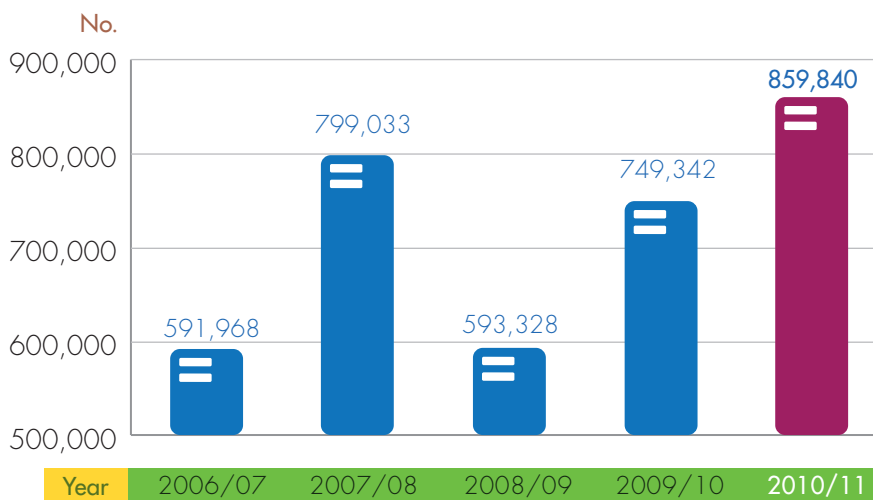
- Registration of land documents and search of land registers increased by 14.7% and 9.7% respectively as compared with 2009/10.
- The number of Integrated Registration Information System (IRIS) Online Services subscribers reached 916 with 164 new customers since reduction of the application fee and minimum deposit for subscriber account on 1 October 2009.
- Major service improvements introduced include the launch of a new search system and extension of service hours of the online service and enhancement to the Customer Service Hotline service.
- The Land Registry received an Honourable Mention in the Best Annual Reports Awards 2010 organised by the Hong Kong Management Association, and the Ombudsman's Awards 2010 for Officers of Public Organisations.

(a) Registration of Land Documents

Documents affecting land are delivered to our Customer Centre at Queensway Government Offices for registration.

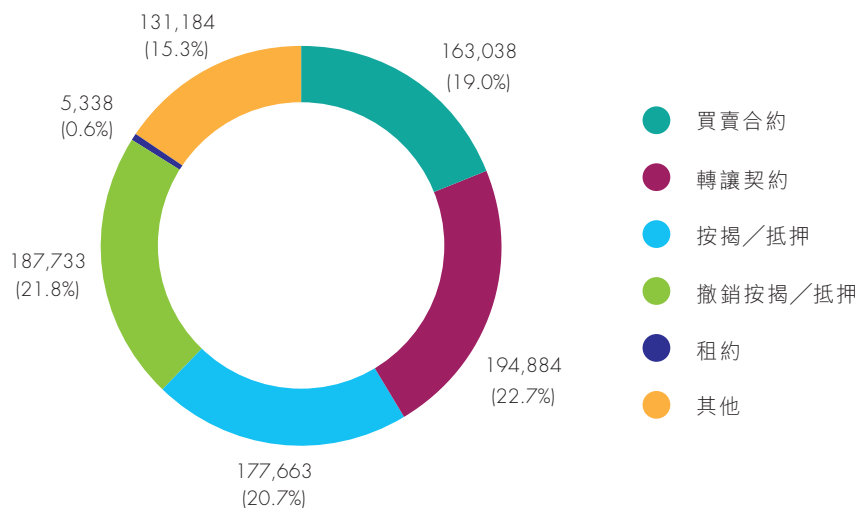
In 2010/11, 859,840 land documents were delivered for registration, an increase of 14.7% when compared with 2009/10.

No. of Land Documents Delivered for Registration



Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and their respective receipts/discharges/releases which collectively accounted for about 84% of all documents received during the year.

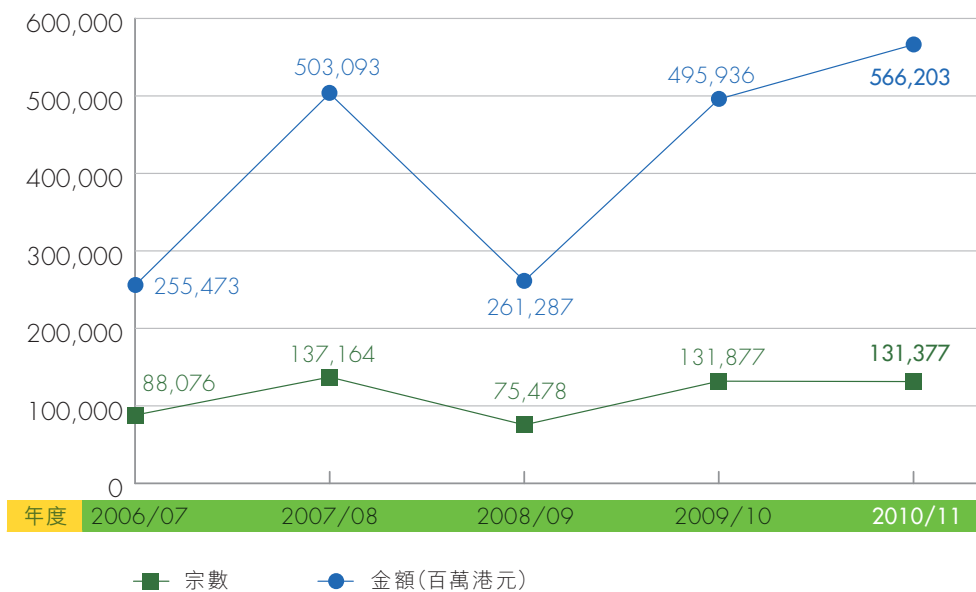
2010/11年度送交註冊的土地文件類別



註：由於「四捨五入」關係，個別項目的百分率數字加起來可能不等於100%。

在2010/11年度送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別為131,377份(較去年減少0.4%)及5,662.03億元(較去年增加14.2%)。一般而言，這類合約的數量是反映物業市場交投情況的重要指標。

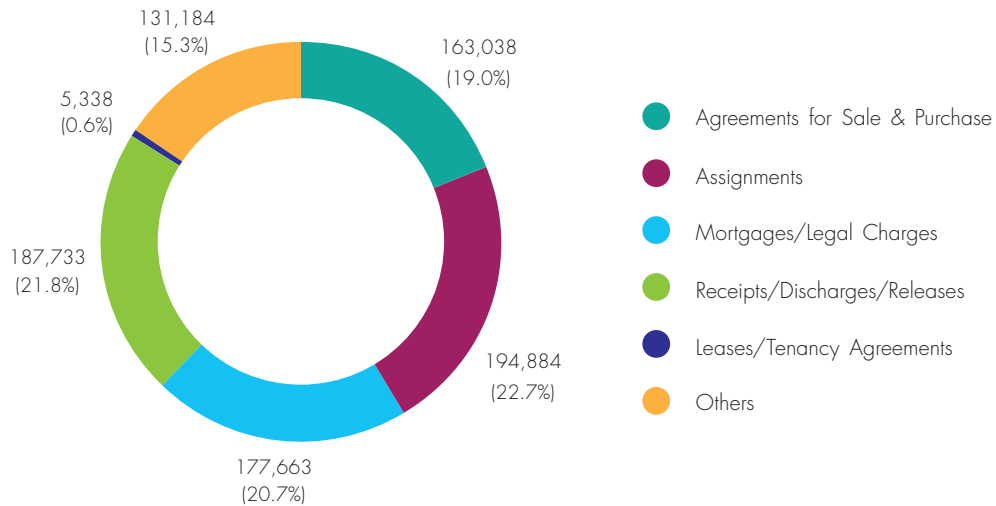
送交註冊的住宅樓宇買賣合約宗數和金額



註：上述數字源自在有相關期間送交土地註冊處註冊的住宅樓宇買賣合約。住宅樓宇買賣是指要繳付印花稅的樓宇買賣合約。這些統計數字並不包括居者有其屋、私人機構參建居屋及租者置其屋計劃的住宅買賣，除非有關單位轉售限制期屆滿並已補償差價。



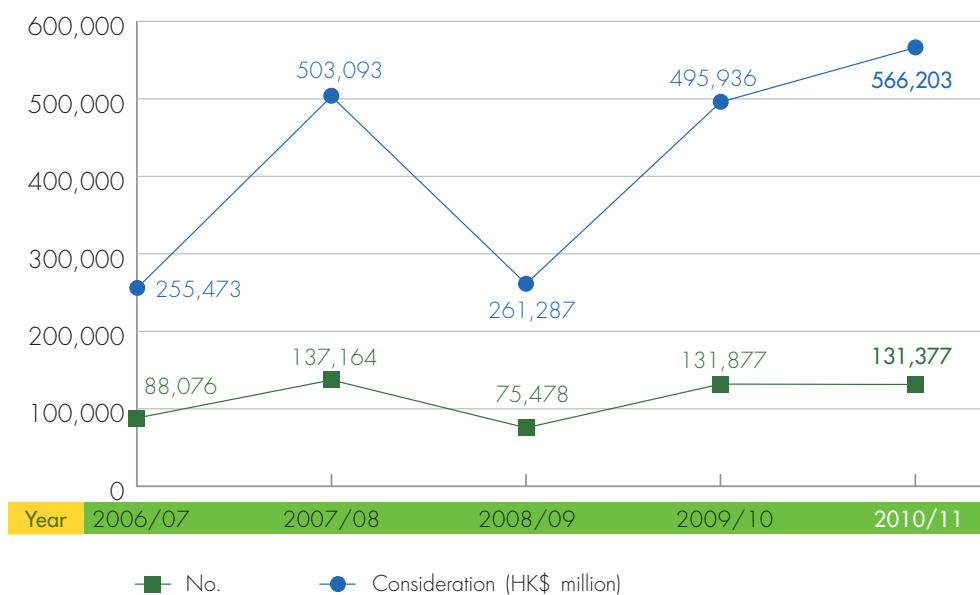
Distribution of Land Documents Lodged for Registration in 2010/11



Note: Figures in percentage for individual items may not add up to 100% due to rounding

Among the SPAs of all building units delivered for registration in 2010/11, the number of SPAs of residential units and its total consideration were 131,377 (-0.4% from last year) and \$566,203 million (+14.2% from last year) respectively. The number of these agreements is generally regarded as a key indicator of the level of activity in the property market.

No. and Consideration of Sale and Purchase Agreements of Residential Units Delivered for Registration

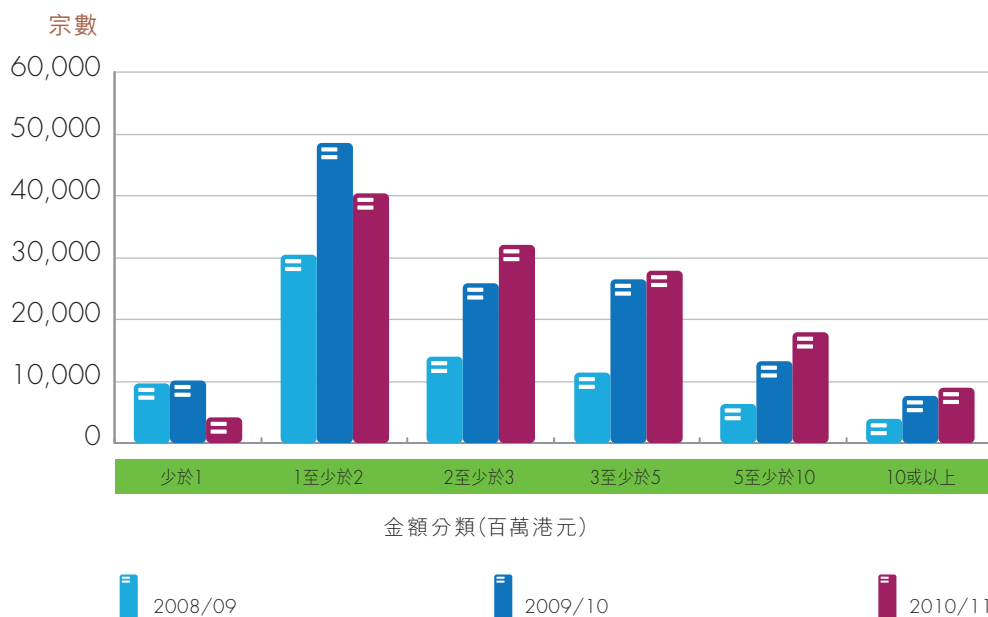


Remark: The figures are derived from SPAs of residential units delivered for registration in the Land Registry for the relevant periods. Sales of residential units refer to those SPAs with payment of stamp duty. The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme except those after payment of premium.



2010/11年度介乎300萬元以下的住宅樓宇交易，佔全年住宅樓宇交易宗數約58.3%。

按金額分類的住宅樓宇買賣合約宗數



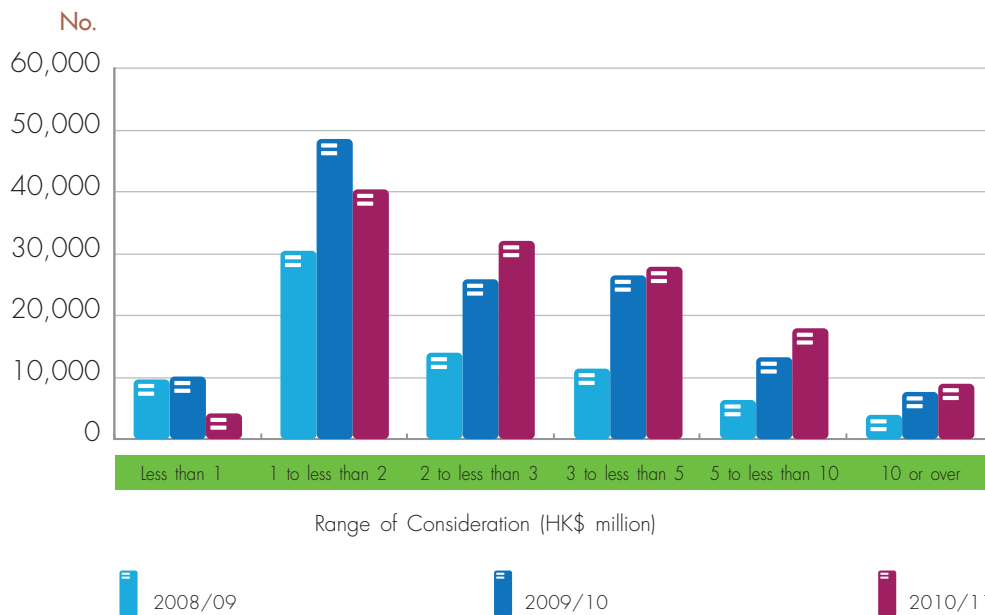
金額分類 (百萬港元)	2008/09		2009/10		2010/11	
	宗數	%	宗數	%	宗數	%
少於1	9,579	12.7	10,076	7.6	4,108	3.1
1至少於2	30,434	40.3	48,629	36.9	40,474	30.8
2至少於3	13,905	18.4	25,878	19.6	32,051	24.4
3至少於5	11,384	15.1	26,507	20.1	27,945	21.3
5至少於10	6,278	8.3	13,210	10.0	17,922	13.6
10或以上	3,898	5.2	7,577	5.7	8,877	6.8
總數	75,478	100.0	131,877	100.0	131,377	100.0

註：由於「四捨五入」關係，個別項目的百分率數字加起來可能不等於100%。



Land transactions with consideration of not exceeding three million dollars accounted for about 58.3% of all land transactions in 2010/11.

No. of Sale & Purchase Agreements of Residential Units by Range of Consideration



Range of Consideration (HK\$ million)	2008/09		2009/10		2010/11	
	No.	%	No.	%	No.	%
less than 1	9,579	12.7	10,076	7.6	4,108	3.1
1 to less than 2	30,434	40.3	48,629	36.9	40,474	30.8
2 to less than 3	13,905	18.4	25,878	19.6	32,051	24.4
3 to less than 5	11,384	15.1	26,507	20.1	27,945	21.3
5 to less than 10	6,278	8.3	13,210	10.0	17,922	13.6
10 or over	3,898	5.2	7,577	5.7	8,877	6.8
Total	75,478	100.0	131,877	100.0	131,377	100.0

Note: Figures in percentage for individual items may not add up to 100% due to rounding

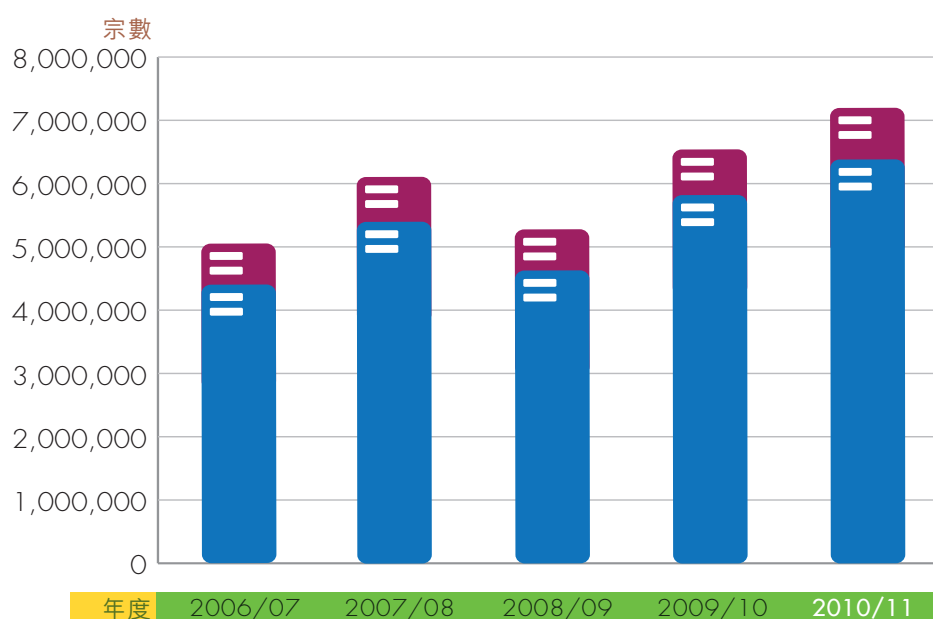


(b) 查閱土地登記冊

土地註冊處備存土地紀錄，旨在提供一個關於物業擁有權的資訊平台，以促進物業交易。

在2010/11年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像本和影印本的總數分別為6,382,360宗(較去年增加9.7%)及812,099份(較去年增加12.7%)。

查閱土地登記冊宗數和提供土地紀錄的影像本及影印本份數



查閱土地登記冊



提供土地紀錄的影像本及影印本

年度	2006/07	2007/08	2008/09	2009/10	2010/11
查閱土地登記冊	4,392,580	5,396,269	4,628,256	5,819,397	6,382,360
提供土地紀錄的影像本及影印本	648,326	704,873	648,206	720,351	812,099

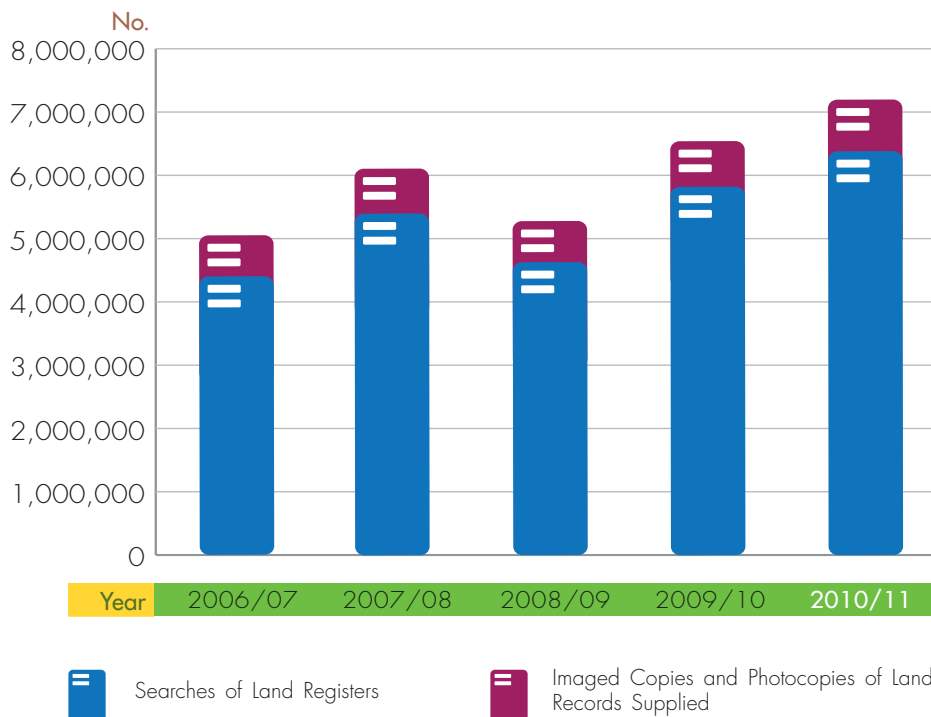


(b) Search Services

Land records are maintained by the Land Registry for the purpose of providing information platform on property ownership to facilitate property transactions.

In 2010/11, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 6,382,360 (+9.7% from previous year) and 812,099 (+12.7% from previous year) respectively.

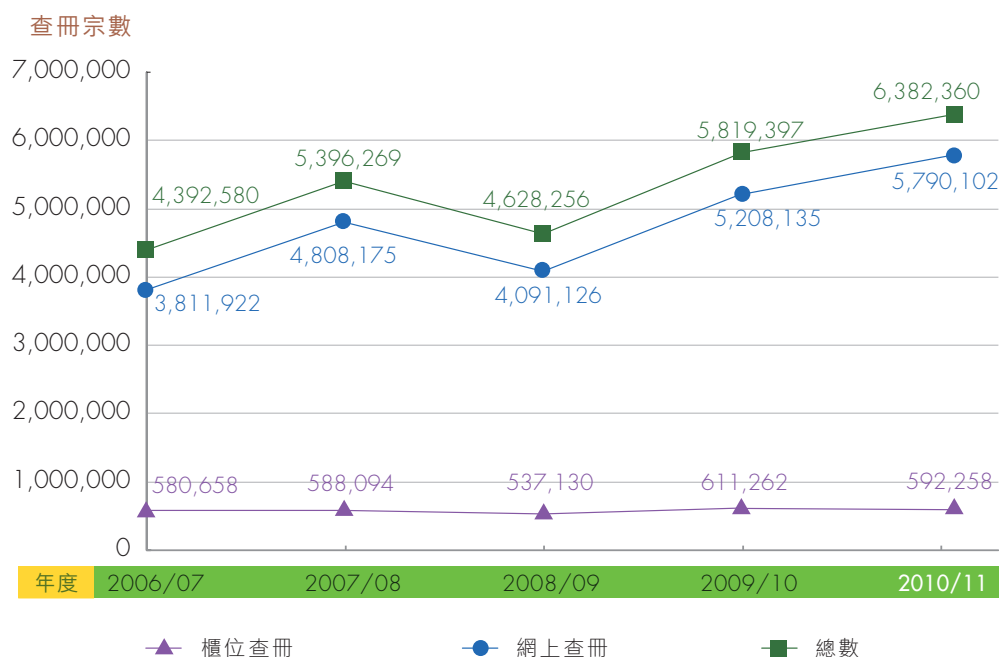
No. of Searches of Land Registers & Imaged Copies and Photocopies of Land Records Supplied



Year	2006/07	2007/08	2008/09	2009/10	2010/11
Searches of Land Registers	4,392,580	5,396,269	4,628,256	5,819,397	6,382,360
Imaged Copies and Photocopies of Land Records Supplied	648,326	704,873	648,206	720,351	812,099

自2005年2月起，土地註冊處以「綜合註冊資訊系統」網上服務(www.iris.gov.hk)透過互聯網提供每星期7天、每天16小時的查冊服務。在2010年8月新查冊系統順利啟用後，系統的穩定性和彈性均見提高，網上的查冊服務時間延長至每天20小時，即從上午7時30分至翌日上午3時30分。公眾可分別以非經常用戶身分或登記用戶身分進行查冊。網上查冊佔總查冊量約91%，其餘的9%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

查閱土地登記冊宗數



截至2011年3月，登記用戶數目增加了98名(上升12%)，總數達916個。

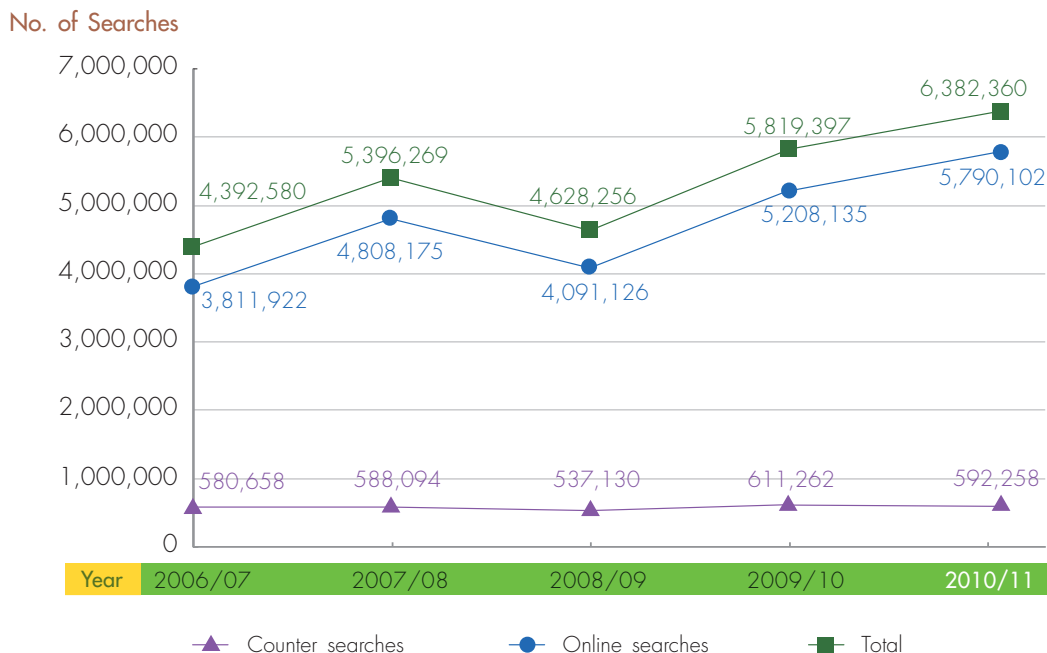
(c) 業主立案法團服務

根據《建築物管理條例》，土地註冊處負責業主立案法團的註冊申請和業主立案法團紀錄的查閱服務。該條例屬民政事務局的政策管轄範圍，旨在讓多層大廈的業主可自行成立法團，處理大廈的管理事宜。

在2010/11年度，新成立的業主立案法團共有310個，全港的業主立案法團總數達9,351個。

Since February 2005, the Land Registry has been providing search services over the internet via our IRIS Online Services at www.iris.gov.hk for 16 hours a day, seven days a week. With the successful launch of the new search system in August 2010, the stability and resilience of the system was enhanced and search hours of the online search service were extended to 20 hours daily, i.e. from 7:30 a.m. to 3:30 a.m. the next day. The public can conduct searches either on an ad hoc or subscription basis. Searches conducted online constituted about 91% of the total search volume. The remaining 9% were conducted over the counter. Counter search service is available at our Customer Centre in Queensway Government Offices and the New Territories Search Offices (NTSOs) in Tai Po, Yuen Long and Tsuen Wan districts.

No. of Searches of Land Registers



The number of subscribers increased by 98 (+12%), reaching a record of 916 by March 2011.

(c) Owners' Corporation Services

The Land Registry is responsible for registration of incorporation of owners and search of owners' corporation records under the Building Management Ordinance. The Ordinance, which falls within the policy jurisdiction of the Home Affairs Bureau, aims to enable owners of multi-storey buildings to establish owners' corporations to deal with building management matters.

In 2010/11, 310 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,351.



(d) 客戶服務

本處的管理及客戶服務部專責籌劃和協調客戶服務事宜，以滿足客戶對服務質素日益提升的需求。我們善用各種渠道與客戶聯絡和溝通，以推廣及提升部門服務。

(i) 聯絡客戶

土地註冊處聯合常務委員會

「土地註冊處聯合常務委員會」的成員包括土地註冊處處長、其轄下的管理高層，以及香港律師會的代表。委員會定期舉行會議，就土地註冊事宜、本處向法律界人士所提供的服務，以及實施業權註冊制度等進行商討和交流意見。委員會外界成員名單見附錄II(a)。

客戶聯絡小組

本處透過兩個客戶聯絡小組(私營機構和公營機構)與客戶保持聯絡，使客戶了解本處的最新政策、服務和工作程序，並因應客戶的意見，就業務運作和提供服務的事宜互相交流。

私營機構客戶聯絡小組的成員來自法律界別、專業機構及工商團體。公營機構客戶聯絡小組的成員則來自政府部門及公營機構。兩個小組的外界成員名單見附錄II(b)及(c)。



客戶聯絡小組(私營機構)
Customer Liaison Group (Private Sector)



(d) Customer Services

The Management and Customer Services Division of the Land Registry is dedicated to the planning and coordinating of customer services to meet the growing aspirations on service quality. We make use of various channels to liaise and communicate with our customers for promoting and improving our services.

(i) Liaison with Customers

Land Registry Joint Standing Committee

The Land Registry Joint Standing Committee, comprising the Land Registrar, her senior management team and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters, the Land Registry's services provided to the legal practitioners and implementation of title registration system. External membership of the committee is at Annex II (a).



Customer Liaison Groups

The Land Registry maintains regular liaison with customers through two Customer Liaison Groups (private and public sectors) to facilitate customers' understanding of the department's latest policies, services and procedures, and to exchange views on operational and service delivery issues in response to customers' feedback.

The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises representatives from Government departments and public bodies. External membership of the private sector and the public sector groups is at Annexes II (b) and (c).



客戶聯絡小組(公營機構)
Customer Liaison Group (Public Sector)

訪客

土地註冊處與本港、內地及海外的同業機構保持緊密聯繫。在2010/11年度，我們接待了5個分別來自本港、內地及比利時的代表團合共179名訪客。我們向到訪嘉賓講解本處的服務和運作，與同業機構分享經驗，並藉此借鑑其他司法管轄區土地註冊制度的最佳做法。

客戶交流會

本處在2010年9月及10月分別舉行了5次「客戶交流會」，與64位來自各律師事務所的客戶交流經驗，以增進他們對中止為文書註冊的一般原因的認識，並介紹如何使用「電子註冊摘要表格」。客戶交流會甚受歡迎，為我們提供了一個與客戶分享經驗和意見的有效平台。



(ii) 溝通途徑

土地註冊處通函

在2010/11年度，我們共發出兩份通函，讓持份者知悉我們推出的新措施和提升的服務。

《土地註冊處通訊》

本處於2010/11年度發布了兩期電子版本的《土地註冊處通訊》，介紹部門的最新動向、服務新猷和提升項目。

資料小冊

我們在年內更新了兩本資料小冊，介紹本處提供的全面服務。



Visitors

The Land Registry maintains close relationship with its local, Mainland and overseas counterparts. In 2010/11, we received five delegations comprising 179 visitors from Hong Kong, Mainland China and Belgium. During the visits, we introduced our services and operations, shared experiences with our counterparts and tried to benefit from the best practices in other jurisdictions.

"Meets the Clients" Sessions

Five "Meet the Clients Sessions", with a total of 64 participants from solicitors firms were held in September and October 2010 to enhance customers' knowledge and understanding of the common reasons for stopped deeds and to brief them on the use of the e-Memorial Form. The sessions were well received by the participants and had provided an effective platform for sharing of experience and views.



(ii) Communication Channels

Land Registry Circular Memoranda

In 2010/11, we issued two Land Registry Circular Memoranda to update stakeholders of our new initiatives and launch of improved services.

Land Registry News

Two issues of the Land Registry News in electronic format were released in 2010/11 with update of our events, improvement initiatives and service enhancements.

Information Leaflets

Two information leaflets were updated during the year to introduce the Land Registry's full range of services.

新聞稿

本處透過發放新聞稿公布最新服務及關於土地註冊與查冊的定期統計數字，讓公眾知悉本處的服務及物業市場狀況。

客戶服務熱線

我們的客戶服務熱線設有互動話音系統，透過預錄訊息和職員接聽服務提供不同的資訊。我們亦與效率促進組轄下的1823電話中心合作，於2010年8月延長了職員接聽查詢服務的時間至每天24小時。

土地註冊處網頁

在本年度，本處網頁的瀏覽人次超逾400萬，較2009/10年度增加19%，當中72%人次是瀏覽中文網頁，28%人次則瀏覽英文網頁。

「綜合註冊資訊系統」網站

為促進與「綜合註冊資訊系統」網上服務用戶的溝通，我們適時在系統的網站發放廣播訊息，以通知用戶有關系統服務的轉變或提升。

(iii) 獎項

2010年香港管理專業協會「最佳年報」比賽



土地註冊處營運基金2008/09年報獲頒由香港管理專業協會主辦的2010年「最佳年報」比賽優異獎。此獎項不僅是對我們努力的認同，更推動我們繼續製作優質的年報。

2010年申訴專員嘉許獎

土地註冊主任麥傑卿女士獲頒2010年「申訴專員嘉許獎」的公職人員獎。此獎項表揚員工竭力提供優質的客戶服務，並深化正面的部門服務文化。



Press Releases

The Land Registry issues press releases to announce its latest service updates and the regular statistics of land registration and land search to keep the public abreast of the Land Registry's services and the property market conditions.

Customer Service Hotline

Our Customer Service Hotline equipped with an interactive voice response system offers a wide range of information through the recorded messages and manned operator service. Through collaboration with the Efficiency Unit's 1823 Call Centre, we enhanced the operator enquiry service to 24 hours a day in August 2010.

Land Registry's Website

During the year, there were over four million visits (72% in the Chinese language and 28% in the English language) to the Land Registry's website, representing an increase of 19% when compared with 2009/10.

IRIS Website

To facilitate communication with the users of the IRIS Online Services, broadcast messages are posted on the IRIS website to notify users of any service changes or enhancements in a timely manner.

(iii) Awards

HKMA Best Annual Reports Awards 2010

The Land Registry Trading Fund Annual Report 2008/09 received an Honourable Mention in the Best Annual Reports Awards 2010 organised by the Hong Kong Management Association. The award is a recognition of our achievement and a motivation for our continual pursuit of quality annual report production.

The Ombudsman's Award 2010

Miss MAK Kit-hing, Hayley (Land Registration Officer) was awarded the Ombudsman's Awards 2010 for Officers of Public Organisations. The award is a recognition of our staff's effort in building up a high standard of customer service and fostering a positive service culture in the Land Registry.



(e) 項目發展與新服務

(i) 電子註冊摘要表格

電子註冊摘要表格是本處在部門網頁提供予公眾免費下載的電子表格。客戶除可沿用傳統預先打印的註冊摘要表格外，亦可選用這款電子表格擬備註冊摘要以辦理註冊。在2010/11年度，超過47%遞交註冊的文件都是使用電子註冊摘要表格。

我們會繼續提升電子註冊摘要表格的功能。就加強資料輸入功能及利用物業參考編號自動填寫地址等功能的開發進展理想。我們已邀請用戶試用原型版，以確保其準確性及方便易用。我們計劃在2011年第三季推出表格的加強版以供試用。



(ii) 跨部門的項目

本處正為差餉物業估價署的「物業資訊網」提供物業地址資料，及協助該署進行資料劃一工作。此舉為市民提供一個取得全面和最新物業資訊的有效途徑。

(f) 未來計劃

(i) 2011/12年度客戶服務意見調查

為收集客戶的最新意見和建議以提升部門服務，我們將於2011年下半年進行全面的客戶服務意見調查，以評估客戶對本處服務的滿意程度，以及聽取他們對新服務需求的意見。

(ii) 標準條款文件

本處將透過《土地業權(修訂)條例草案》的相應修訂，對《土地註冊條例》提出修訂，以供本處存放標準條款文件。這項建議旨在大量減低遞交註冊的按揭文件頁數。



(e) Development Projects and New Services

(i) E-Memorial Form

The e-Memorial Form is an electronic form provided by the Land Registry for free download from its homepage. Our customers can use this automated alternative instead of the conventional pre-printed form in preparing memorials for registration. The e-Memorial Form accounted for over 47% of the lodgements received by the Land Registry in 2010/11.

We are continuing with further enhancements to the e-Memorial Form. Development work of new functions such as data import facility and auto-filling up of address by using Property Reference Number is in good progress. Users have been invited to preview the prototypes to ensure accuracy and user-friendliness. The plan is to release the enhancements for trial use in the third quarter of 2011.

(ii) Inter-departmental Projects

The Land Registry has been assisting the Rating and Valuation Department in implementing the Property Information Online service in terms of supplying and aligning of address information. The initiative provides the public with an efficient means to obtain comprehensive and up-to-date property information.

(f) Future Plan

(i) Customer Service Survey 2011/12

To gauge customer feedback and suggestions on service improvement, a comprehensive customer service survey will be conducted in the second half of 2011. The survey aims to measure the satisfaction level on the Land Registry's services and collect views from customers on demands for new services.

(ii) Standard Terms Document

The Land Registry will propose amendments to the Land Registration Ordinance, as a consequential amendment under the Land Titles (Amendment) Bill, to enable deposit of standard terms documents in the Land Registry. The proposed provisions aim at reducing the bulk of mortgage documents presented for registration.