

(a) 2012/13年度服务承诺
2012/13 Performance Pledges

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
1. 办理土地文件注册 Registration of land documents	15 (a+b)		92	99.1
(a) 由收到契约至根据已注册的契约更新土地 登记册 ^(注1) ；以及 From receipt of a deed to updating the land register with the registered deed ^(See Note 1) ; and	(a)11			
(b) 完成影像处理程序并把已注册的契约送回 交契人士 ^(注1) Completion of imaging and return of the registered deed to the lodging party ^(See Note 1)	(b)4			
2. 在柜位查阅电脑土地登记册 Counter search of computerised land registers		15	97	100
3. 提供土地纪录影像副本 Supply of imaged copies of land records				
(a) 在柜位索取 Over the counter				
(i) 不连过大图则 Without oversize plans		15	97	100
(ii) 附连过大图则 With oversize plans	5		97	100
(b) 透过网上服务订购 Order via online services				
(i) 亲身领取 Collection in person				
• 不连彩色图则 Without colour plans	1		97	100
• 附连彩色图则 With colour plans	3		97	100
• 附连过大图则 With oversize plans	5		97	100

附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
(ii) 邮寄或由传递公司送递 Delivery by post or courier				
• 不连彩色图则 Without colour plans				
— 下午6时前订购 Orders placed before 6 pm	1		97	100
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 附连彩色图则 With colour plans	3		97	100
• 附连过大图则 With oversize plans	5		97	100
4. 提供土地纪录认证本 Supply of certified copies of land records				
(a) 在柜位办理 Over the counter				
(i) 电脑土地登记册 Computerised land registers		50	97	100
(ii) 不连过大图则的影像副本 Imaged copies without oversize plans		50	97	100
(iii) 附连过大图则的影像副本 Imaged copies with oversize plans	5		97	100
(b) 透过网上服务订购 Order via online services				
(i) 亲身领取 Collection in person				
• 电脑土地登记册 Computerised land registers	1		97	100
• 影像副本 Imaged copies				
— 不连过大图则 Without oversize plans	3		97	100
— 附连过大图则 With oversize plans	5		97	100

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
(ii) 邮寄或由传递公司送递 Delivery by post or courier				
• 电脑土地登记册 Computerised land registers				
— 下午6时前订购 Orders placed before 6 pm	1		97	100
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 不连过大图则的影像副本 Imaged copies without oversize plans	3		97	100
• 附连过大图则的影像副本 Imaged copies with oversize plans	5		97	100
5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)				
(a) 批阅注册摘要日志的申请 Approval of MDB applications	2		98	100
(b) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98	100
6. 销售按揭注册摘要月志 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)				
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98	100
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98	100
7. 电话查询服务 Telephone enquiry services				
(a) 办公时间收到留言 Voice mail left during office hours		收到留言后60分钟内回覆 Return calls within 60 minutes after receiving the voice mail	93	100
(b) 非办公时间收到留言 Voice mail left after office hours		下一个工作天 早上10时前回覆 Return calls before 10 am on the next working day	93	100

附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes		
8. 修订土地登记册资料 Amendment of Registered Data				
(a) 一般个案(即根据注册摘要资料更正土地 登记册) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		92	99.2
(b) 复杂个案 Complicated cases	10		92 ^(注2) (See Note 2)	98.8
9. 为再交付注册的中止注册契约办理注册 Registration of withheld deeds redelivered for registration	16(a+b)		92	98.4
(a) 由收到再交付注册的中止注册契约至根据 已注册的契约更新相关土地登记册；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a)12			
(b) 完成影像处理程序并把已注册的契约送回 交契人士 Completion of imaging and return of the registered deed to the lodging party	(b)4			
10. 处理建议/投诉 Handling of suggestions/complaints			—	—
			本处会在收到建议或投诉后的 十天内答覆。如果不可能 在这限期内详尽作覆，也会 给予初步回覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.	

注1： 不包括被中止注册的契约
Note 1: Excluding deeds withheld from registration

注2： 已提高的服务指标
Note 2: Enhanced performance target

(b) 2013/14年度服务承诺(生效日期为2013年4月1日起)
2013/14 Performance Pledges (with effect from 1 April 2013)

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
1. 办理土地文件注册 Registration of land documents	15(a+b)		92
(a) 由收到契约至根据已注册的契约更新土地登记册 ^(注1) ; 以及 From receipt of a deed to updating the land register with the registered deed ^(See Note 1) ; and	(a)11		
(b) 完成影像处理程序并把已注册的契约送回交契人士 ^(注1) Completion of imaging and return of the registered deed to the lodging party ^(See Note 1)	(b)4		
2. 在柜位查阅电脑土地登记册 Counter search of computerised land registers		15	97
3. 提供土地纪录影像副本 Supply of imaged copies of land records			
(a) 在柜位索取 Over the counter			
(i) 不连过大图则 Without oversize plans		15	97
(ii) 附连过大图则 With oversize plans	5		97
(b) 透过网上服务订购 Order via online services			
(i) 亲身领取 Collection in person			
• 不连彩色图则 Without colour plans	1		97
• 附连彩色图则 With colour plans	3		97
• 附连过大图则 With oversize plans	5		97

附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
(ii) 邮寄或由传递公司送递 Delivery by post or courier			
• 不连彩色图则 Without colour plans			
— 下午6时前订购 Orders placed before 6 pm	1		97
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 附连彩色图则 With colour plans	3		97
• 附连过大图则 With oversize plans	5		97
4. 提供土地纪录认证本 Supply of certified copies of land records			
(a) 在柜位办理 Over the counter			
(i) 电脑土地登记册 Computerised land registers		40 ^(注2) (See Note 2)	97
(ii) 不连过大图则的影像副本 Imaged copies without oversize plans		40 ^(注2) (See Note 2)	97
(iii) 附连过大图则的影像副本 Imaged copies with oversize plans	5		97
(b) 透过网上服务订购 Order via online services			
(i) 亲身领取 Collection in person			
• 电脑土地登记册 Computerised land registers	1		97
• 影像副本 Imaged copies			
— 不连过大图则 Without oversize plans	3		97
— 附连过大图则 With oversize plans	5		97

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	工作天 Working Day(s)	分钟 Minutes	
(ii) 邮寄或由传递公司送递 Delivery by post or courier			
• 电脑土地登记册 Computerised land registers			
— 下午6时前订购 Orders placed before 6 pm	1		97
— 下午6时后或在星期六、 星期日及公众假期订购 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 不连过大图则的影像副本 Imaged copies without oversize plans	3		97
• 附连过大图则的影像副本 Imaged copies with oversize plans	5		97
5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)			
(a) 批阅注册摘要日志的申请 Approval of MDB applications	2		98
(b) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98
6. 销售按揭注册摘要月志 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)			
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98
7. 电话查询服务 Telephone enquiry services			
(a) 办公时间收到留言 Voice mail left during office hours		收到留言后60分钟内回覆 Return calls within 60 minutes after receiving the voice mail	93
(b) 非办公时间收到留言 Voice mail left after office hours		下一个工作天 早上10时前回覆 Return calls before 10 am on the next working day	93

附录I Annex I

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
8. 修订土地登记册资料 Amendment of Registered Data			
(a) 一般个案(即根据注册摘要资料更正土地 登记册) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		93 ^(注3) (See Note 3)
(b) 复杂个案 Complicated cases	10		92
9. 为再交付注册的中止注册契约办理注册 Registration of withheld deeds redelivered for registration	16(a+b)		92
(a) 由收到再交付注册的中止注册契约至根据已 注册的契约更新相关土地登记册；以及 From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and	(a)12		
(b) 完成影像处理程序并把已注册的契约送回交 契人士 Completion of imaging and return of the registered deed to the lodging party	(b)4		
10. 处理建议/投诉 Handling of suggestions/complaints	本处会在收到建议或投诉后的十天内 答覆。如果不可能在这限期内详尽作 覆，也会给予初步回覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		—

注1： 不包括被中止注册的契约
Note 1: Excluding deeds withheld from registration

注2： 已提高的服务标准
Note 2: Enhanced service standard

注3： 已提高的服务指标
Note 3: Enhanced performance target