

附录I

ANNEXI

(a) 2014/15年度服务承诺 2014/15 Performance Pledges

				服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance Target	实际表现 (达到服务标准的 百分比) Actual Performance
服多	5类别			工作天	分钟	(% meeting	(% meeting
	vice Ty	ре		Working Day(s)	Minutes	service standard)	service standard)
		•					
1.	办理	土地	文件注册	15 (a+b)		92	99.6
	Regi	istrati	ion of land documents	- (/			
	(a)		文到契约至根据已注册的契约更新土地 已册 ^(注1) ;以及	(a) 11			
	(b)	regis 完成	m receipt of a deed to updating the land ster with the registered deed (See Note 1); and 成影像处理程序并把已注册的契约送回码人士(注1)	(b) 4			
2.	在柜	regis	npletion of imaging and return of the stered deed to the lodging party ^(See Note 1) 阅电脑土地登记册		15	97	100
	Cou	nter s	earch of computerised land registers				
3.	提供	土地	纪录影像副本				
	Sup _l <i>(a)</i>	-	imaged copies of land records 巨位索取				
		Ove	er the counter				
		(i)	不连过大图则		15	97	100
			Without oversize plans				
		(ii)	附连过大图则	5		97	100
			With oversize plans				
	(b)		<i>过网上服务订购</i>				
			ler via online services				
		(i)	亲身领取				
			Collection in person				
			● 不连彩色图则	1		97	100
			Without colour plans	0		07	100
			● 附连彩色图则	3		97	100
			With colour plans ● 附连过大图则	F		07	100
			● 附注过入图则 With oversize plans	5		97	IUU

				服务标准 Service Standard		百分比) Performance	实际表现 (达到服务标准的 百分比) Actual	
	服务类别 Service Type		工作天 Working Day(s)	分钟 Minutes	Target (% meeting service standard)	Performance (% meeting service standard)		
		(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					
			一 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	
4.	提供	:十批丝	● 附连过大图则 With oversize plans 己录认证本	5		97	100	
		ply of o	certified copies of land records ·位办理					
	(-/		r the counter					
		(i)	电脑土地登记册 Computerised land registers		40	97	100	
		(ii)	不连过大图则的影像副本 Imaged copies without oversize plans		40	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					
		Orde	er via online services					
		(i)	亲身领取					
			Collection in person 电脑土地登记册 Computerised land registers 影像副本	1		97	100	
			Imaged copies 一 不连过大图则	3		97	100	
			Without oversize plans 一 附连过大图则 With oversize plans	5		97	100	

			服务标准 Service Standard		服务指标 (达到服务标准的 百分比) Performance	实际表现 (达到服务标准的 百分比) Actual	
	服务类别 Service Type		工作天 Working Day(s)	分钟 Minutes	Target (% meeting service standard)	Performance (% meeting service standard)	
8.	修订	· ·土地登记册资料					
	Ame	endment 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	3		93	99.7	
		based on Memorial information)					
	(b)	复杂个案 Complicated cases	10		92	99.4	
9.	为再	i 交付注册的中止注册契约办理注册	16 (a+b)		92	97.8	
		istration of withheld deeds redelivered for	. 5 (6.1.5)		0_	0.10	
	_	stration					
	(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	(b) 4				
		registered deed to the lodging party					
10.		!建议/投诉	本处会在收到建		_	_	
	Han	dling of suggestions / complaints	的十天内答覆。 这限期内详尽作 初步回 Replies to sugg complaints will be calendar days of this is not possib reply will be sen period	覆,也会给予 覆。 gestions or sent within 10 heir receipt. If le, an interim it within this			

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

(b) 2015/16年度服务承诺(生效日期为2015年4月1日起) 2015/16 Performance Pledges (with effect from 1 April 2015)

				服务材 Service St	服务指标 (达到服务标准的 百分比) Performance Target	
服务	类别			工作天	分钟	(% meeting
	vice T	/pe		Working Day(s)	Minutes	service standard)
1.	办理	!土地	文件注册	15 (a+b)		92
	Reg	istrat	ion of land documents	,		
	(a)		₹到文书至根据已注册的文书更新土地登记 ∷¹);以及	(a) 11		
	(b)	regis 完成	n receipt of an instrument to updating the land ster with the registered instrument (See Note 1); and 影像处理程序并把已注册的文书送回交契	(b) 4		
	 15	instr	npletion of imaging and return of the registered ument to the lodging party ^(See Note 1)			
2.			阅土地登记册		15	97
2			earch of land registers 纪录影像处理副本			
3.			纪本家家处理画平 imaged copies of land records			
	(a)		imaged copies of land records [位索取			
	(4)		r the counter			
		(i)	不连过大图则		15	97
		(-)	Without oversized plans			
		(ii)	, 附连过大图则	5		97
			With oversized plans			
	(b)	透过	<i>t网上服务订购</i>			
		Ord	er via online services			
		(i)	亲身领取			
			Collection in person			
			• 不连颜色图则	1		97
			Without coloured plans			
			• 附连颜色图则	3		97
			With coloured plans	F		07
			附连过大图则 With oversized plans	5		97

			Service St	Service Standard	
服务类别 Service T	уре		工作天 Working Day(s)	分钟 Minutes	Performance Target (% meeting service standard)
	(ii)	邮寄或由传递公司送递			
	()	Delivery by post or courier			
		不连颜色图则			
		Without coloured plans			
		一 下午6时前订购	1		97
		Orders placed before 6 pm			
		· 下午6时后或在星期六、星期日	2		97
		及公众假期订购			
		Orders placed after 6 pm or on			
		Saturdays, Sundays & public			
		holidays			
		● 附连颜色图则	3		97
		With coloured plans	-		
		● 附连过大图则	5		97
		With oversized plans	· ·		Ç.
4. 提供	土地	纪录认证本			
	ply of	certified copies of land records 巨位办理			
(a)		er the counter			
		土地登记册		40	97
	(i)			40	91
	(::)	Land registers		40	07
	(ii)	不连过大图则的影像处理副本		40	97
	(111)	Imaged copies without oversized plans	_		07
	(iii)	附连过大图则的影像处理副本	5		97
(6)	2条 2-	Imaged copies with oversized plans			
(b)		<i>t 网上服务订购</i> 			
		ler via online services			
	(i)	亲身领取			
		Collection in person			
		◆ 土地登记册	1		97
		Land registers			
		● 影像处理副本			
		Imaged copies			
		一 不连过大图则	3		97
		Without oversized plans			
		一 附连过大图则	5		97
		With oversized plans			

服务指标 (达到服务标准的

服务标准

服务指标

				服务标 Service Sta	(达到服务标准的 百分比)	
	·类别 /ice T			工作天 Working Day(s)	分钟 Minutes	Performance Target (% meeting service standard)
		(ii)	邮寄或由传递公司送递			
		()	Delivery by post or courier			
			• 土地登记册			
			Land registers			
			一 下午6时前订购	1		97
			Orders placed before 6 pm			
			一 下午6时后或在星期六、星期	目 2		97
			及公众假期订购			
			Orders placed after 6 pm or on			
			Saturdays, Sundays & public			
			holidays			
			• 不连过大图则的影像处理副本	3		97
			Imaged copies without oversized plans			
			• 附连过大图则的影像处理副本	5		97
			Imaged copies with oversized plans			
5.	销售	手注册	简要日志			
	Sale	of Me	emorial Day Book (MDB)			
	(a)	批阅	注册摘要日志的申请	2		98
		Appr	roval of MDB applications			
	(b)	送递	注册摘要日志资料档案	1		98
			ery of MDB data files			
6.	销售	接接揭	注册摘要月志			
	Sale	e of Mo	onthly Memorial Information on Mortgage			
	Tra		ons (MMIM)			
	(a)	批阅	按揭注册摘要月志的申请	2		98
		Appr	roval of MMIM applications			
	(b)	送递	按揭注册摘要月志资料档案	4		98
			ery of MMIM data files			
7.		香 鱼)				
	Tele	-	e enquiry services			
	(a)		时间收到留言	收到留言后60分		93
		Voice	e mail left during office hours	Return calls within 60 receiving the v		r
	(b)	非办	公时间收到留言	下一个工作天早上	_10时前回覆	93
		Voice	e mail left after office hours	Return calls before 10	am on the ne	xt

working day

注1: 不包括被中止注册的文书 Note 1: Excluding instruments withheld from registration

			服务标准 Service Standard		(达到服务标准的 百分比)	
服务类别 Service Type			工作天 Working Day(s)	分钟 Minutes	Performance Target (% meeting service standard)	
8.	修订	「土地登记册资料				
	Am	endment of Registered Data				
	(a)	一般个案(即根据注册摘要资料更正土地登记册)	3		93	
		Simple Cases (i.e. Rectification of land registers based				
		on Memorial information)				
	(b)	复杂个案	10		92	
		Complicated Cases				
9.	为再	ā交付注册的中止注册文书办理注册	16 (a+b)		92	
	_	istration of withheld instruments redelivered for				
	regi	stration				
	(a)	由收到再交付注册的中止注册文书至根据已注	(a) 12			
		册的文书更新相关土地登记册;以及				
		From receipt of a withheld instrument redelivered				
		for registration to updating the land register with the				
		registered instrument; and				
	(b)	完成影像处理程序并把已注册的文书送回交契	(b) 4			
		人士				
		Completion of imaging and return of the registered				
10.	hl IB	instrument to the lodging party	+ 61 A + 116 701 74 No	+41:CC4-1-T		
10.		B建议/投诉	本处会在收到建议			
	Handling of suggestions / complaints		内答覆。如果不可			
			尽作覆,也会给			
			Replies to suggestion	· ·		
			will be sent within 10			
			their receipt. If this is interim reply v	•		
			within this			
			WILLIELE	penou.		

服务指标