



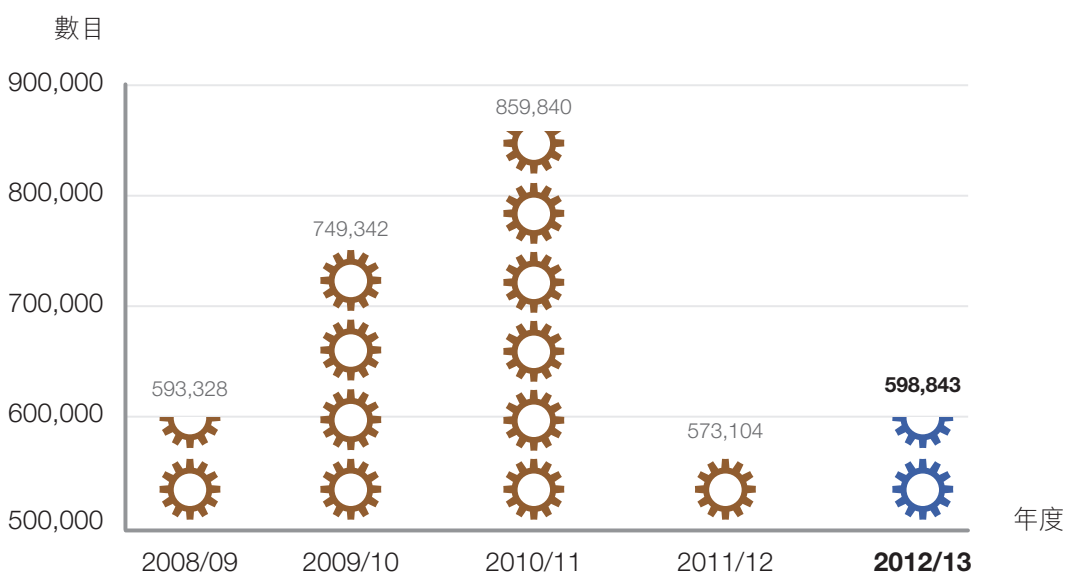
服務及運作 Services and Operations

辦理土地文件註冊

影響土地的文件均送交本處位於金鐘道政府合署的客戶服務中心辦理註冊。

在2012/13年度，送交註冊的土地文件共598,843份，較2011/12年度增加4.5%。

送交註冊的土地文件數目

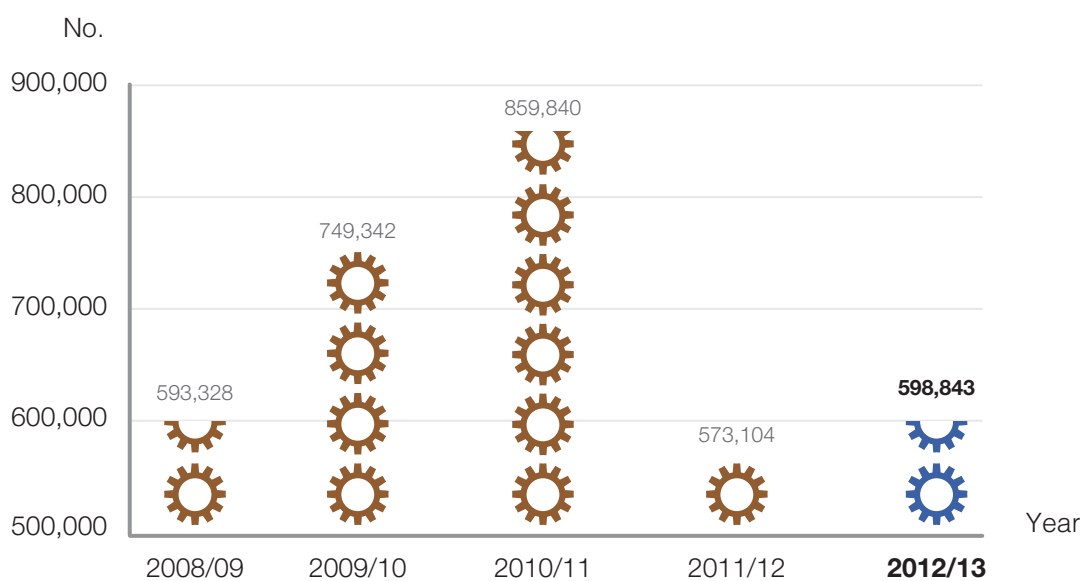


REGISTRATION OF LAND DOCUMENTS

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

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

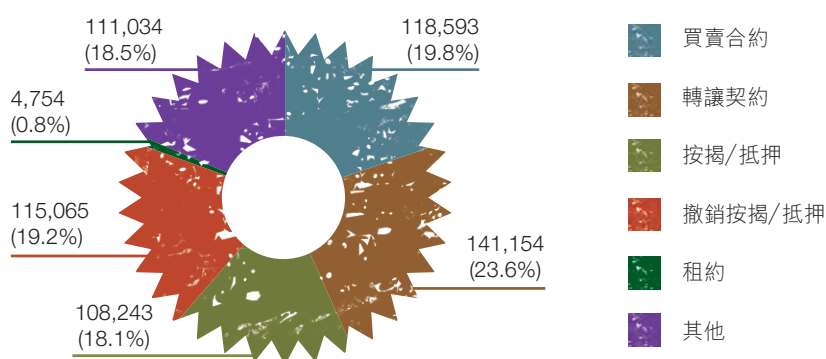
No. of Land Documents Delivered for Registration



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／抵押及撤銷按揭／抵押，佔全年收到文件總數約81%。

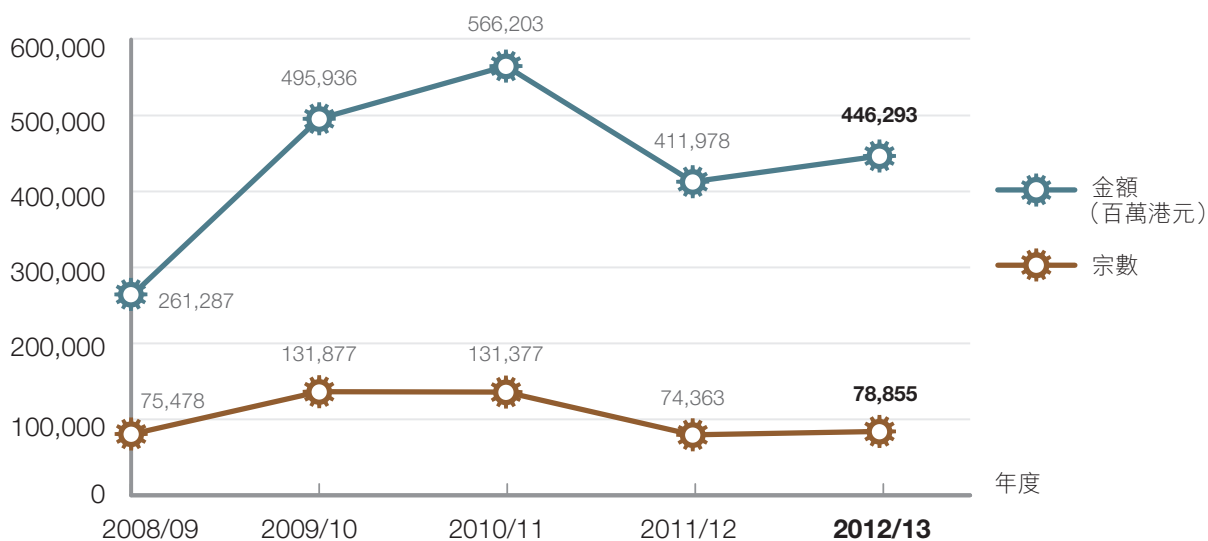
2012/13年度送交註冊的土地文件類別



註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

在2012/13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是78,855份（較去年增加6.0%）及4,462.93億元（較去年增加8.3%）。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。

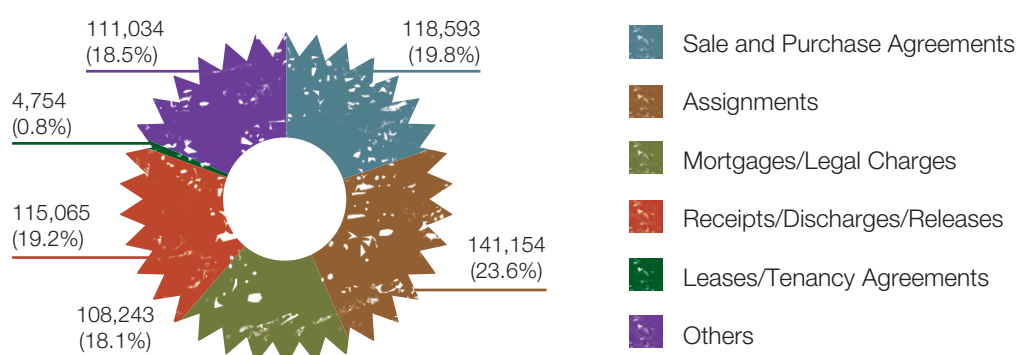
送交註冊的住宅樓宇買賣合約宗數和金額



註：上述統計數字只包括已繳付印花稅的樓宇買賣合約，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下的住宅買賣，除非有關單位轉售限制期屆滿並已補償差價。

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.

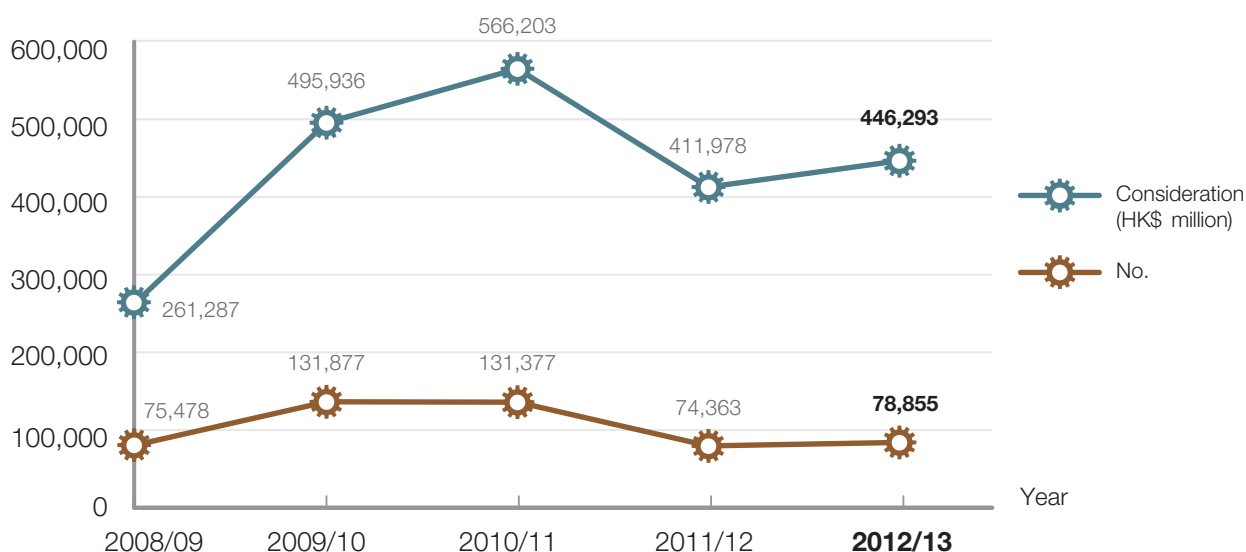
Distribution of Land Documents Lodged for Registration in 2012/13



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

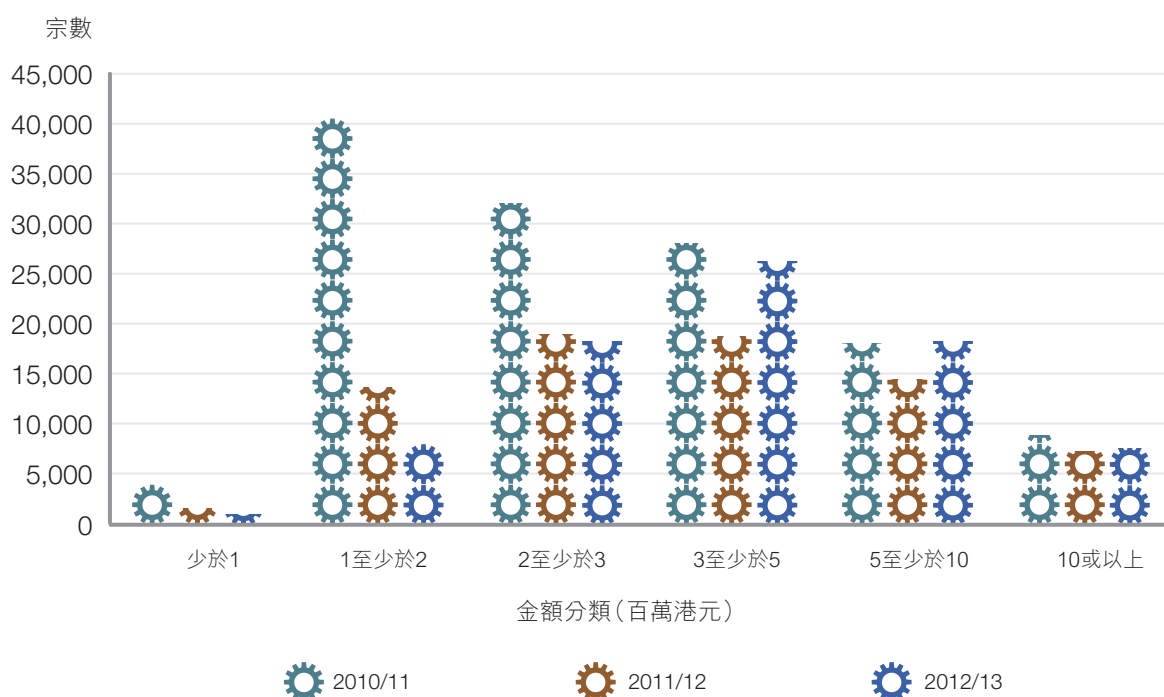


Remark: The statistics only include SPAs with payment of stamp duty and do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid.

服務及運作 Services and Operations

在2012/13年度，比例最高的住宅樓宇交易金額是在300萬至500萬港元範圍以內。年內少於200萬港元的住宅樓宇交易金額則顯著減少。

按金額分類的住宅樓宇買賣合約宗數

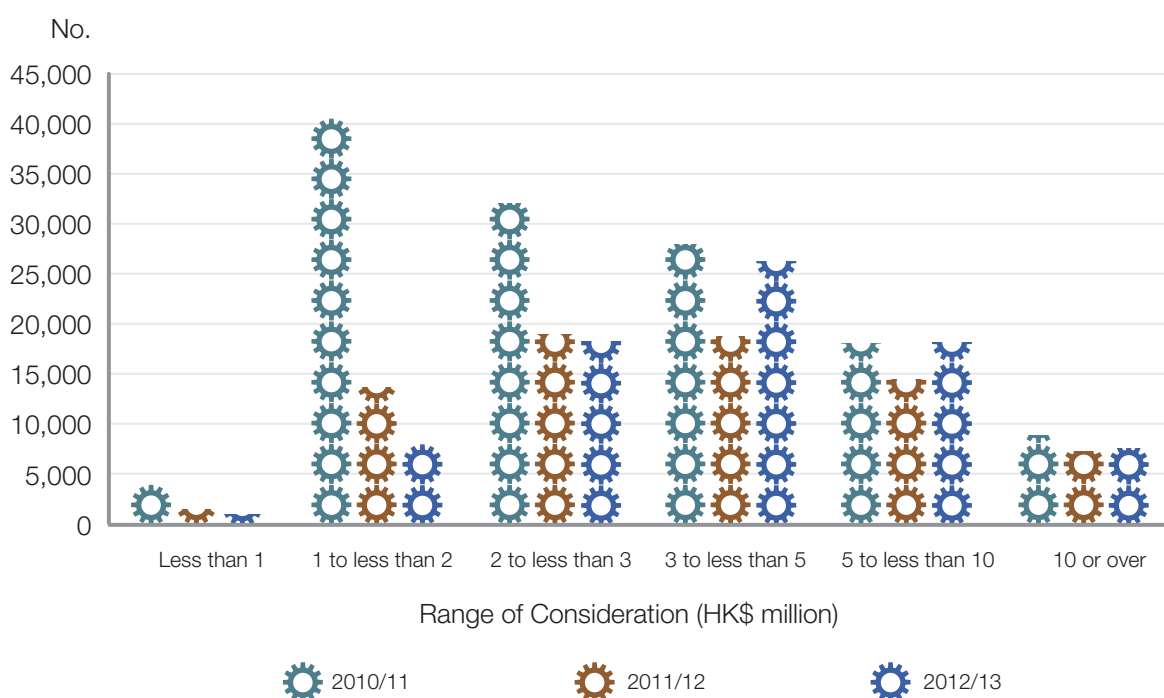


金額分類 (百萬港元)	2010/11		2011/12		2012/13	
	宗數	%	宗數	%	宗數	%
少於1	4,108	3.1	1,464	2.0	902	1.1
1至少於2	40,474	30.8	13,605	18.3	7,902	10.0
2至少於3	32,051	24.4	18,908	25.4	18,228	23.1
3至少於5	27,945	21.3	18,709	25.2	26,211	33.2
5至少於10	17,922	13.6	14,411	19.4	18,133	23.0
10或以上	8,877	6.8	7,266	9.8	7,479	9.5
總數	131,377	100.0	74,363	100.0	78,855	100.0

註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於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.

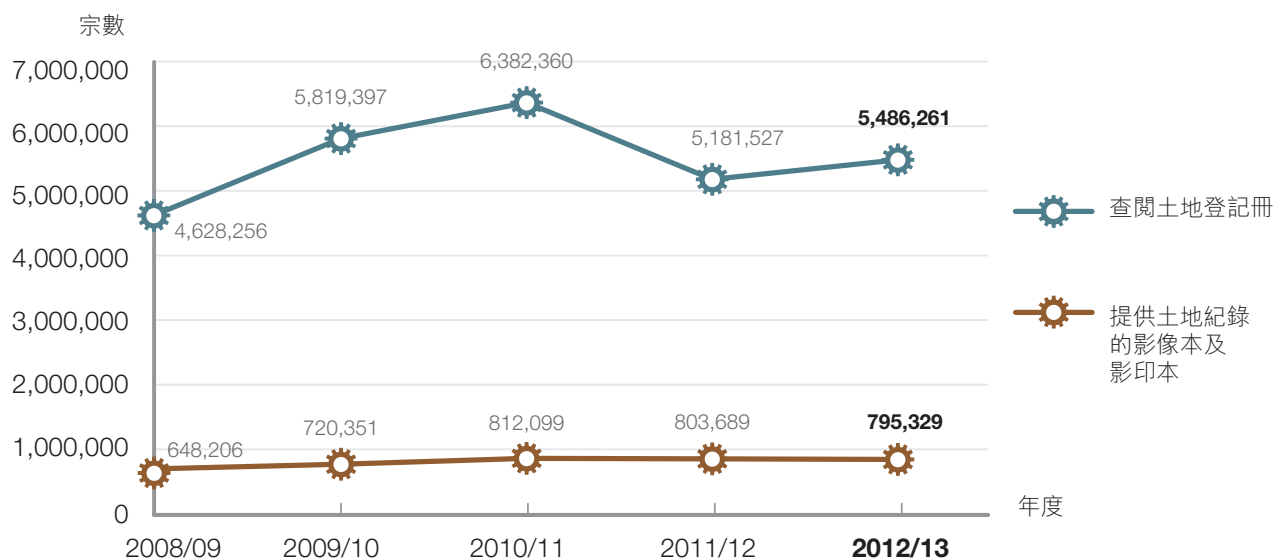
服務及運作 Services and Operations

查閱土地紀錄服務

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，以方便物業交易。

在2012/13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5,486,261宗（較去年增加5.9%）及795,329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



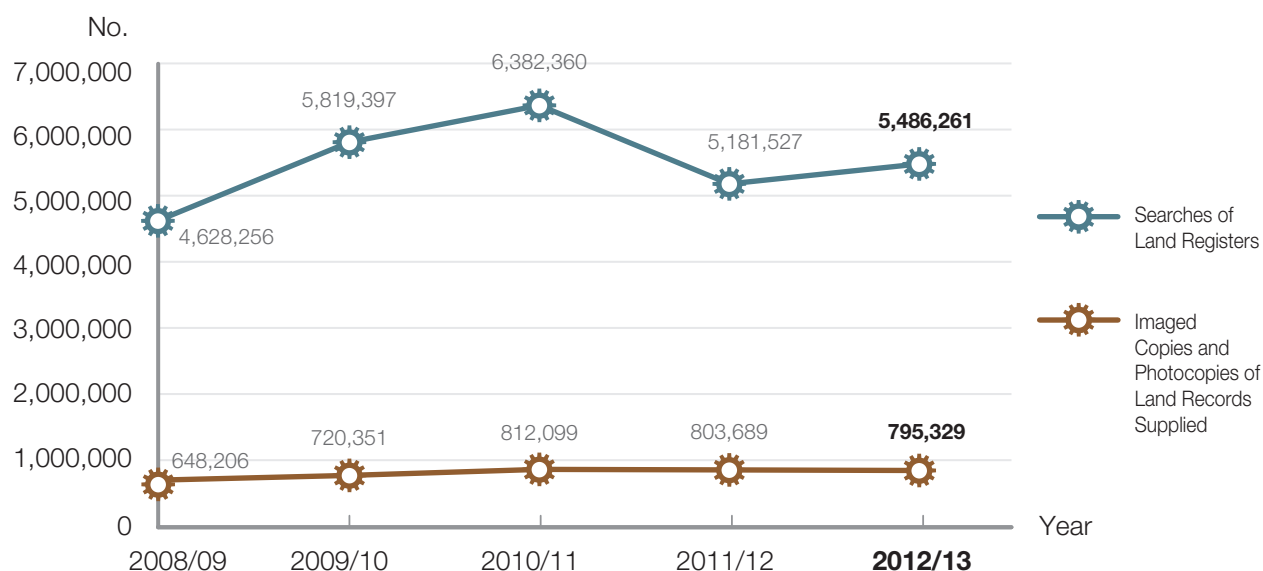
年度	2008/09	2009/10	2010/11	2011/12	2012/13
查閱土地登記冊	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
提供土地紀錄的影像本及影印本	648,206	720,351	812,099	803,689	795,329

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

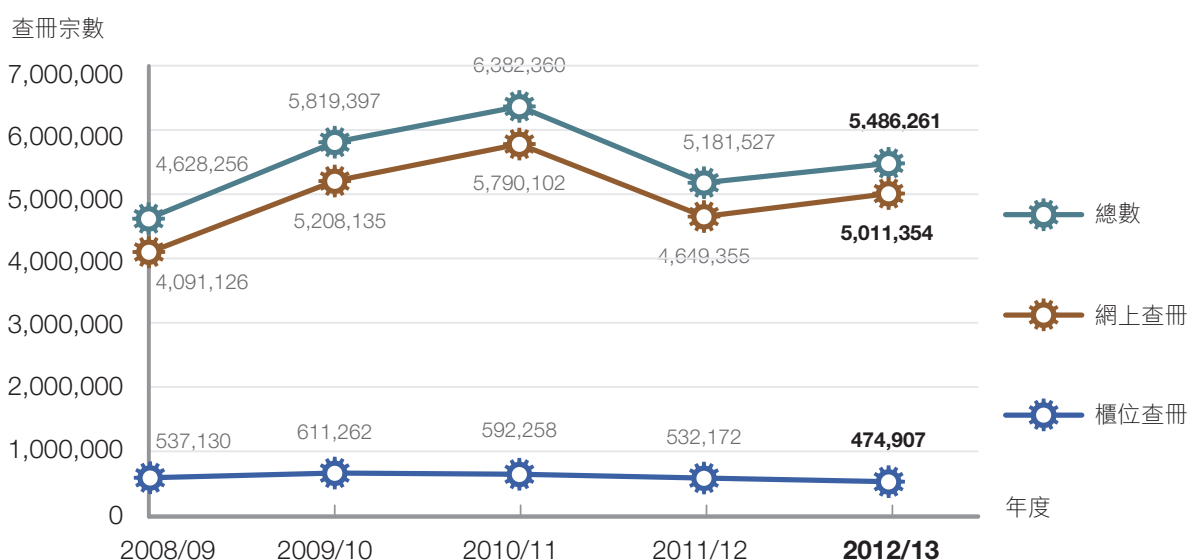


Year	2008/09	2009/10	2010/11	2011/12	2012/13
Searches of Land Registers	4,628,256	5,819,397	6,382,360	5,181,527	5,486,261
Imaged Copies and Photocopies of Land Records Supplied	648,206	720,351	812,099	803,689	795,329

服務及運作 Services and Operations

土地註冊處由2005年2月開始透過互聯網由「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期7天、每天16小時的查冊服務。自2010年8月起，網上查冊服務時間延長至每天20小時(由上午7時30分至翌日上午3時30分)。公眾人士可以非經常用戶身分或登記用戶身分進行查冊。截至2013年3月，登記用戶的數目增加了57個(上升5.9%)，總數達1,026個。現時網上查冊約佔總查冊量的91%，其餘約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。

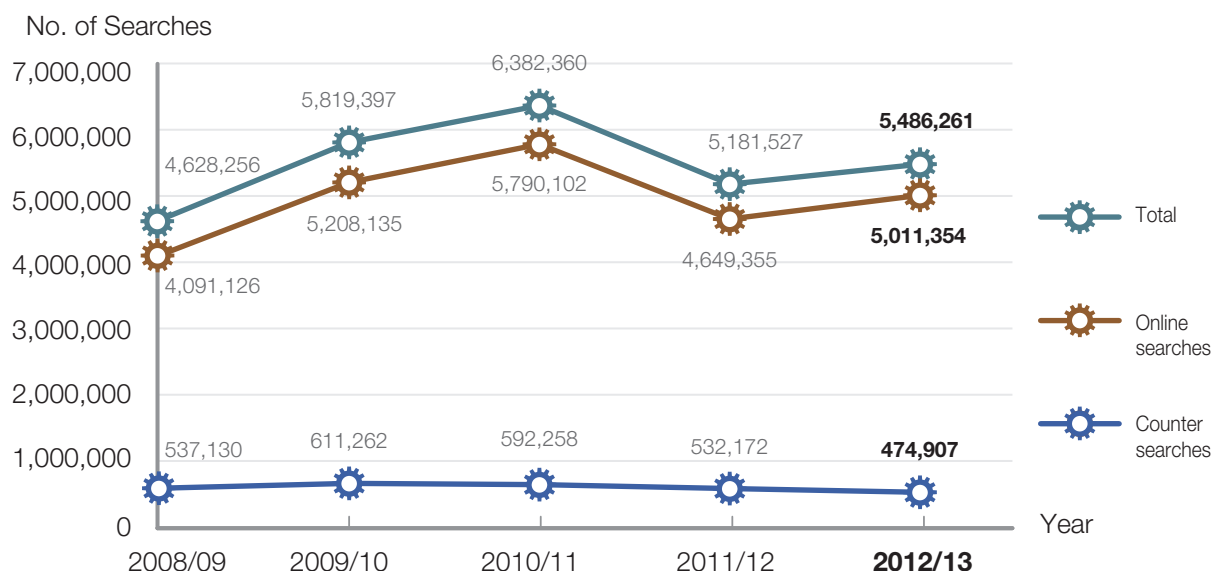
查閱土地登記冊宗數



本處每年會推出新版的《街道索引》及《新界地段／地址對照表》，方便用戶以本港的物業地址、樓宇名稱查閱相關的地段編號。為進一步支援使用本處查冊服務的人士，由2012年4月30日起，用戶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44版《街道索引》及第13版《新界地段／地址對照表》的網上版本。截至2013年3月31日，該網上版本已錄得超過114,000瀏覽人次。

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》，土地註冊處負責辦理業主立案法團的註冊事宜，並為公眾提供業主立案法團紀錄的查閱服務。在2012/13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增至9,689個。



客戶服務

本處的管理及客戶服務部專責策劃及統籌客戶服務，以促進卓越服務，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、其下的高級管理團隊，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，以及擬備推行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 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計劃、服務及工作程序,就業務運作和服務提供事宜促進意見交流,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、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分別見附錄II (b)及(c)。



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

講座

本處在2012年5月30日舉辦了兩場關於「新電子註冊摘要表格」的講座,向過百位律師行人員推廣及示範新電子表格的新增功能和主要特點。兩場講座均得到參加者好評。

溝通途徑

土地註冊處通函

在2012/13年度,我們發出了三份通函,讓法律界人士和客戶知悉本處推出的新措施和提升的服務。

《土地註冊處通訊》

本處分別在2012年5月及12月發布了共兩期的《土地註冊處通訊》電子版本,向客戶介紹部門的新猷、服務和活動。

資料小冊

我們因應在年內推行提升的服務指標,更新了「服務承諾」的資料小冊。

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.



客戶聯絡小組(公營機構)
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.

服務及運作 Services and Operations

新聞稿

我們不時發放新聞稿公布本處的最新服務資訊，以及提供土地註冊及查冊的定期統計數字。

客戶服務熱線

本處的客戶服務熱線由互動話音系統支援，透過預錄訊息和職員接聽服務提供全面的資訊。我們由2012年9月3日起已提升互動話音系統，當系統接駁至個別支援服務小組時會提供輪候次序的服務。透過與效率促進組轄下的1823電話中心合作，本處提供每天24小時的熱線查詢服務。

土地註冊處網站

年內，瀏覽本處網站的人次約為600萬，當中有73%的人次瀏覽中文網頁，27%的人次瀏覽英文網頁。

獎項

2012年「申訴專員嘉許獎」

本處助理文書主任方國毅先生榮獲2012年「申訴專員嘉許獎」— 公職人員獎。方先生憑着致力提供優質客戶服務的專業精神，獲獎乃實至名歸。



2012「國際Galaxy大獎」

土地註冊處營運基金年報2010/11榮獲2012年「國際Galaxy大獎」— 金獎(年報 — 政府機構組別)。該獎項鼓舞我們在編製年報時不斷追求卓越。

香港管理專業協會「最佳年報獎」

土地註冊處營運基金年報2010/11亦榮獲香港管理專業協會舉辦的2012年「最佳年報獎」— 優異獎，以表揚該年報在不同範疇的優勝之處。



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.

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註冊摘要表格的電子範本，本處在部門網站分別備有基本版和具資料匯入功能的版本供免費下載。基本版內置自動填寫功能，讓用戶在填寫註冊摘要表格時，可從「綜合註冊資訊系統」檢索相關的物業資料作參考。若用戶需以同一套基本資料處理一連串交易或物業項目，具備資料匯入功能的電子註冊摘要表格可讓其從電腦試算表輸入相關資料，一舉製備多份註冊摘要表格。

在所有遞交註冊的註冊摘要中，電子註冊摘要表格的使用持續地超過半數。本處一直留意用戶的回應，以期進一步提升服務。在2012年7月，本處更新了電子註冊摘要表格的自動填寫功能，以加強其穩定性和復原能力。

跨部門的項目

為方便市民取得全面的物業資訊，本處一直提供物業地址資料，以配合差餉物業估價署為「物業資訊網」而進行的地址配對工作。我們在「綜合註冊資訊系統」網站也提供了連接至「物業資訊網」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

本處計劃建議藉由《土地業權（修訂）條例草案》的相應修訂，對《土地註冊條例》作出修訂，以賦權本處存放標準條款文件，以大幅減少遞交註冊的按揭文件頁數。

電子提示服務

本處現正計劃向業主提供一項嶄新的收費電子提示服務。每當有文書送遞相關物業註冊，本處便會向業主發出電郵提示通知。這項服務可為業主提供更佳物業保障，有助防止物業交易欺詐。

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.