

# 服務及運作

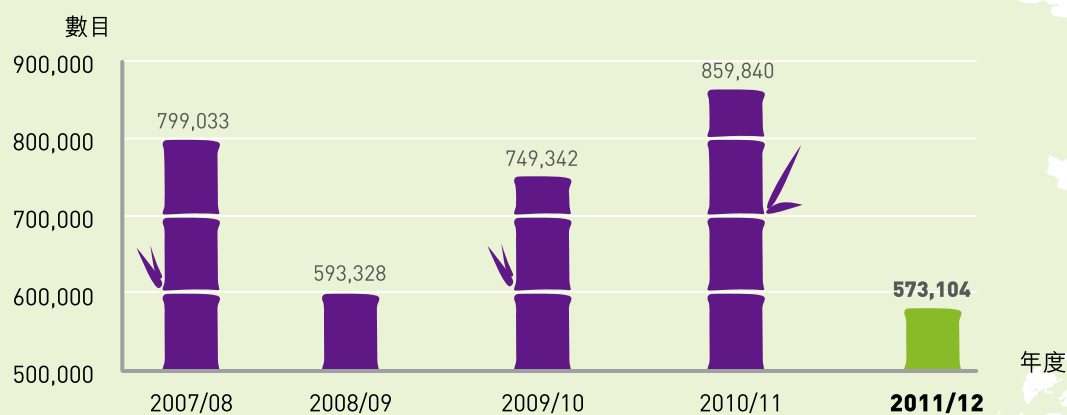
## Services and Operations

### 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2011/12年度，送交註冊的土地文件共573,104份，較2010/11年度減少33.3%。

送交註冊的土地文件數目

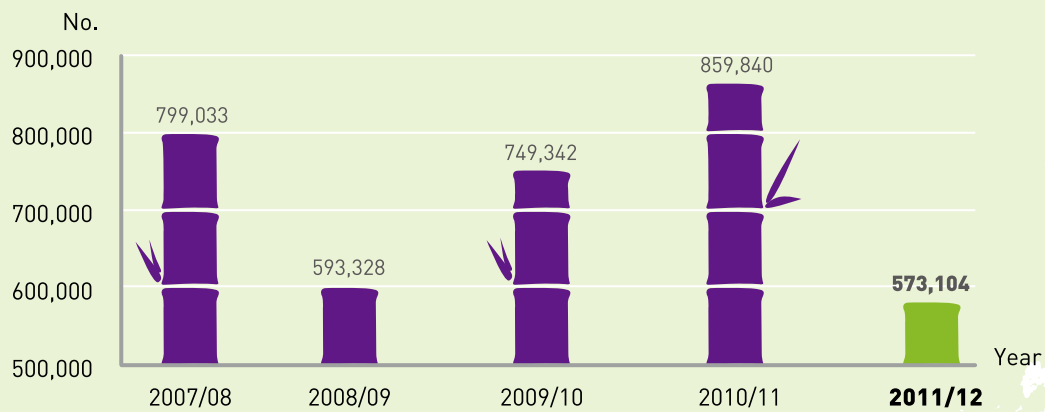


## REGISTRATION OF LAND DOCUMENTS

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

In 2011/12, 573,104 land documents were delivered for registration, representing a reduction by 33.3% when compared with 2010/11.

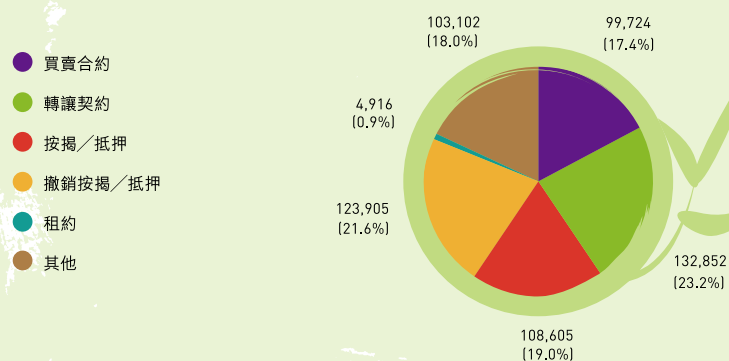
No. of Land Documents Delivered for Registration



## 服務及運作 Services and Operations

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81%。

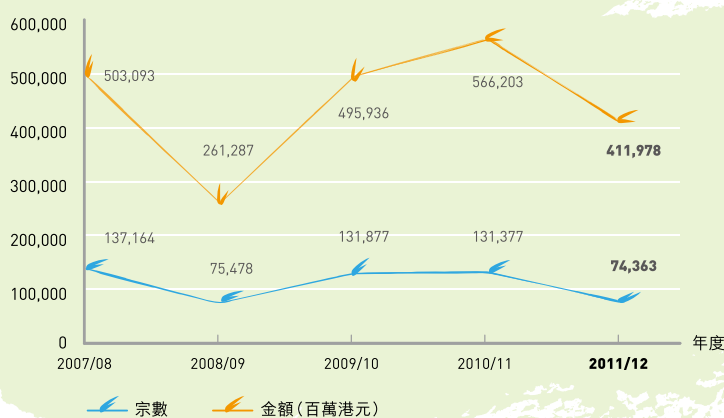
2011/12年度送交註冊的土地文件類別



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2011/12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74,363份（較去年減少43.4%）及4,119.78億元（較去年減少27.2%）。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。

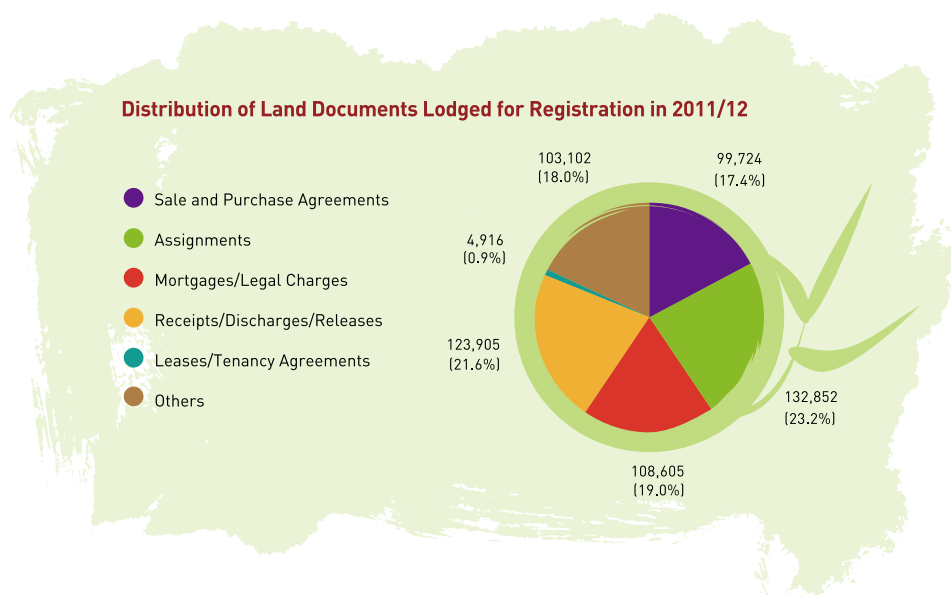
送交註冊的住宅樓宇買賣合約宗數和金額



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。

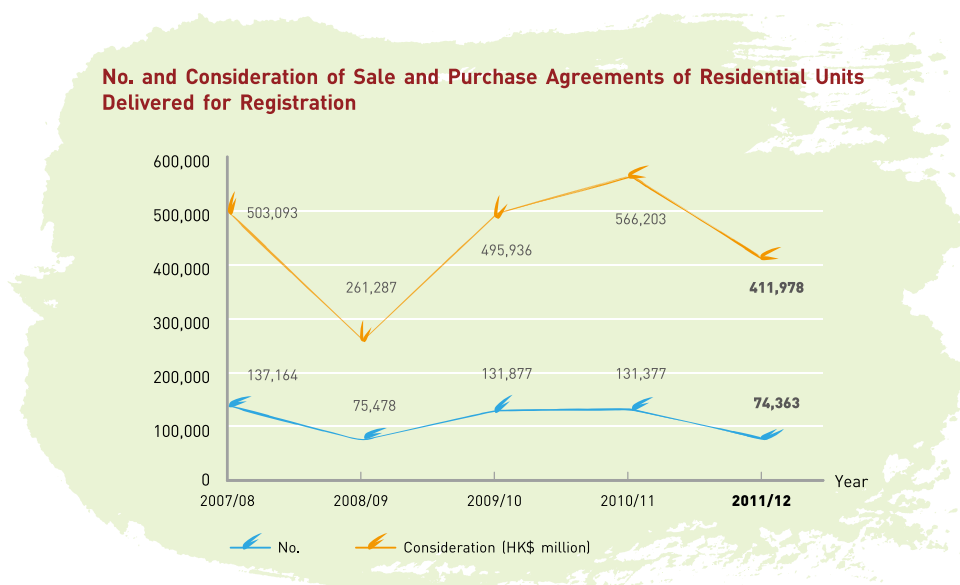
## 服務及運作 Services and Operations

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 81% of all documents received during the year.



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 2011/12, the number of SPAs of residential units and its total consideration were 74,363 [-43.4% from last year] and \$411,978 million [-27.2% 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.

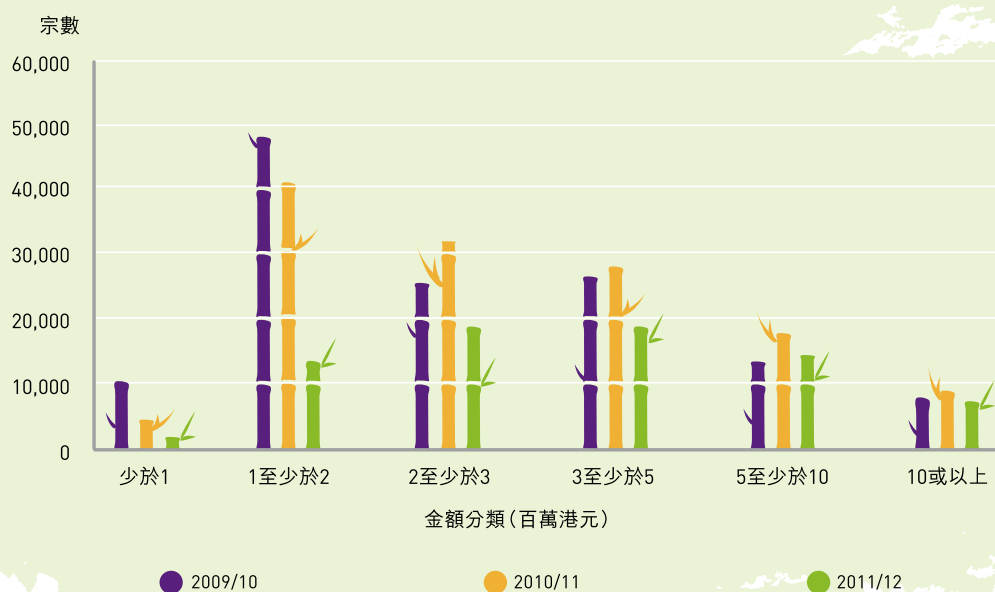


Remark: The figures are derived from SPAs of residential units delivered for registration in the Land Registry for the relevant periods. Sales of residential units refer to those SPAs with payment of stamp duty. The statistics do not include sales of units under the Home Ownership Scheme, the Private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

## 服務及運作 Services and Operations

在2011/12年度，大部分住宅樓宇的交易金額均在200至300萬元範圍以內。年內少於200萬元交易金額的住宅樓宇交易則大幅減少。

按金額分類的住宅樓宇買賣合約宗數



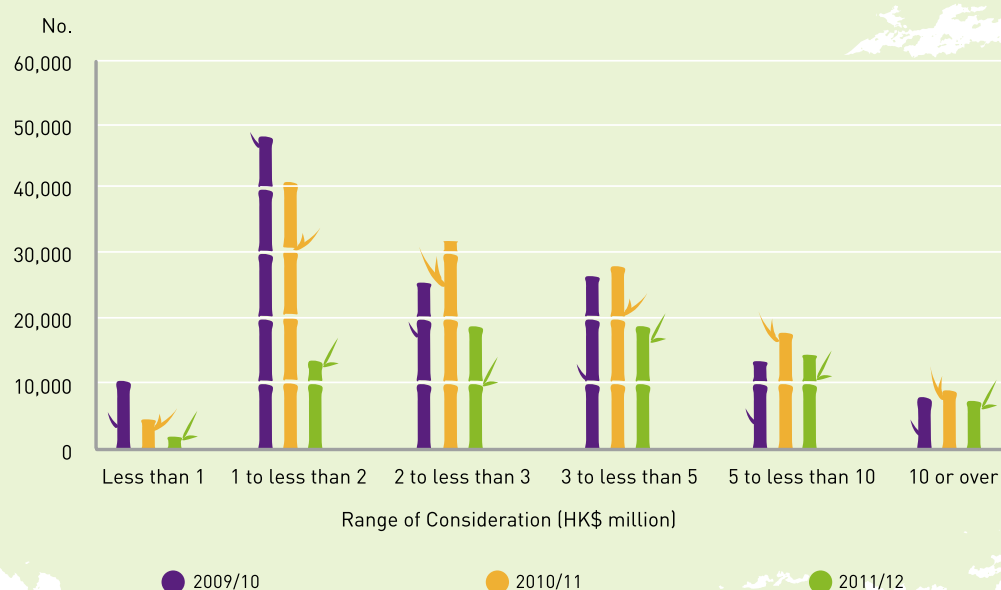
金額分類 (百萬港元)	2009/10		2010/11		2011/12	
	宗數	%	宗數	%	宗數	%
少於1	10,076	7.6	4,108	3.1	<b>1,464</b>	<b>2.0</b>
1至少於2	48,629	36.9	40,474	30.8	<b>13,605</b>	<b>18.3</b>
2至少於3	25,878	19.6	32,051	24.4	<b>18,908</b>	<b>25.4</b>
3至少於5	26,507	20.1	27,945	21.3	<b>18,709</b>	<b>25.2</b>
5至少於10	13,210	10.0	17,922	13.6	<b>14,411</b>	<b>19.4</b>
10或以上	7,577	5.7	8,877	6.8	<b>7,266</b>	<b>9.8</b>
<b>總數</b>	<b>131,877</b>	<b>100.0</b>	<b>131,377</b>	<b>100.0</b>	<b>74,363</b>	<b>100.0</b>

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%。

## 服務及運作 Services and Operations

The majority of the transactions in residential units in 2011/12 were within the consideration range of two to three million dollars. There was a significant drop in such transactions with consideration of less than two million in 2011/12.

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



Range of Consideration (HK\$ million)	2009/10		2010/11		2011/12	
	No.	%	No.	%	No.	%
Less than 1	10,076	7.6	4,108	3.1	<b>1,464</b>	<b>2.0</b>
1 to less than 2	48,629	36.9	40,474	30.8	<b>13,605</b>	<b>18.3</b>
2 to less than 3	25,878	19.6	32,051	24.4	<b>18,908</b>	<b>25.4</b>
3 to less than 5	26,507	20.1	27,945	21.3	<b>18,709</b>	<b>25.2</b>
5 to less than 10	13,210	10.0	17,922	13.6	<b>14,411</b>	<b>19.4</b>
10 or over	7,577	5.7	8,877	6.8	<b>7,266</b>	<b>9.8</b>
<b>Total</b>	<b>131,877</b>	<b>100.0</b>	<b>131,377</b>	<b>100.0</b>	<b>74,363</b>	<b>100.0</b>

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

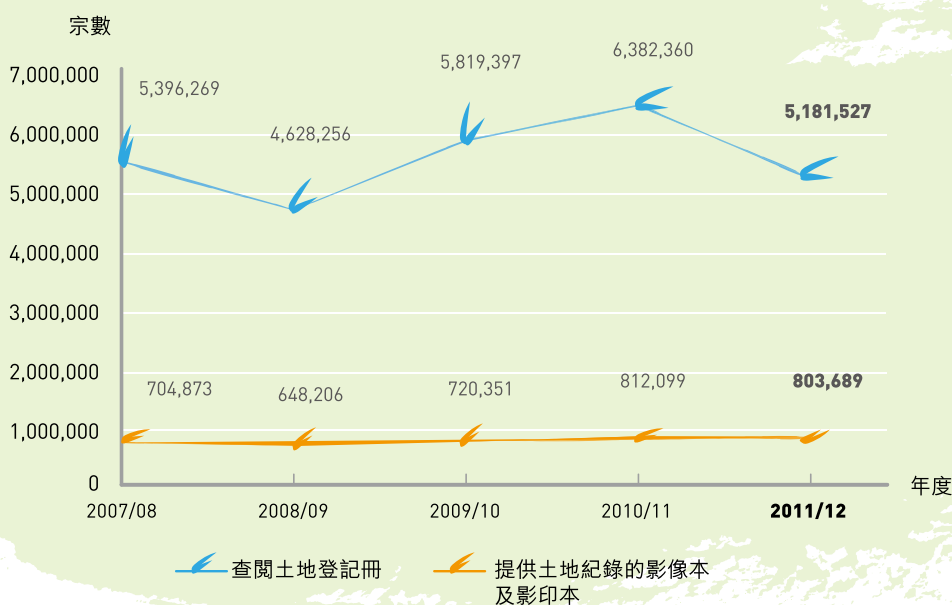
## 服務及運作 Services and Operations

### 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2011/12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5,181,527宗（較去年減少18.8%）及803,689份（較去年減少1.0%）。

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



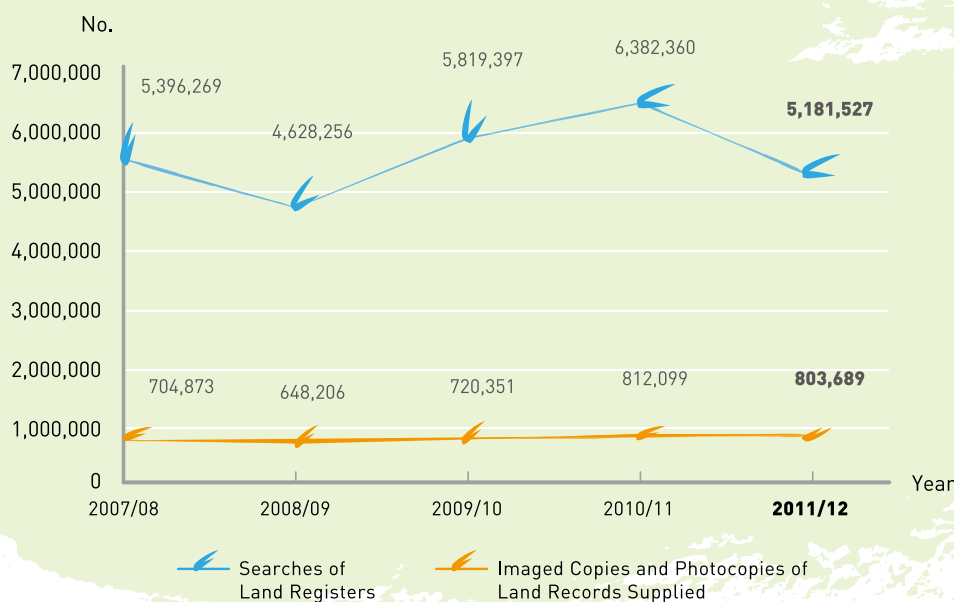
年度	2007/08	2008/09	2009/10	2010/11	2011/12
查閱土地登記冊	5,396,269	4,628,256	5,819,397	6,382,360	<b>5,181,527</b>
提供土地紀錄的影像本及影印本	704,873	648,206	720,351	812,099	<b>803,689</b>

## SEARCH SERVICES

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

In 2011/12, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,181,527 [-18.8% from previous year] and 803,689 [-1.0% from previous year] respectively.

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



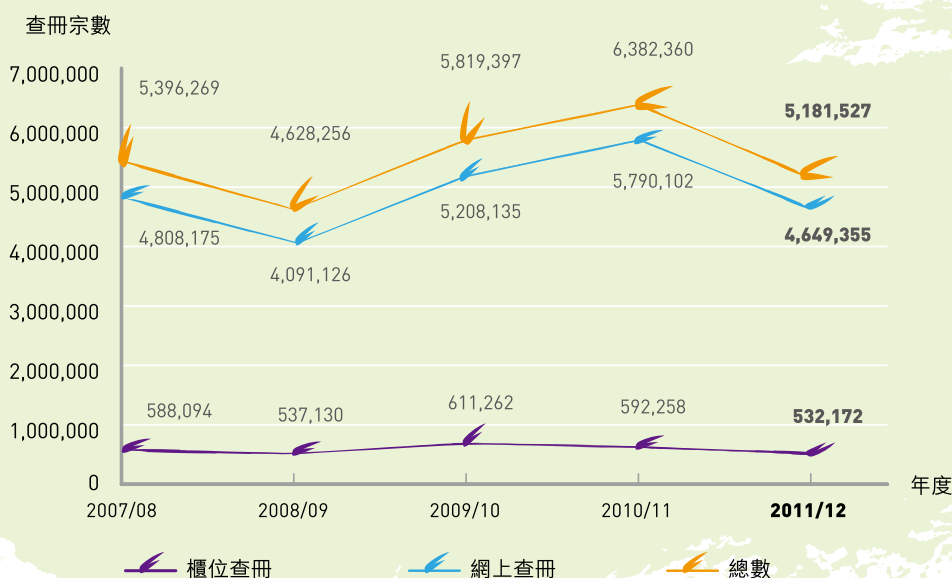
Year	2007/08	2008/09	2009/10	2010/11	2011/12
Searches of Land Registers	5,396,269	4,628,256	5,819,397	6,382,360	<b>5,181,527</b>
Imaged Copies and Photocopies of Land Records Supplied	704,873	648,206	720,351	812,099	<b>803,689</b>



## 服務及運作 Services and Operations

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，系統的穩定性和復原能力均見提高，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。現時，網上查冊約佔總查冊量約90%，其餘約10%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



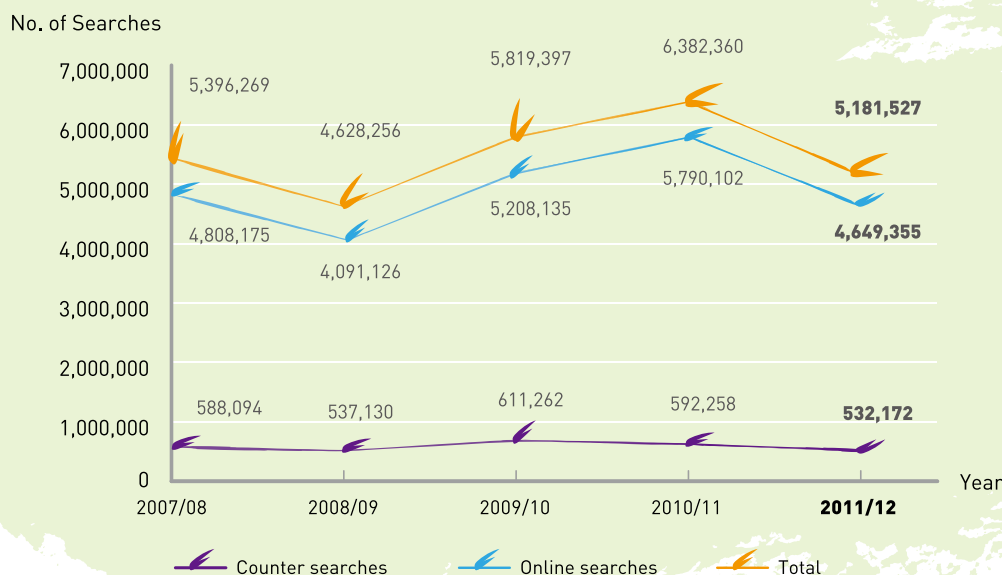
截至2012年3月，登記用戶數目增加了53名(上升5.8%)，總數達969個。

本處每年均會出版《街道索引》及《新界地段／地址對照表》，方便用戶利用本港的物業地址、樓宇名稱或地段編號以作查閱。為方便網上查冊，自2011年6月27日起市民可在本處網站或透過「綜合註冊資訊系統」網上服務的超連結，免費瀏覽第43版《街道索引》及第12版《新界地段／地址對照表》的網上版本。截至2012年3月31日，該網上版本已錄得超過42,000瀏覽人次。

## 服務及運作 Services and Operations

Since February 2005, the Land Registry has been providing search services over the internet via our IRIS Online Services at [www.iris.gov.hk](http://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 on either an ad hoc or subscription basis. Currently, searches which are conducted online constituted about 90% of the total search volume. The remaining 10% are 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.

### No. of Searches of Land Registers



The number of subscribers increased by 53 (+5.8%), reaching a record of 969 by March 2012.

The Land Registry publishes the Street Index and the New Territories Lot/Address Cross Reference Table (CRT) annually to help users correlate property addresses and building names with lot numbers in the territory. To facilitate online search service, an online version of the 43rd edition of the Street Index and the 12th edition of the New Territories Lot/Address CRT has been made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services since 27 June 2011. Over 42,000 visits were recorded up to 31 March 2012.

## 服務及運作 Services and Operations



### 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2011/12年度，新成立的業主立案法團共有169個，全港的業主立案法團總數達9,520個。

### 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，推廣卓越服務，以滿足客戶對服務質素的殷切期望。我們善用各種渠道與客戶聯絡和溝通，以提升部門服務。

#### 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)。

### OWNERS' CORPORATION SERVICES

The Land Registry is responsible for registration of owners' corporations and provides search service 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 2011/12, 169 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,520.

### CUSTOMER SERVICES

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

#### 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 the title registration system. External membership of the Committee is at Annex II (a).



## 服務及運作 Services and Operations

### 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、服務及工作程序、就業務運作和提供服務的事宜互相交流,以及就客戶的意見作出回應。

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)



### 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2011/12年度,我們接待了4個分別來自本港、內地、韓國及美國的代表團合共73名訪客。我們向到訪嘉賓講解本處的服務和運作,與他們分享有關經驗,並藉此機會借鑒各地的最佳做法。

### 「中止文書註冊的一般原因」講座

土地註冊處在2011年5月26日為香港律師會舉辦「中止文書註冊的一般原因」講座,討論擬備註冊摘要時如何避免常見錯誤的要點,並簡介「註冊摘要表格指南」及如何使用電子註冊摘要表格。是次講座為土地註冊處及業界人士提供了一個分享土地註冊實務經驗的有效平台。

### 「香港的業權註冊」講座

土地註冊處在2011年6月10日為香港房屋經理學會舉辦「香港的業權註冊」講座。是次講座分別介紹《土地註冊條例》下的現行契約註冊制度和《土地業權條例》下的未來業權註冊制度的特點,並闡述自《土地業權條例》制定以來的最新發展,以及為預備實施業權註冊制度而舉辦的公眾資訊及教育活動。是次講座為參與人士及講者提供了一個就《土地業權條例》互相交流的良機。

## 服務及運作 Services and Operations



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

Government departments and public bodies. External membership of the private sector and the public sector groups is at Annexes II (b) and (c).

### Visitors

The Land Registry maintains close relationship with its local, Mainland and overseas associates. In 2011/12, we received four delegations comprising 73 visitors from Hong Kong, Mainland China, Korea and the USA. During the visits, we introduced our services and operations and shared experience with our visitors. We made good use of the opportunities to gain knowledge on best practices elsewhere.

### Seminar on “Common Reasons for Withholding Instruments from Registration”

The Land Registry delivered a seminar on “Common Reasons for Withholding Instruments from Registration” for the Law Society of Hong Kong on 26 May 2011. The seminar included a discussion on the points to note to avoid common errors in preparing memorials and a briefing on the “Memorial Form Easy Guide” and the use of the e-Memorial Form. The seminar offered a valuable forum for sharing of experience on land registration practices between the Land Registry and the practitioners.

### Talk on “Title Registration in Hong Kong”

A talk on “Title Registration in Hong Kong” was delivered to the Hong Kong Institute of Housing on 10 June 2011. The talk introduced the special features of the existing deeds registration system under the Land Registration Ordinance and the future title registration system under the LTO and provided updates on the developments since the enactment of the LTO. It also covered the public information and education programmes that had been organised in preparing for the implementation of the title registration system. The talk provided a good opportunity for both the participants and speakers to exchange views on the LTO.

### 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, to exchange views on operational and service delivery issues, and to respond 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

## 服務及運作 Services and Operations

### 「綜合註冊資訊系統網上服務及其新增功能」講座

本處在2011年7月6日為地產代理監管局舉辦講座，向超過300位地產代理介紹了「綜合註冊資訊系統」網上服務的運作及其新增功能，並就街道索引及新界地段／地址對照表的各項提升功能及其嶄新的免費網上瀏覽版本進行了示範。是次講座提供了一個很有效的平台，讓我們向地產代理從業員介紹最新服務，並收集他們對本處服務的意見。

### 溝通途徑

#### 土地註冊處通函

在2011/12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》

本處發布了2011/12年度《土地註冊處通訊》電子版本，向客戶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，就本處服務提供最新的資訊。

#### 新聞稿

我們透過發放新聞稿公布本處的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

本處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全面的資訊。透過與效率促進組轄下的1823電話中心合作，本處現時提供每天24小時的職員接聽查詢服務。

#### 土地註冊處網頁

年內，瀏覽本處網頁的人次超逾500萬，當中有70%人次瀏覽中文網頁，30%人次瀏覽英文網頁。

### Seminar on “IRIS Online Services and Its Enhancements”

The Land Registry delivered a talk to over 300 estate agents at a seminar on 6 July 2011 organised for the Estate Agents Authority. The talk included a presentation on the functions of IRIS Online Services and its latest enhancements. The enhanced functions and the new free browsing service of the online version of the Street Index and the New Territories Lot/Address CRT were demonstrated. The seminar has proved to be a useful platform for updating practitioners and collecting views on our services.



### Communication Channels

#### Land Registry Circular Memoranda

In 2011/12, we issued two Land Registry Circular Memoranda to update stakeholders of our new initiatives and the launch of improved services.

#### Land Registry News

The 2011/12 issue of the Land Registry News was released, in electronic format, to keep our customers updated on the Land Registry's events, improvement initiatives and service enhancements.

#### Information Leaflets

Two information leaflets were updated during the year to provide latest information on our services.

#### Press Releases

We issue press releases to announce the Land Registry's 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 (IVRS) offers a whole range of information through the recorded messages and manned operator service. Through collaboration with the Efficiency Unit's 1823 Call Centre, our operator enquiry service is provided 24 hours a day.

#### Land Registry's Website

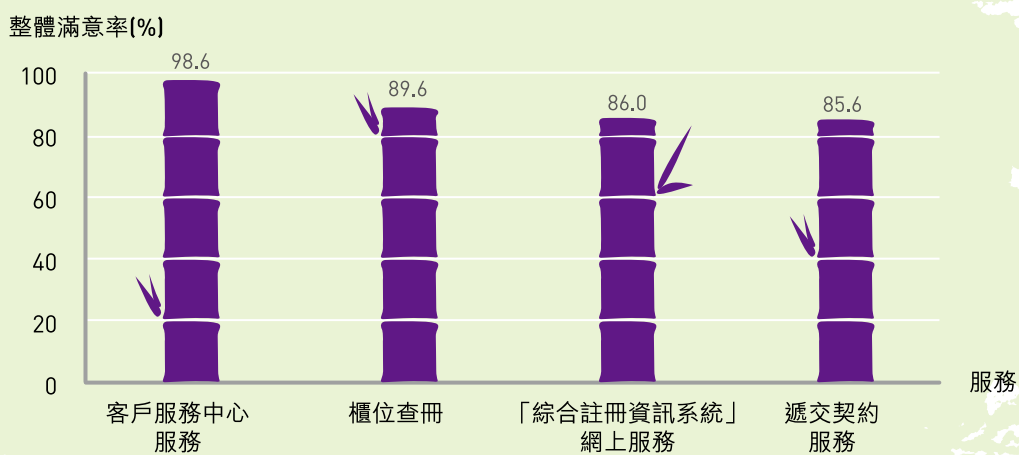
During the year, there were over five million visits (70% in the Chinese language and 30% in the English language) to the Land Registry's website.



## 服務及運作 Services and Operations

### 2011/2012年度客戶服務意見調查

本處於去年9月至10月期間委託顧問進行了全面的客戶服務意見調查，了解客戶對本處服務的滿意程度，以便提供精益求精的服務，並收集客戶對本處擬定新服務的意見。是項調查分別透過電話訪問、實地訪問及郵寄問卷方式進行。受訪者的回應十分正面和令人鼓舞，對本處服務的整體滿意率為87%。主要服務範疇的調查結果如下：



### 獎項

#### 「2011年公務員優質服務獎勵計劃」

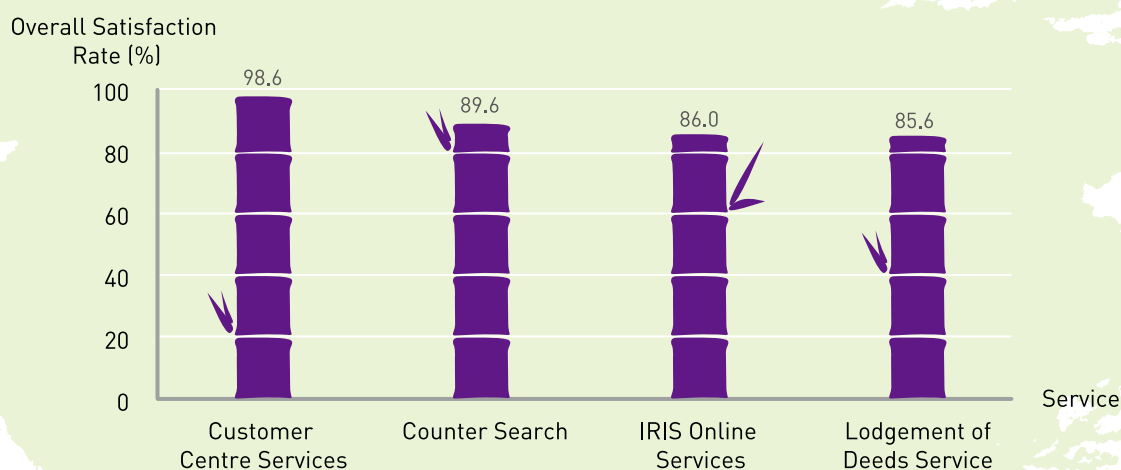
本處榮獲公務員事務局舉辦的「2011年公務員優質服務獎勵計劃」的精進服務獎銅獎(小部門組別)。本處推動優質服務文化及持續提升服務的努力再次獲得肯定。

#### 2011年「申訴專員嘉許獎」

我們很高興本處客戶服務經理潘輝耀先生榮獲2011年「申訴專員嘉許獎」—公職人員獎，以嘉許其致力提供優質客戶服務及促進部門正面服務文化的專業精神。

### Customer Service Survey 2011/2012

With a view to gauging customer satisfaction level of the Land Registry's services and collecting views on new service initiatives, the Land Registry commissioned a consultant to conduct a comprehensive customer service survey during September to October last year. The survey included telephone interviews, field surveys and postal questionnaires. The feedback from respondents was positive and encouraging. The overall satisfaction rate for our services is 87%. Results on the major service areas are as follows:



### Awards

#### Civil Service Outstanding Service Award Scheme 2011

The Land Registry was honoured with the Bronze Award of the Service Enhancement Award (Small Department category) of the Civil Service Outstanding Service Award Scheme 2011 organised by the Civil Service Bureau. Our commitment to promoting a quality service culture and pursuing continuous service improvement has once again been recognised.



#### The Ombudsman's Awards 2011

The Land Registry shared the joy of our Customer Service Manager, Mr. POON Fai-yiu, Kenneth for having been honoured with the Ombudsman's Awards 2011 for Officers of Public Organisations. We are proud of Mr. Poon's dedication and professionalism in delivering high standard of customer service and fostering a positive service culture in the department.

## 服務及運作 Services and Operations

### 2011年公務員事務局局長嘉許狀

本處衷心祝賀文書主任吳麗玲女士憑藉其一貫傑出表現及致力提供卓越客戶服務，獲頒2011年公務員事務局局長嘉許狀。

### 《國際Mercury大獎》2011/12

土地註冊處的2010/11年度營運基金年報於21個國家及超過790個參賽作品當中脫穎而出，榮獲第25屆《國際Mercury大獎》的銅獎(政府機構類別)。年報的質素獲得肯定，有助激勵本處往後繼續努力製作高質素的年報。

## 項目發展與新服務

### 電子註冊摘要表格

電子註冊摘要表格是本處在部門網站提供予公眾免費下載的電子表格。客戶除可沿用傳統預先印製的註冊摘要表格外，亦可選用這款電子表格擬備註冊摘要以辦理註冊。在2011/12年度，超過一半遞交註冊的文件都是使用電子註冊摘要表格。

為進一步提升填寫電子註冊摘要表格的效率和準確性，本處在2012年1月推出了一款電子註冊摘要表格加強版及一款全新的電子註冊摘要(資料匯入)表格。電子註冊摘要表格加強版具有一項特殊的自動填寫功能，讓用戶可在填寫註冊摘要表格時，透過互聯網從本處的電腦系統檢索相關的物業資料。若用戶須以同一套基本資料處理一連串交易或物業項目，電子註冊摘要(資料匯入)表格可讓其從一份電腦試算表輸入相關資料，一舉製備多份註冊摘要表格。

### 跨部門的項目

本處透過提供物業地址資料，協助差餉物業估價署進行地址配對工作，以便推行「物業資訊網」服務。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。我們已於「物業資訊網」與「綜合註冊資訊系統」網上服務加設了互相聯繫的超連結，令查閱物業紀錄更為方便。

## 未來計劃

### 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，以賦權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。

### The Secretary for the Civil Service's Commendation Awards 2011

The Land Registry extended our warmest congratulations to our Clerical Officer, Miss NG Lai-ling, who was awarded with the Secretary for the Civil Service's Commendation Awards 2011 for her consistently outstanding performance and firm commitment towards customer service.



### International Mercury Awards 2011/12

The Land Registry Trading Fund Annual Report for 2010/11 won the Bronze Award in the category of Government Agencies & Offices of the 25th Anniversary International Mercury Awards. There was a total of over 790 entries from 21 countries. The award is an acknowledgement of our achievement and serves as a positive motivation for our continual pursuit of quality in our annual report production.

## DEVELOPMENT PROJECTS AND NEW SERVICES

### E-Memorial Form

The e-Memorial Form is an electronic form provided by the Land Registry for free downloading from our website. 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 half of the lodgements received by the Land Registry in 2011/12.

To further improve efficiency and accuracy in completing the form, the Land Registry launched an enhanced e-Memorial Form and a brand-new e-Memorial Form (Data Import) in January 2012. The enhanced e-Memorial Form has a special auto-fill function which enables users to retrieve through the internet property particulars from the Land Registry's computer system for reference while they are filling in the memorial form. For users handling a series of transactions or property projects with the same set of basic information, the e-Memorial Form (Data Import) enables transfer of the relevant information from a computer spreadsheet to multiple memorial forms in one go.

### Inter-departmental Projects

The Land Registry has been facilitating the Rating and Valuation Department in implementing the Property Information Online (PIO) Service through supplying and aligning address information. The initiative provides the public with an efficient means to obtain comprehensive and up-to-date property information. Hyperlinks have been added to connect the PIO and IRIS Online Services together to further enhance convenience in property records search.

## FUTURE PLAN

### Standard Terms Document

The Land Registry will propose amendments to the Land Registration Ordinance, in the form of consequential amendments under the LT(A)B, 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.