



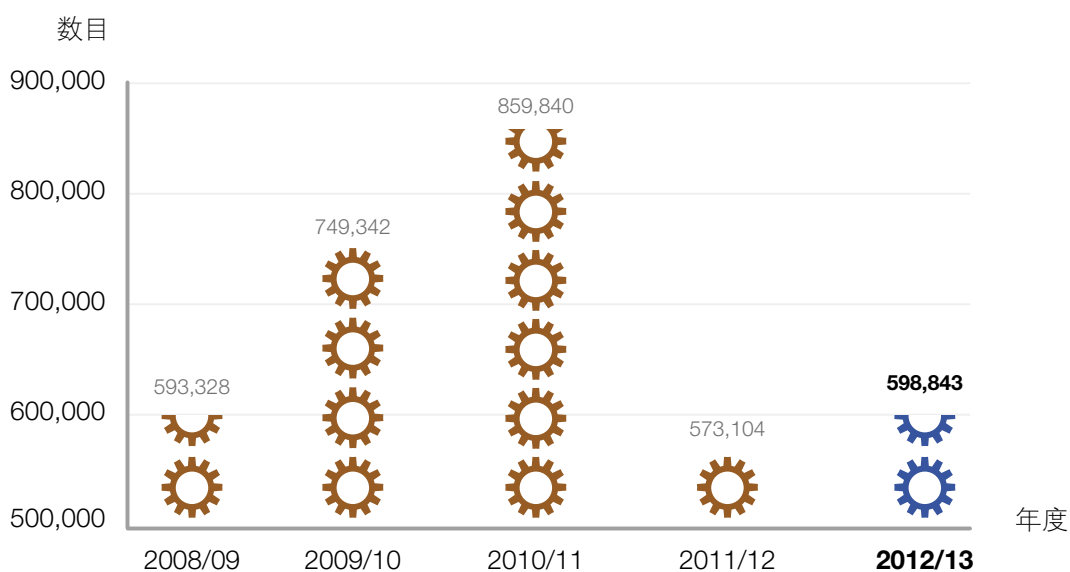
服务及运作 Services and Operations

办理土地文件注册

影响土地的文件均送交本处位于金钟道政府合署的客户服务中心办理注册。

在2012/13年度，送交注册的土地文件共598,843份，较2011/12年度增加4.5%。

送交注册的土地文件数目

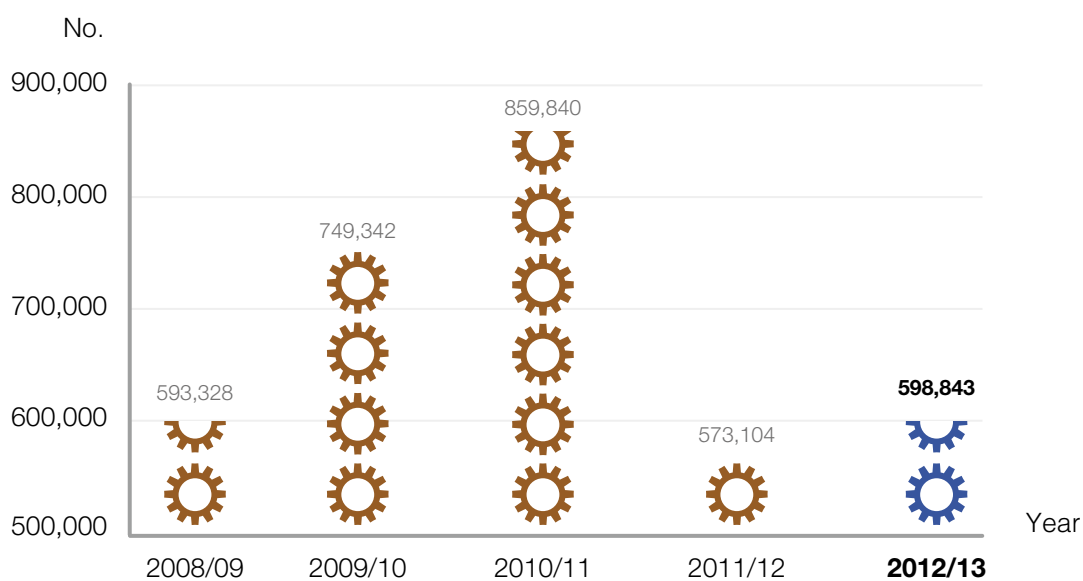


REGISTRATION OF LAND DOCUMENTS

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

In 2012/13, 598,843 land documents were delivered for registration, representing an increase of 4.5% when compared with 2011/12.

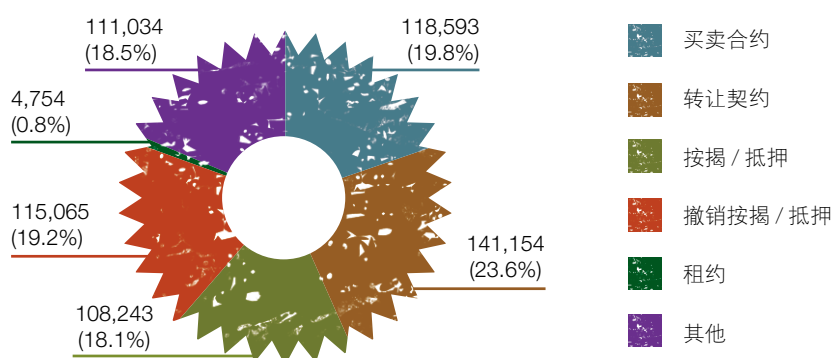
No. of Land Documents Delivered for Registration



服务及运作 Services and Operations

年内收到的主要文件类别包括楼宇买卖合同、转让契约、按揭/抵押及撤销按揭/抵押，占全年收到文件总数约81%。

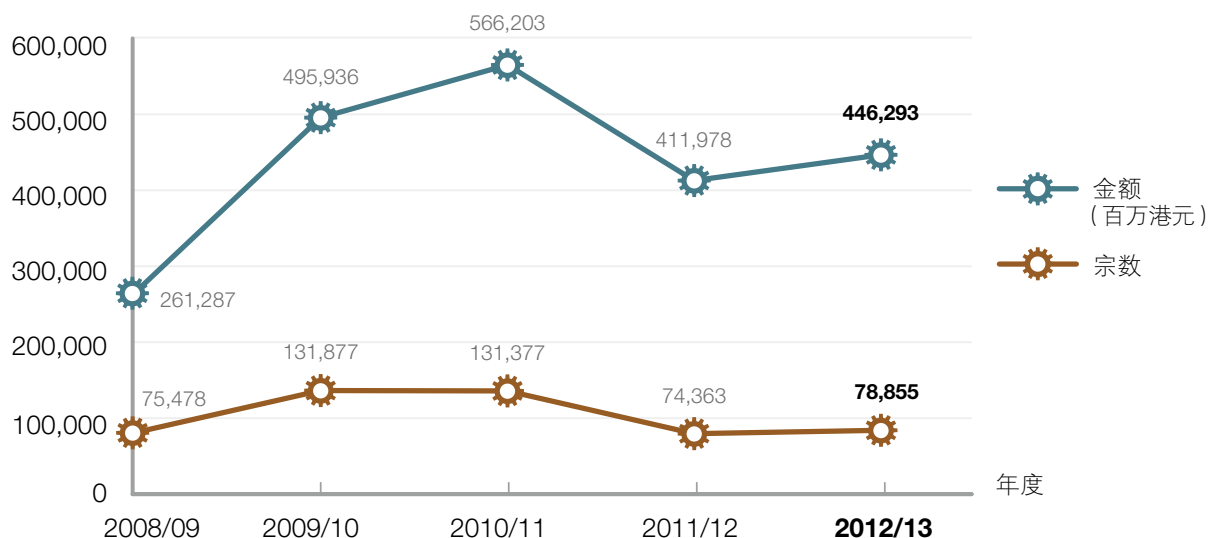
2012/13年度送交注册的土地文件类别



注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

在2012/13年度送交注册的所有楼宇买卖合同中，住宅楼宇买卖合同的宗数和总值分别是78,855份(较去年增加6.0%)及4,462.93亿港元(较去年增加8.3%)。一般而言，这类合约的数量是反映物业市场交投情况的重要指标。

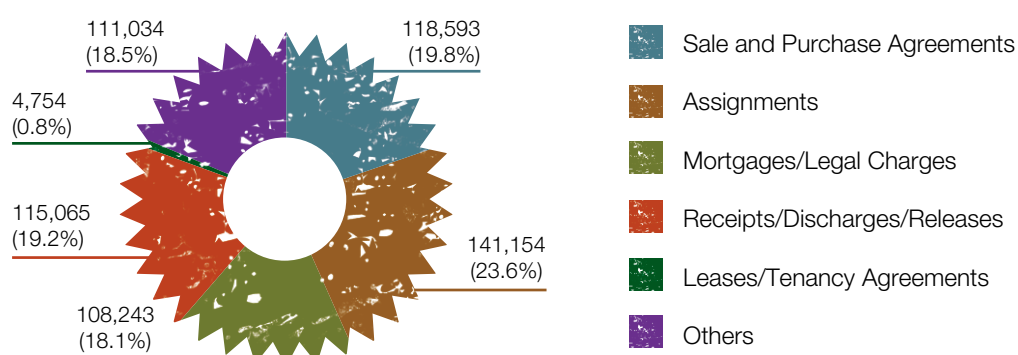
送交注册的住宅楼宇买卖合同宗数和金额



注：上述统计数字只包括已缴付印花税的楼宇买卖合同，并不包括居者有其屋、私人机构参建居屋及租者置其屋计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for about 81% of all documents received during the year.

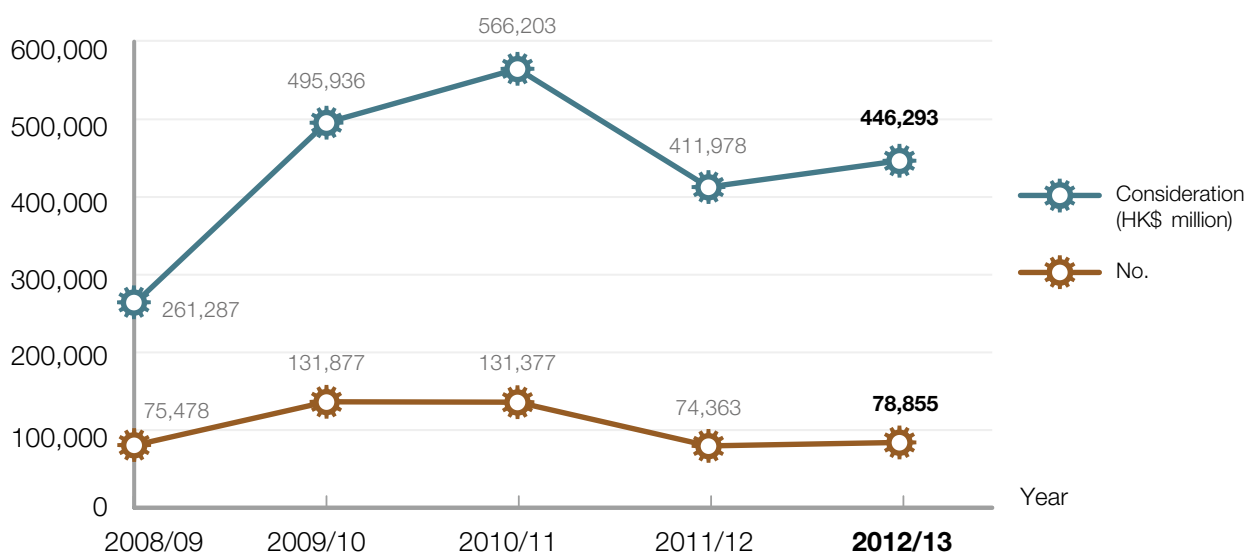
Distribution of Land Documents Lodged for Registration in 2012/13



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 2012/13, the number of SPAs of residential units and its total consideration were 78,855 (+6.0% from last year) and \$446,293 million (+8.3% 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

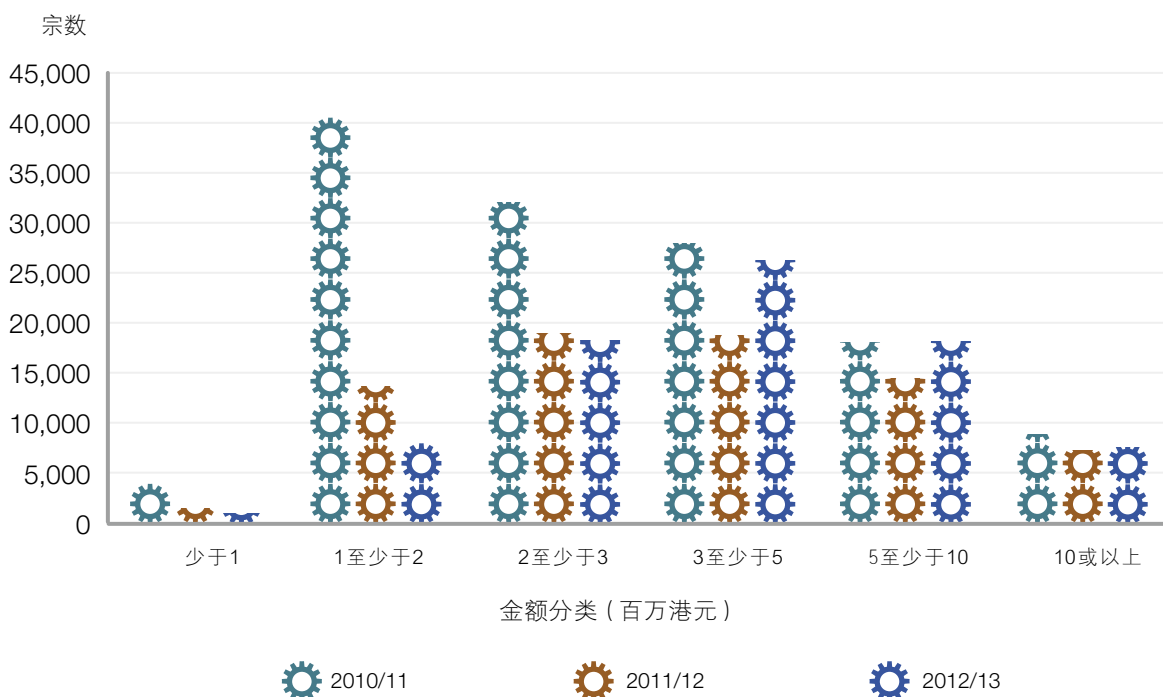


Remark: The statistics only include SPAs with payment of stamp duty and do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid.

服务及运作 Services and Operations

在2012/13年度，比例最高的住宅楼宇交易金额是在300万至500万港元范围以内。年内少于200万港元的住宅楼宇交易金额则显著减少。

按金额分类的住宅楼宇买卖合同宗数

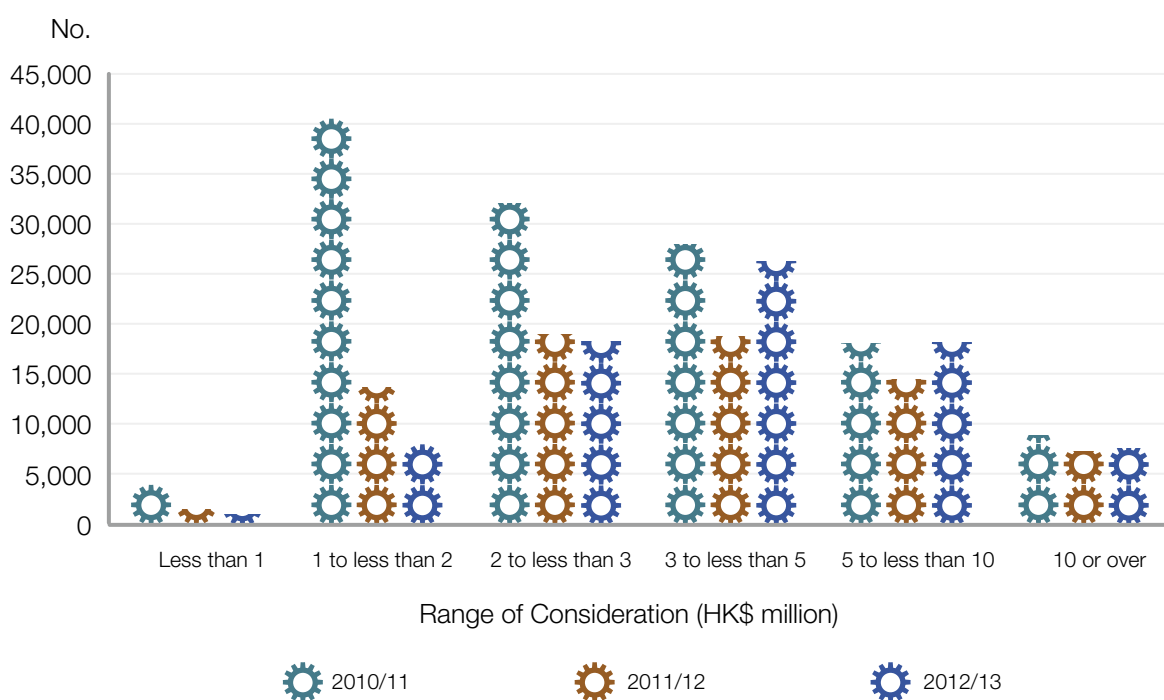


金额分类 (百万港元)	2010/11		2011/12		2012/13	
	宗数	%	宗数	%	宗数	%
少于1	4,108	3.1	1,464	2.0	902	1.1
1至少于2	40,474	30.8	13,605	18.3	7,902	10.0
2至少于3	32,051	24.4	18,908	25.4	18,228	23.1
3至少于5	27,945	21.3	18,709	25.2	26,211	33.2
5至少于10	17,922	13.6	14,411	19.4	18,133	23.0
10或以上	8,877	6.8	7,266	9.8	7,479	9.5
总数	131,377	100.0	74,363	100.0	78,855	100.0

注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

The highest proportion of the transactions in residential units in 2012/13 was within the consideration range of three to five million Hong Kong dollars. There was a noticeable drop in such transactions in 2012/13 with consideration of less than two million Hong Kong dollars.

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



Range of Consideration (HK\$ million)	2010/11		2011/12		2012/13	
	No.	%	No.	%	No.	%
Less than 1	4,108	3.1	1,464	2.0	902	1.1
1 to less than 2	40,474	30.8	13,605	18.3	7,902	10.0
2 to less than 3	32,051	24.4	18,908	25.4	18,228	23.1
3 to less than 5	27,945	21.3	18,709	25.2	26,211	33.2
5 to less than 10	17,922	13.6	14,411	19.4	18,133	23.0
10 or over	8,877	6.8	7,266	9.8	7,479	9.5
Total	131,377	100.0	74,363	100.0	78,855	100.0

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

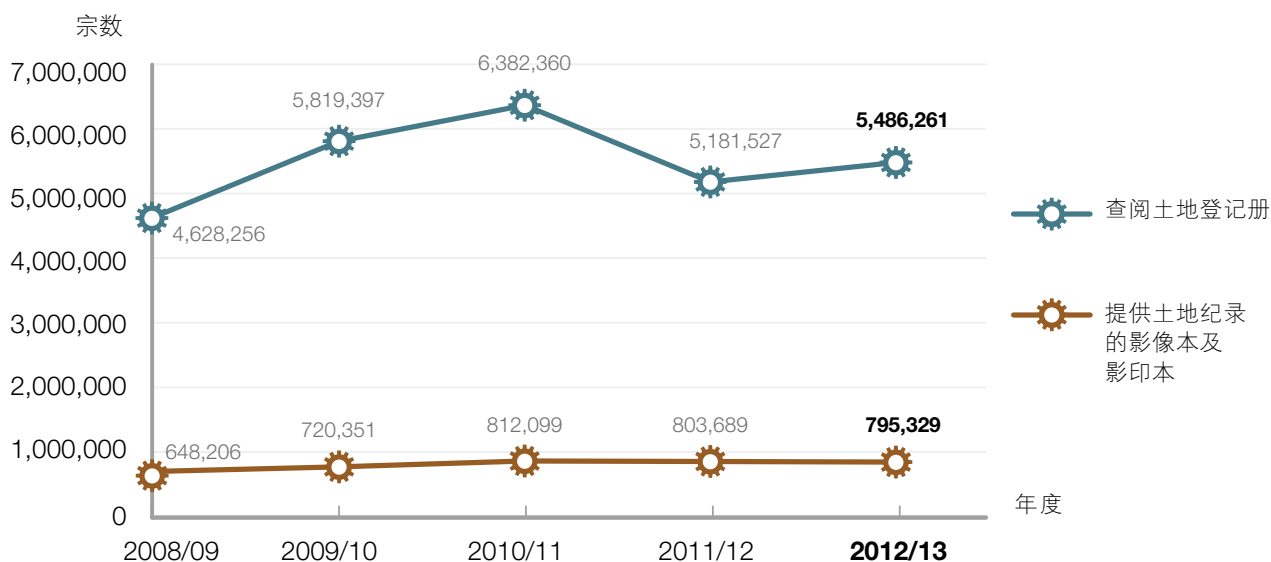
服务及运作 Services and Operations

查阅土地纪录服务

土地注册处备存土地纪录，旨在提供一个关于物业拥有权的资讯平台，以方便物业交易。

在2012/13年度，查阅土地登记册的宗数，以及提供土地纪录的影像本和影印本的总数分别为5,486,261宗(较去年增加5.9%)及795,329份(较去年减少1.0%)。

查阅土地登记册宗数和提供土地纪录的影像本及影印本份数



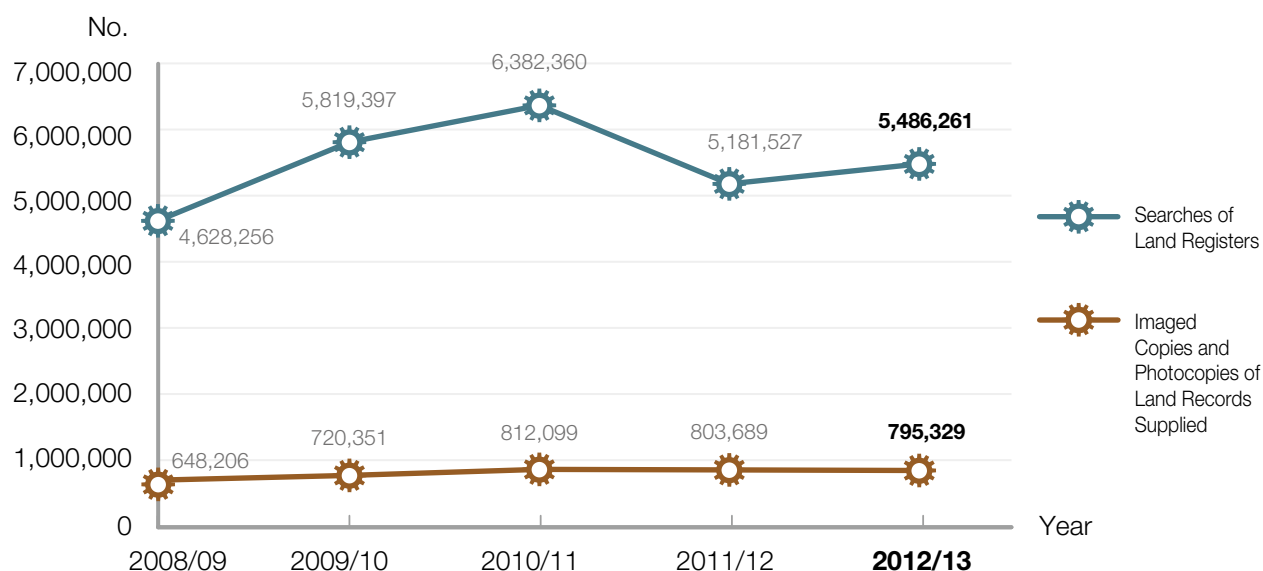
年度	2008/09	2009/10	2010/11	2011/12	2012/13
查阅土地登记册	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
提供土地纪录的影像本及影印本	648,206	720,351	812,099	803,689	795,329

SEARCH SERVICES

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

In 2012/13, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,486,261 (+5.9% from previous year) and 795,329 (–1.0% from previous year) respectively.

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

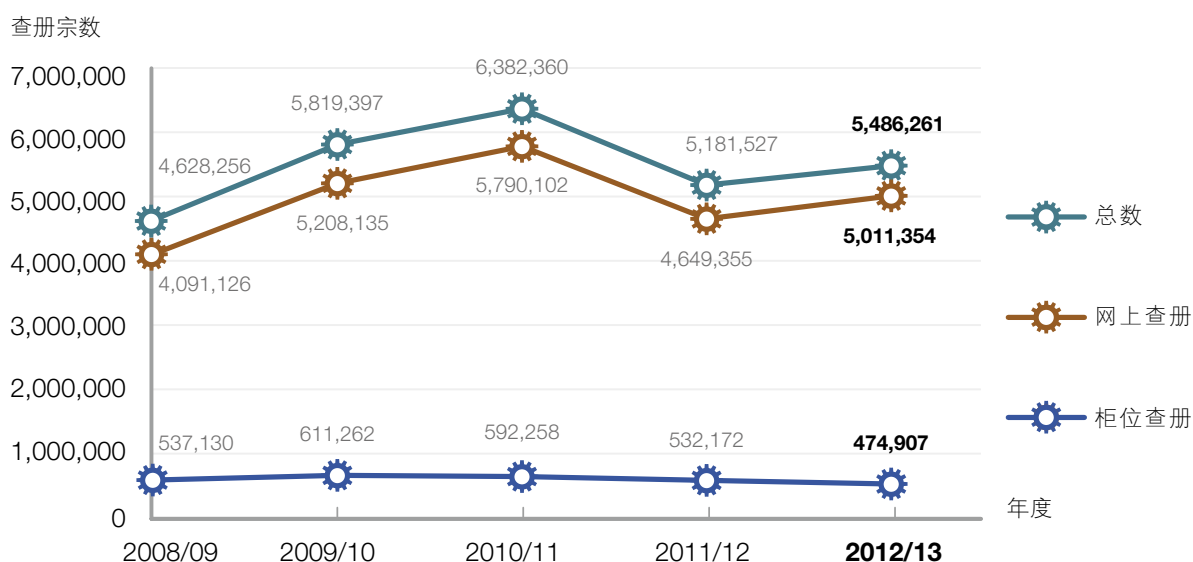


Year	2008/09	2009/10	2010/11	2011/12	2012/13
Searches of Land Registers	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
Imaged Copies and Photocopies of Land Records Supplied	648,206	720,351	812,099	803,689	795,329

服务及运作 Services and Operations

土地注册处由2005年2月开始透过互联网由「综合注册资讯系统」(www.iris.gov.hk)提供每星期7天、每天16小时的查册服务。自2010年8月起，网上查册服务时间延长至每天20小时(由上午7时30分至翌日上午3时30分)。公众人士可以非经常用户身分或登记用户身分进行查册。截至2013年3月，登记用户的数目增加了57个(上升5.9%)，总数达1,026个。现时网上查册约占总查册量的91%，其余约9%是在本处设于金钟道政府合署的客户服务中心，以及位于大埔、元朗和荃湾的新界查册中心透过柜位查册服务进行。

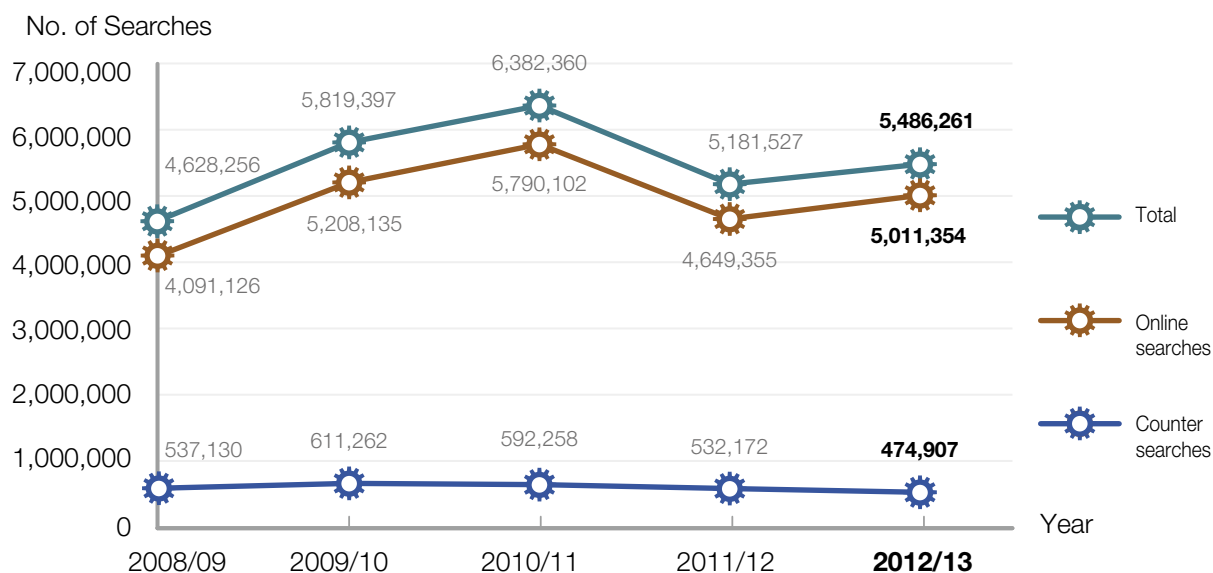
查阅土地登记册宗数



本处每年会推出新版的《街道索引》及《新界地段/地址对照表》，方便用户以本港的物业地址、楼宇名称查阅相关的地段编号。为进一步支援使用本处查册服务的人士，由2012年4月30日起，用户可在本处网站或透过「综合注册资讯系统」网上服务的超连结，免费浏览第44版《街道索引》及第13版《新界地段/地址对照表》的网上版本。截至2013年3月31日，该网上版本已录得超过114,000浏览人次。

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. Our service hours were extended to 20 hours daily (from 7:30 a.m. to 3:30 a.m. the next day) from August 2010. Members of the public can conduct searches either on an ad hoc or subscription basis. The number of subscribers increased by 57(+5.9%) to reach 1,026 in March 2013. Currently, searches which are conducted online constitute about 91% of the total search volume. The remaining 9% 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 Land Registry publishes new editions of 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 further enhance support to users of our search services, online versions of the 44th edition of the Street Index and the 13th edition of the New Territories Lot/Address CRT have been made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services from 30 April 2012. Over 114,000 visits were recorded up to 31 March 2013.

服务及运作 Services and Operations

业主立案法团服务

根据《建筑物管理条例》，土地注册处负责办理业主立案法团的注册事宜，并为公众提供业主立案法团纪录的查阅服务。在2012/13年度，新成立的业主立案法团共有169个，全港的业主立案法团总数增至9,689个。



客户服务

本处的管理及客户服务部专责策划及统筹客户服务，以促进卓越服务，满足客户对服务质素的殷切期望。我们善用各种渠道与客户联络和沟通，以提升部门服务。



联络客户

土地注册处联合常务委员会

「土地注册处联合常务委员会」的成员包括土地注册处处长、其下的高级管理团队，以及香港律师会的代表。委员会定期举行会议，就土地注册事宜、本处向法律界人士所提供的服务，以及拟备推行业权注册制度等进行商讨和交流意见。委员会外界成员名单见附录II (a)。

OWNERS' CORPORATION SERVICES

The Land Registry is responsible for registration of owners' corporations and provides service for public search of owners' corporation records under the Building Management Ordinance (BMO). In 2012/13, 169 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,689.

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 legal practitioners and preparation for implementation of the title registration system. Membership (External) of the Committee is at Annex II (a).



服务及运作 Services and Operations

客户联络小组

本处透过两个客户联络小组(私营机构和公营机构)与客户保持联络,使客户了解本处的最新计划、服务及工作程序,就业务运作和服务提供事宜促进意见交流,以及就客户的意见作出回应。

私营机构客户联络小组的成员来自法律界、专业机构及工商团体。公营机构客户联络小组的成员则来自政府部门及公营机构。两个小组的外界成员名单分别见附录II(b)及(c)。



客户联络小组(私营机构)
Customer Liaison Group (Private Sector)

讲座

本处在2012年5月30日举办了两场关于「新电子注册摘要表格」的讲座,向过百位律师行人员推广及示范新电子表格的新增功能和主要特点。两场讲座均得到参加者好评。

沟通途径

土地注册处通函

在2012/13年度,我们发出了三份通函,让法律界人士和客户知悉本处推出的新措施和提升的服务。

《土地注册处通讯》

本处分别在2012年5月及12月发布了共两期的《土地注册处通讯》电子版本,向客户介绍部门的新猷、服务和活动。

资料小册

我们因应在年内推行提升的服务指标,更新了「服务承诺」的资料小册。

Customer Liaison Groups

The Land Registry maintains regular liaison with customers through two Customer Liaison Groups (private and public sectors) to update customers on the department's latest initiatives, services and procedures, to facilitate exchange of 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 Government departments and public bodies. Membership (External) of the private sector and the public sector groups is at Annexes II (b) and (c) respectively.



客户联络小组(公营机构)
Customer Liaison Group (Public Sector)

Seminars

Two seminars on "The New e-Memorial Form" with over 100 participants from solicitors' firms were held on 30 May 2012 to promote and demonstrate the new functions and key features of the new e-Form. The seminars were well received by the participants.



Communication Channels

Land Registry Circular Memoranda

In 2012/13, we issued three Land Registry Circular Memoranda to update legal practitioners and customers on our new initiatives and the launch of improved services.

Land Registry News

Two issues of the Land Registry News were released in May and December 2012 respectively in electronic format to keep our customers updated on the Land Registry's initiatives, services and activities.

Information Leaflets

The information leaflet on Performance Pledges was updated for the implementation of the enhanced performance targets during the year.

服务及运作

Services and Operations

新闻稿

我们不时发放新闻稿公布本处的最新服务资讯，以及提供土地注册及查册的定期统计数字。

客户服务热线

本处的客户服务热线由互动语音系统支援，透过预录讯息和职员接听服务提供全面的资讯。我们由2012年9月3日起已提升互动语音系统，当系统接驳至个别支援服务小组时会提供轮候次序的服务。透过与效率促进组辖下的1823电话中心合作，本处提供每天24小时的热线查询服务。

土地注册处网站

年内，浏览本处网站的人次约为600万，当中有73%的人次浏览中文网页，27%的人次浏览英文网页。

奖项

2012年「申诉专员嘉许奖」

本处助理文书主任方国毅先生荣获2012年「申诉专员嘉许奖」— 公职人员奖。方先生凭着致力提供优质客户服务的专业精神，获奖乃实至名归。



2012「国际Galaxy大奖」

土地注册处营运基金年报2010/11荣获2012年「国际Galaxy大奖」— 金奖(年报 — 政府机构组别)。该奖项鼓舞我们在编制年报时不断追求卓越。

香港管理专业协会「最佳年报奖」

土地注册处营运基金年报2010/11亦荣获香港管理专业协会举办的2012年「最佳年报奖」— 优异奖，以表扬该年报在不同范畴的优胜之处。



Press Releases

We issue press releases from time to time to announce the Land Registry's latest service updates and provide regular statistics on land registration and search.

Customer Service Hotline

Our Customer Service Hotline supported by an IVRS offers a whole range of information through recorded messages and manned operator service. We have enhanced the IVRS by providing a queuing service for specific service help desks starting from 3 September 2012. Through collaboration with the Efficiency Unit's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.

Land Registry's Website

During the year, there were about six million visits (73% in the Chinese language and 27% in the English language) to the Land Registry's website.

Awards

The Ombudsman's Awards 2012

One of our Assistant Clerical Officers, Mr. FONG Kwok-ngai has been awarded "The Ombudsman's Awards 2012 for Officers of Public Organisations". Mr. FONG's dedication and professionalism in delivering a high standard of customer service was well recognised.

International Galaxy Awards 2012

The Land Registry Trading Fund Annual Report for 2010/11 won the Gold Award in the Galaxy Awards 2012 under the category of "Annual Reports – Governmental". The award provided encouragement to our continual pursuit of excellence in the production of our annual reports.



Hong Kong Management Association Best Annual Reports Awards

The Land Registry Trading Fund Annual Report 2010/11 was also awarded an Honourable Mention for different aspects in the Best Annual Reports Awards 2012 organised by the Hong Kong Management Association.

项目发展与新服务

电子注册摘要表格

电子注册摘要表格是注册摘要表格的电子范本，本处在部门网站分别备有基本版和具资料汇入功能的版本供免费下载。基本版内置自动填写功能，让用户在填写注册摘要表格时，可从「综合注册资讯系统」检索相关的物业资料作参考。若用户需以同一套基本资料处理一连串交易或物业项目，具备资料汇入功能的电子注册摘要表格可让其从电脑試算表输入相关资料，一举制备多份注册摘要表格。

在所有递交注册的注册摘要中，电子注册摘要表格的使用持续地超逾半数。本处一直留意用户的回应，以期进一步提升服务。在2012年7月，本处更新了电子注册摘要表格的自动填写功能，以加强其稳定性和复原能力。

跨部门的项目

为方便市民取得全面的物业资讯，本处一直提供物业地址资料，以配合差饷物业估价署为「物业资讯网」而进行的地址配对工作。我们在「综合注册资讯系统」网站也提供了连接至「物业资讯网」的超连结，令查阅物业纪录更为方便。

未来计划

标准条款文件

本处计划建议藉由《土地业权(修订)条例草案》的相应修订，对《土地注册条例》作出修订，以赋权本处存放标准条款文件，以大幅减少递交注册的按揭文件页数。

电子提示服务

本处现正计划向业主提供一项崭新的收费电子提示服务。每当有文书送递相关物业注册，本处便会向业主发出电邮提示通知。这项服务可为业主提供更佳物业保障，有助防止物业交易欺诈。

DEVELOPMENT PROJECTS AND NEW SERVICES

E-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry for free download from its homepage. Two versions of the e-Memorial Form are available including a basic version and one with data import function. The basic version has an auto-fill function enabling users to retrieve property particulars from the IRIS 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 form with data import function enables transfer of the relevant information from a computer spreadsheet to multiple memorial forms in one go.

The e-Memorial Form has continuously been used for over half of the total number of memorials lodged for registration. The Land Registry has been keeping in view users' feedback to identify room for further enhancement. A new release of the auto-fill function was issued in July 2012 to improve its stability and resilience.

Inter-departmental Projects

The Land Registry has been collaborating with the Rating and Valuation Department (RVD) in the Property Information Online (PIO) Service through supplying and aligning address information to facilitate the public to obtain comprehensive property information. A hyperlink to the PIO is available on the IRIS website to further enhance the convenience of searching property records.

FUTURE PLAN

Standard Terms Document

The Land Registry intends to 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 aim is to reduce the bulk of mortgage documents presented for registration.

e-Alert Service

The Land Registry is planning to provide a new e-alert service for property owners on a subscription basis. The service will provide an email alert to property owners when instruments are presented for registration against their properties. This new service will be a useful tool for owners to better protect their properties and help prevent property transaction fraud.