



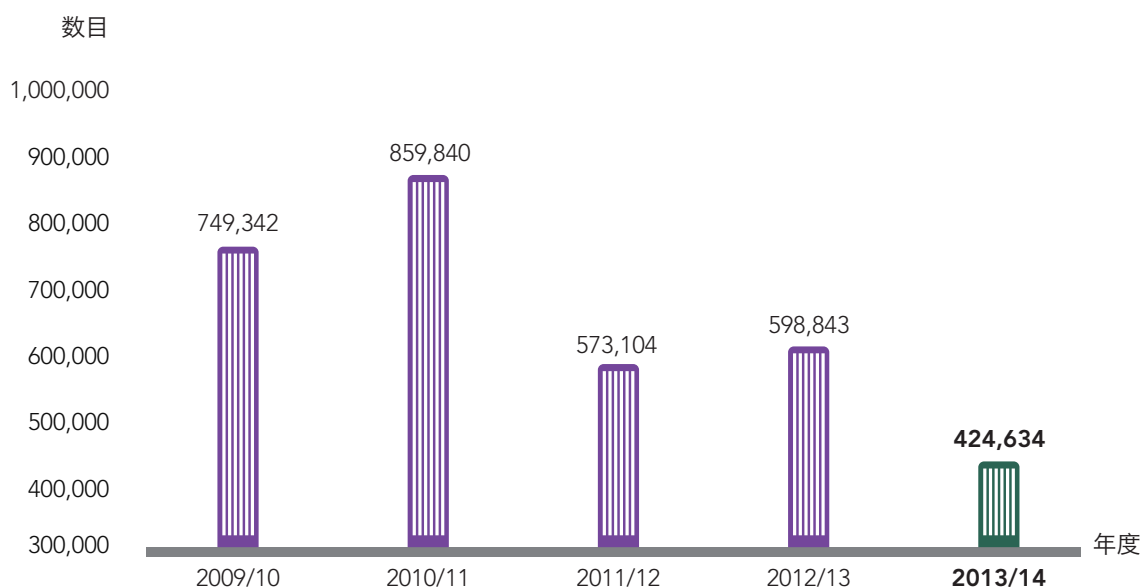
# 服务及运作 Services and Operations

## 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。

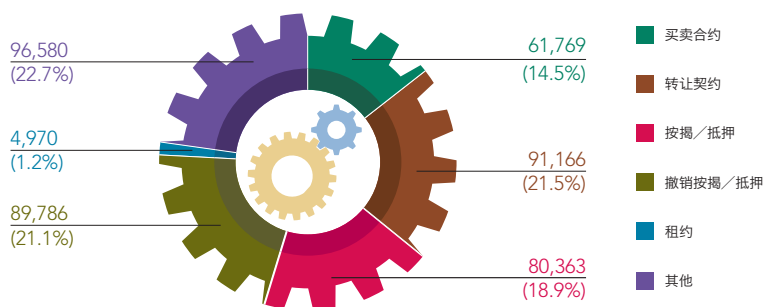
在2013/14年度，送交注册的土地文件共424,634份，较2012/13年度减少29.1%。

### 送交注册的土地文件数目



年内收到的主要文件类别包括楼宇买卖合约、转让契约、按揭／抵押及撤销按揭／抵押，占全年收到文件总数的76%。

### 2013/14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%。

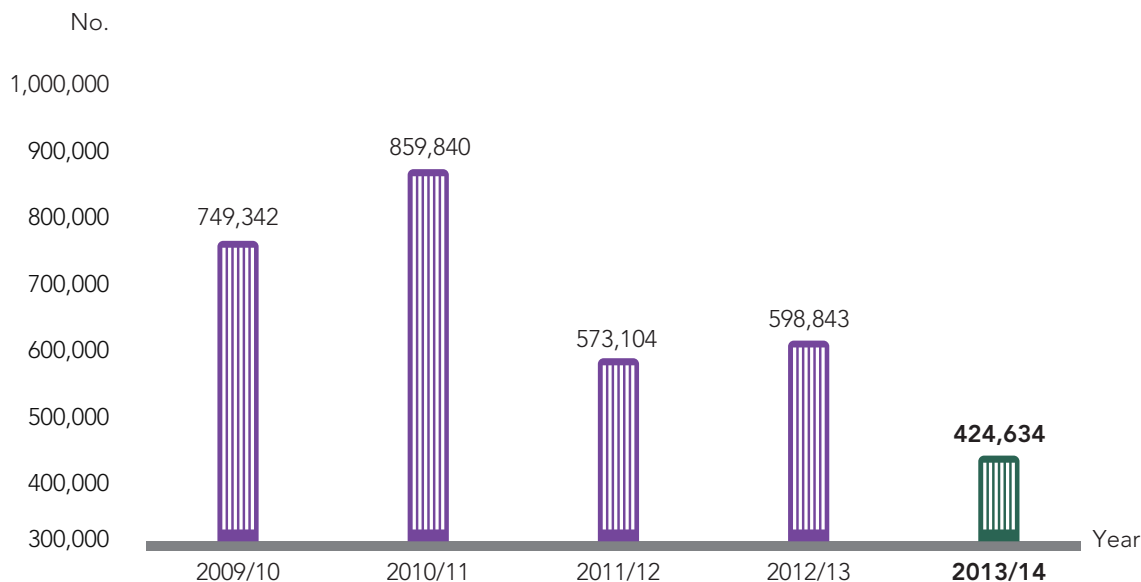


## Registration of Land Documents

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

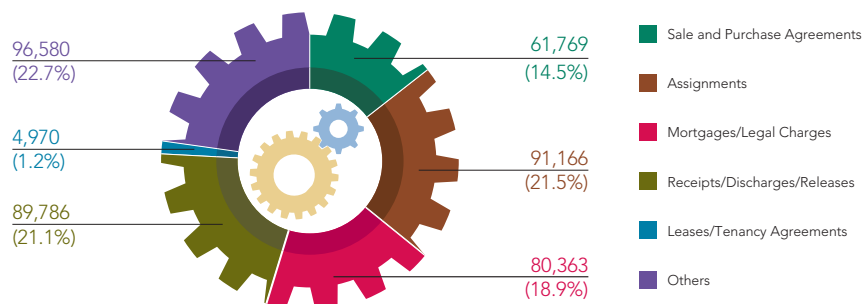
In 2013/14, 424,634 land documents were delivered for registration, representing a decrease of 29.1% when compared with 2012/13.

### No. of Land Documents Delivered for Registration



Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 76% of all documents received during the year.

### Distribution of Land Documents Lodged for Registration in 2013/14



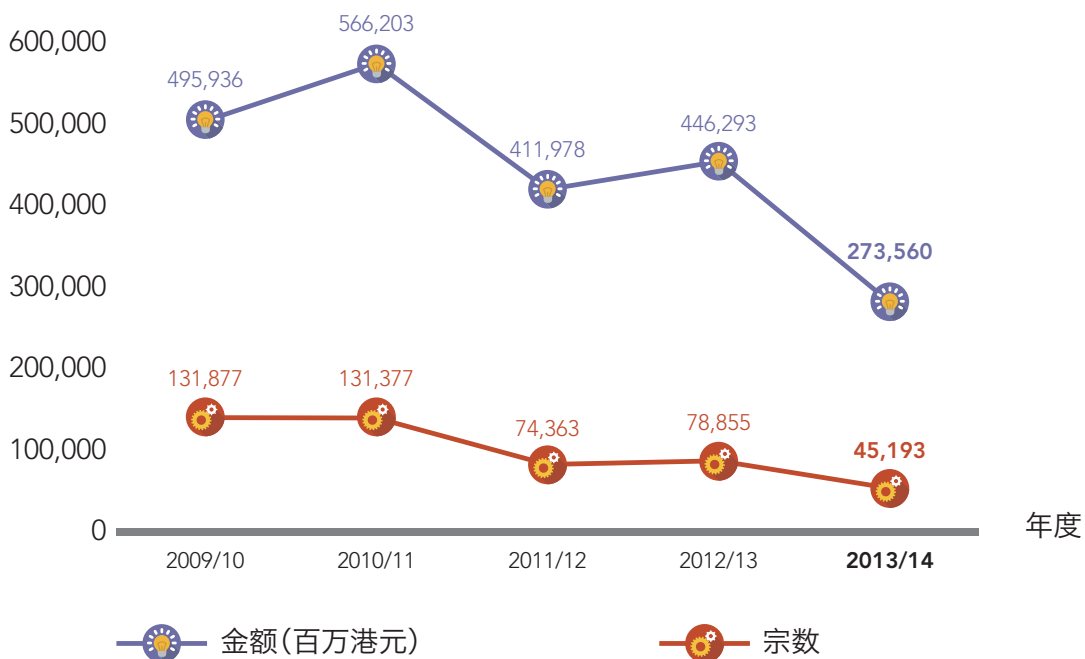
Note: Figures in percentage for individual items may not add up to 100% due to rounding.



## 服务及运作 Services and Operations

在2013/14年度送交注册的所有楼宇买卖合约中，住宅楼宇买卖合约的宗数和总值分别是45,193份（较去年减少42.7%）及2,735.6亿元（较去年减少38.7%）。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约宗数和金额



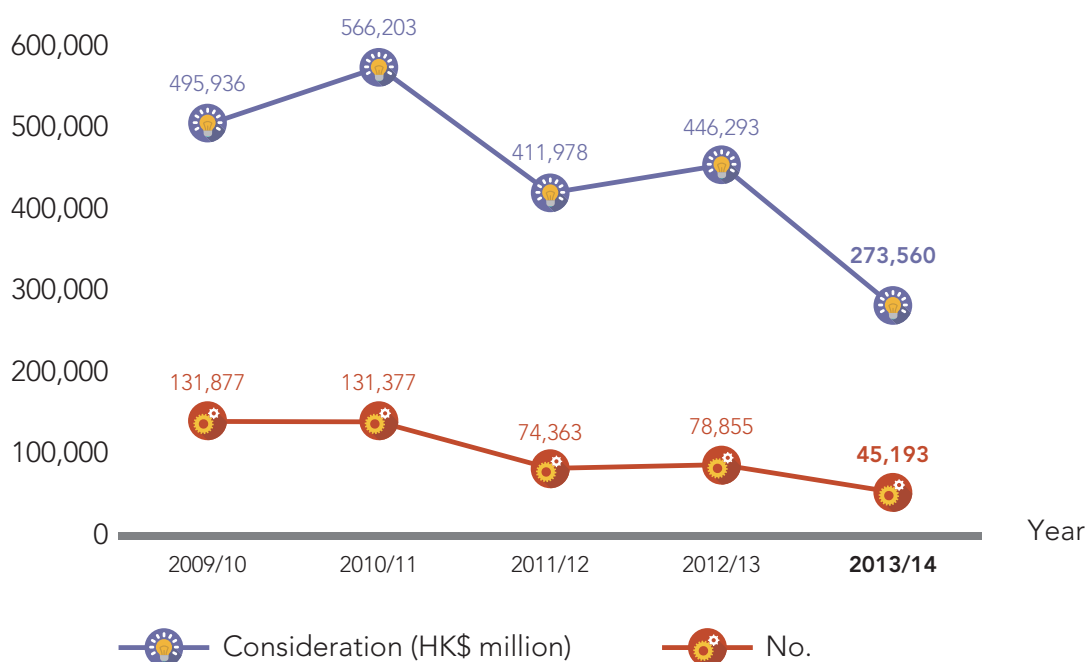
注：上述统计数字只包括已缴付印花税的楼宇买卖合约，并不包括居者有其屋、私人机构参建居屋及租者置其屋计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

在2013/14年度，大多数住宅楼宇的交易金额是介乎300万至500万港元。年内少于200万港元的住宅楼宇交易则显著减少。



Among the SPAs of all building units delivered for registration in 2013/14, the number of SPAs of residential units and its total consideration were 45,193 (-42.7% from last year) and \$273,560 million (-38.7% 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



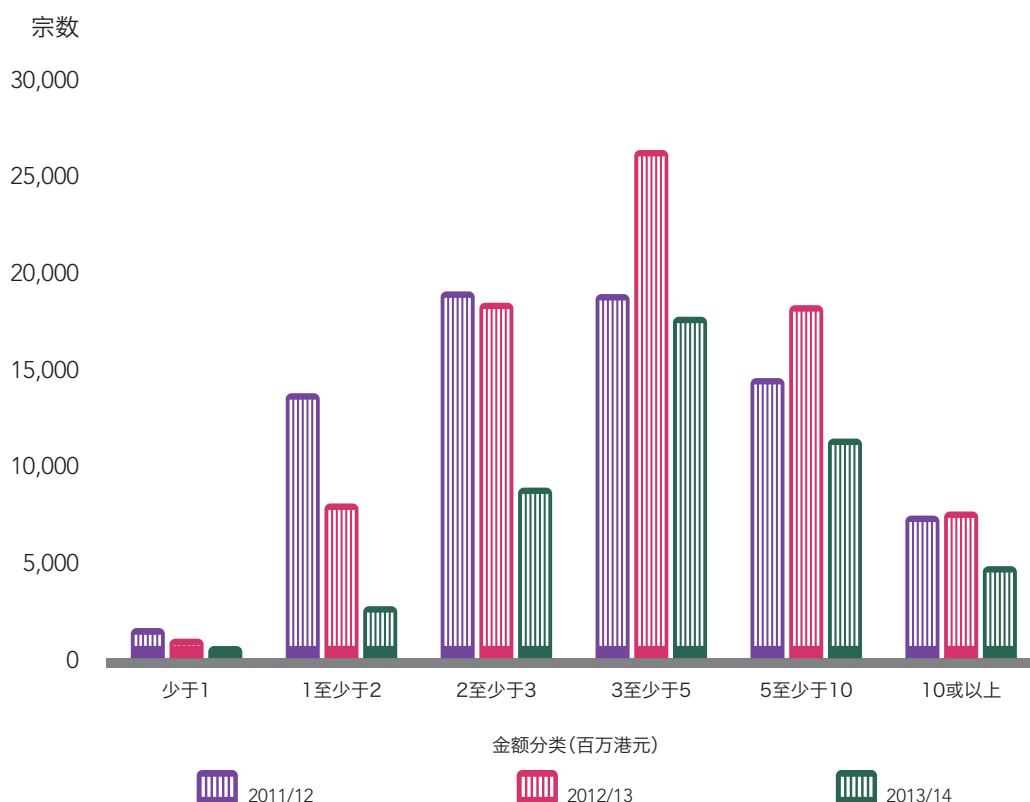
Note: The statistics only include SPAs with payment of stamp duty and do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid.

The majority of the transactions in residential units in 2013/14 were within the consideration range of three to five million Hong Kong dollars. There was a significant drop in such transactions in 2013/14 with consideration of less than two million Hong Kong dollars.



## 服务及运作 Services and Operations

### 按金额分类的住宅楼宇买卖合同宗数

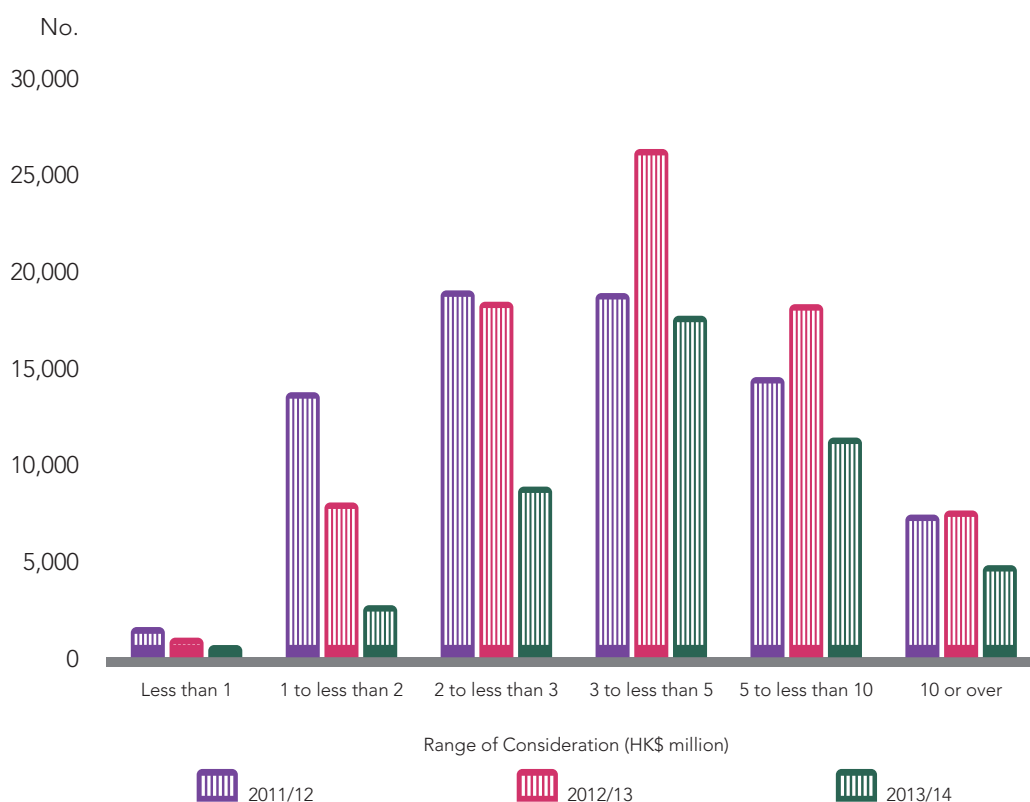


金额分类 (百万港元)	2011/12		2012/13		2013/14	
	宗数	%	宗数	%	宗数	%
少于1	1,464	2.0	902	1.1	<b>491</b>	<b>1.1</b>
1至少于2	13,605	18.3	7,902	10.0	<b>2,589</b>	<b>5.7</b>
2至少于3	18,908	25.4	18,228	23.1	<b>8,717</b>	<b>19.3</b>
3至少于5	18,709	25.2	26,211	33.2	<b>17,519</b>	<b>38.8</b>
5至少于10	14,411	19.4	18,133	23.0	<b>11,258</b>	<b>24.9</b>
10或以上	7,266	9.8	7,479	9.5	<b>4,619</b>	<b>10.2</b>
总数	74,363	100.0	78,855	100.0	<b>45,193</b>	<b>100.0</b>

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%。



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



Range of Consideration (HK\$ million)	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
Less than 1	1,464	2.0	902	1.1	<b>491</b>	<b>1.1</b>
1 to less than 2	13,605	18.3	7,902	10.0	<b>2,589</b>	<b>5.7</b>
2 to less than 3	18,908	25.4	18,228	23.1	<b>8,717</b>	<b>19.3</b>
3 to less than 5	18,709	25.2	26,211	33.2	<b>17,519</b>	<b>38.8</b>
5 to less than 10	14,411	19.4	18,133	23.0	<b>11,258</b>	<b>24.9</b>
10 or over	7,266	9.8	7,479	9.5	<b>4,619</b>	<b>10.2</b>
<b>Total</b>	<b>74,363</b>	<b>100.0</b>	<b>78,855</b>	<b>100.0</b>	<b>45,193</b>	<b>100.0</b>

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2013/14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4,670,533宗(较去年减少14.9%)及829,181份(较去年增加4.3%)。

#### 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	2009/10	2010/11	2011/12	2012/13	2013/14
查阅土地登记册	5,819,397	6,382,360	5,181,527	5,486,261	<b>4,670,533</b>
提供土地纪录的影像本及影印本	720,351	812,099	803,689	795,329	<b>829,181</b>



## 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 2013/14, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 4,670,533 (-14.9% from previous year) and 829,181 (+4.3% from previous year) respectively.

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



Year	2009/10	2010/11	2011/12	2012/13	2013/14
Searches of Land Registers	5,819,397	6,382,360	5,181,527	5,486,261	4,670,533
Imaged Copies and Photocopies of Land Records Supplied	720,351	812,099	803,689	795,329	829,181

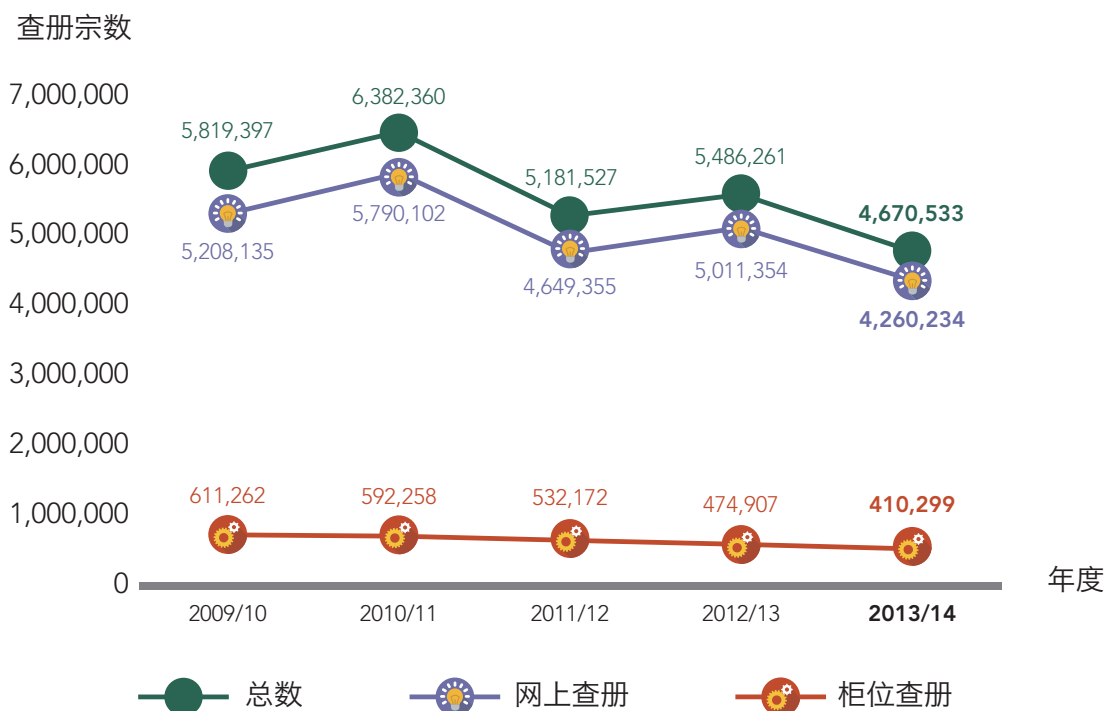




## 服务及运作 Services and Operations

土地注册处自2005年2月起透过互联网由「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，并由2010年8月起进一步将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或登记用户身分进行查册。截至2014年3月，登记用户的数目增加了58个(上升5.7%)，总数达1,084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



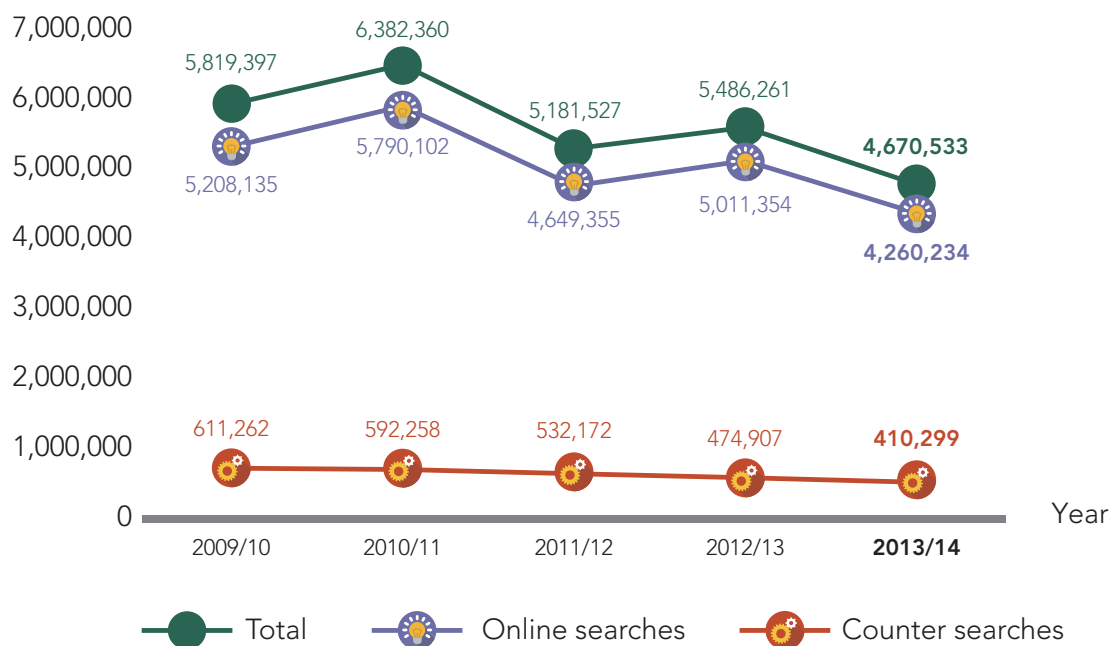
本处每年均会推出新版的《街道索引》及《新界地段／地址对照表》(《对照表》)，方便用户以本港的物业地址或楼宇名称查阅相关的地段编号。为配合网上查册服务，用户自2012年起可在本处网站或透过「综合注册资讯系统」网上服务的超连结，免费浏览《街道索引》及《对照表》的网上版本。截至2014年3月31日，在2013年4月30日推出的《街道索引》及《对照表》网上版本已录得超过156,800浏览人次。



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 since February 2005, and further extended the service hours to 20 hours daily (from 7:30 a.m. to 3:30 a.m. the next day) from August 2010. The public can conduct searches on either an ad hoc or a subscription basis. The number of subscribers increased by 58 (+5.7%) and reached 1,084 in March 2014. Currently, 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.

### No. of Searches of Land Registers

No. of Searches



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 facilitate online search service, online versions of the Street Index and the CRT have been made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services since 2012. Up to 31 March 2014, over 156,800 visits to the online versions of the Street Index and the CRT released on 30 April 2013 were recorded.



## 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2013/14年度，新成立的业主立案法团共有180个，全港的业主立案法团总数增至9,869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 provision of service for public search of owners' corporation records under the BMO. In 2013/14, 180 new owners' corporations were formed. The total number of owners' corporations in the territory reached 9,869.

## 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,让客户了解本处的最新计划、服务和工作程序,在业务运作和服务提供事宜上促进意见交流,以及就客户的意见作出回应。



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

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)。



### 访问

土地注册处与本地及海外的相关机构保持紧密联系。本处两名代表在2013年5月22日至24日参加于澳洲举行的「土地注册处处长发展事务人员会议」,而土地注册处处长则在2013年10月2日至4日参加于加拿大举行的「土地业权会议」。该两个会议提供了有用的平台,让与会者就土地注册的最新发展进行意见交流和分享。

此外,我们在2014年3月5日为香港专业教育学院(屯门分校)行政及法律事务学高级文凭的两批学生,安排参观本处的客户服务中心,并向他们介绍本处的主要服务。



### 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.



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

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.

### Visits

The Land Registry maintains close relationship with both local and overseas associates. Two representatives of the Land Registry attended the Land Registrars' Development Officers Conference in Australia from 22 to 24 May 2013 and the Land Registrar attended the Land Title Conference in Canada from 2 to 4 October 2013 respectively. The conferences provided useful forums for exchange of views and sharing of latest developments on land registration.



In addition, two guided tours to the Land Registry's Customer Centre were arranged for students of the Higher Diploma in Legal and Administrative Studies of the Hong Kong Institute of Vocational Education (Tuen Mun) on 5 March 2014. During the tours, we introduced our major services to the students.





## 服务及运作 Services and Operations

### 「中止为文书注册的一般原因」

#### 客户交流会

为使客户更清楚了解本处中止为文书注册的一般原因，以及推广电子注册摘要表格的使用，我们在2013年11月为来自各律师事务所的代表举办了4节客户交流会，反应均十分良好。



#### 沟通渠道

##### 土地注册处通函

在2013/14年度，我们发出了一份通函，让法律界人士和客户知悉本处推出的新产品／服务。

##### 《土地注册处通讯》

本处分别在2013年7月及2014年2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

我们更新了「服务承诺」的资料小册，以反映年内已提高的服务指标。

##### 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。由2012年9月3日起，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。



### **Meet-the-Client Sessions on “Common Reasons for Withholding Instruments from Registration”**

Four sessions with participants from solicitors firms were held in November 2013 for enhancing participants’ knowledge and understanding of the common reasons for withholding instruments from registration and for promoting the use of the e-Memorial Form. The sessions were well received.

### **Communication Channels**

#### **Land Registry Circular Memoranda**

In 2013/14, we issued a Land Registry Circular Memorandum to update legal practitioners and customers on our new product/services.

#### **Land Registry News**

Two issues of the Land Registry News were released in July 2013 and February 2014 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 our enhanced performance targets during the year.

#### **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 Interactive Voice Response System offers a whole range of information through recorded messages and manned operator service. A queuing service for specific service help desks is also available 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.





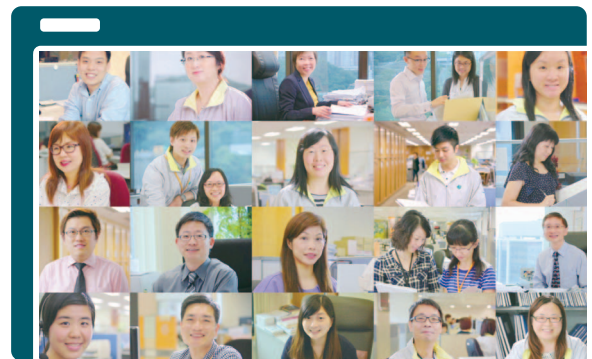
## 服务及运作 Services and Operations

### 土地注册处网站

年内，浏览本处网站的人次超逾500万，当中有70%的人次浏览中文网页，30%的人次浏览英文网页。

### 土地注册处部门短片

我们制作了一条全新的部门短片，并于2014年3月20日在本处网站推出。短片用以介绍本处的服务及推广部门的企业形象。



### 奖项

#### 2013年「申诉专员嘉许奖」

本处助理文书主任丁敏仪女士荣获2013年的「申诉专员嘉许奖」— 公职人员奖。丁女士致力以专业态度提供优质的客户服务，是次获奖乃实至名归。

#### 「ERB人才企业嘉许计划」

雇员再培训局于2009年推出「ERB人才企业嘉许计划」。本处获授予为期两年(由2013年4月1日至2015年3月31日)的「人才企业」称号，以表扬我们在人力培训及发展的卓越表现。颁授典礼于2013年4月25日举行。





### 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.

### Land Registry's Corporate Video

A new corporate video was produced and launched on the Land Registry's website on 20 March 2014 for introducing our department and services and promoting our corporate image.

### Awards

#### The Ombudsman's Awards 2013

One of our Assistant Clerical Officers, Ms DING Man-ye, Mandy was awarded "The Ombudsman's Awards 2013 for Officers of Public Organisations". Ms DING's dedication and professionalism in delivering a high standard of customer service was well recognised.



#### ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the "ERB Manpower Developer Award Scheme" in 2009. Under the Scheme, the Land Registry was accredited "Manpower Developers" for two years from 1 April 2013 to 31 March 2015 in recognition of our achievements in manpower training and development. The award presentation ceremony was held on 25 April 2013.



## 服务及运作 Services and Operations

### 2013年「国际年报比赛大奖」

《土地注册处营运基金 2011/12 年报》荣获 2013 年「国际年报比赛大奖」的「封面图片／设计：政府机构及办事处」组别的优异奖。



### 2013 年香港管理专业协会「最佳年报奖」

《土地注册处营运基金 2011/12 年报》亦荣获香港管理专业协会举办的 2013 年「最佳年报奖」之优异奖，以表扬该年报在不同范畴的优胜之处。

## 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。若用户须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试算表输入相关资料，一举制备多份注册摘要表格。

在所有连同文书一起递交注册的注册摘要中，电子注册摘要表格的使用已超逾半数并持续增加。本处会继续留意用户的回应，以期进一步提升服务。



### International ARC Awards 2013

The Land Registry Trading Fund Annual Report for 2011/12 was awarded Honors in the International Annual Report Competition (ARC) Awards 2013 under the category of "Cover Photo/Design: Government Agencies & Offices".



### Hong Kong Management Association Best Annual Reports Awards 2013

The Land Registry Trading Fund Annual Report 2011/12 was also awarded an Honourable Mention for different aspects in the Best Annual Reports Awards 2013 organised by the Hong Kong Management Association.

## 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 been used for over half of the total number of memorials delivered with the instruments for registration and the usage is increasing gradually. The Land Registry will continue to monitor users' feedbacks to identify room for further enhancement.



## 服务及运作 Services and Operations

### 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，以配合差餉物业估价署为「物业资讯网」进行的地址配对工作。我们亦在「综合注册资讯系统」网站提供连接至「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

本处现正为业主开发崭新的电子提示收费服务。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。



### Inter-departmental Projects

The Land Registry has been collaborating with the Rating and Valuation Department 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 LRO, 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 developing 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.