



# 附錄I

## ANNEX I

### (a) 2014/15 年度服務承諾 2014/15 Performance Pledges

| 服務類別<br>Service Type                                                                                                                                                | 服務標準<br>Service Standard |               | 服務指標<br>(達到服務標準的<br>百分比)<br>Performance<br>Target<br>(% meeting<br>service standard) | 實際表現<br>(達到服務標準的<br>百分比)<br>Actual<br>Performance<br>(% meeting<br>service standard) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|                                                                                                                                                                     | 工作天<br>Working Day(s)    | 分鐘<br>Minutes |                                                                                      |                                                                                      |
| 1. 辦理土地文件註冊<br><b>Registration of land documents</b>                                                                                                                | 15 (a+b)                 |               | 92                                                                                   | 99.6                                                                                 |
| (a) 由收到契約至根據已註冊的契約更新土地<br>登記冊 <sup>(註1)</sup> ；以及<br>From receipt of a deed to updating the land<br>register with the registered deed <sup>(See Note 1)</sup> ; and | (a) 11                   |               |                                                                                      |                                                                                      |
| (b) 完成影像處理程序並把已註冊的契約送回<br>交契人士 <sup>(註1)</sup><br>Completion of imaging and return of the<br>registered deed to the lodging party <sup>(See Note 1)</sup>           | (b) 4                    |               |                                                                                      |                                                                                      |
| 2. 在櫃位查閱電腦土地登記冊<br><b>Counter search of computerised land registers</b>                                                                                             |                          | 15            | 97                                                                                   | 100                                                                                  |
| 3. 提供土地紀錄影像副本<br><b>Supply of imaged copies of land records</b>                                                                                                     |                          |               |                                                                                      |                                                                                      |
| (a) 在櫃位索取<br><b>Over the counter</b>                                                                                                                                |                          |               |                                                                                      |                                                                                      |
| (i) 不連過大圖則<br>Without oversize plans                                                                                                                                |                          | 15            | 97                                                                                   | 100                                                                                  |
| (ii) 附連過大圖則<br>With oversize plans                                                                                                                                  | 5                        |               | 97                                                                                   | 100                                                                                  |
| (b) 透過網上服務訂購<br><b>Order via online services</b>                                                                                                                    |                          |               |                                                                                      |                                                                                      |
| (i) 親身領取<br>Collection in person                                                                                                                                    |                          |               |                                                                                      |                                                                                      |
| • 不連彩色圖則<br>Without colour plans                                                                                                                                    | 1                        |               | 97                                                                                   | 100                                                                                  |
| • 附連彩色圖則<br>With colour plans                                                                                                                                       | 3                        |               | 97                                                                                   | 100                                                                                  |
| • 附連過大圖則<br>With oversize plans                                                                                                                                     | 5                        |               | 97                                                                                   | 100                                                                                  |

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| 服務類別<br>Service Type                                                                                     | 服務標準<br>Service Standard |               | 服務指標<br>(達到服務標準的<br>百分比)<br>Performance<br>Target<br>(% meeting<br>service standard) | 實際表現<br>(達到服務標準的<br>百分比)<br>Actual<br>Performance<br>(% meeting<br>service standard) |
|----------------------------------------------------------------------------------------------------------|--------------------------|---------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|                                                                                                          | 工作天<br>Working Day(s)    | 分鐘<br>Minutes |                                                                                      |                                                                                      |
| (ii) 郵寄或由傳遞公司送遞<br>Delivery by post or courier                                                           |                          |               |                                                                                      |                                                                                      |
| • 不連彩色圖則<br>Without colour plans                                                                         |                          |               |                                                                                      |                                                                                      |
| — 下午6時前訂購<br>Orders placed before 6 pm                                                                   | 1                        |               | 97                                                                                   | 100                                                                                  |
| — 下午6時後或在星期六、<br>星期日及公眾假期訂購<br>Orders placed after 6 pm or<br>on Saturdays, Sundays &<br>public holidays | 2                        |               | 97                                                                                   | 100                                                                                  |
| • 附連彩色圖則<br>With colour plans                                                                            | 3                        |               | 97                                                                                   | 100                                                                                  |
| • 附連過大圖則<br>With oversize plans                                                                          | 5                        |               | 97                                                                                   | 100                                                                                  |
| <b>4. 提供土地紀錄認證本<br/>Supply of certified copies of land records</b>                                       |                          |               |                                                                                      |                                                                                      |
| <b>(a) 在櫃位辦理<br/>Over the counter</b>                                                                    |                          |               |                                                                                      |                                                                                      |
| (i) 電腦土地登記冊<br>Computerised land registers                                                               |                          | 40            | 97                                                                                   | 100                                                                                  |
| (ii) 不連過大圖則的影像副本<br>Imaged copies without oversize plans                                                 |                          | 40            | 97                                                                                   | 100                                                                                  |
| (iii) 附連過大圖則的影像副本<br>Imaged copies with oversize plans                                                   | 5                        |               | 97                                                                                   | 100                                                                                  |
| <b>(b) 透過網上服務訂購<br/>Order via online services</b>                                                        |                          |               |                                                                                      |                                                                                      |
| (i) 親身領取<br>Collection in person                                                                         |                          |               |                                                                                      |                                                                                      |
| • 電腦土地登記冊<br>Computerised land registers                                                                 | 1                        |               | 97                                                                                   | 100                                                                                  |
| • 影像副本<br>Imaged copies                                                                                  |                          |               |                                                                                      |                                                                                      |
| — 不連過大圖則<br>Without oversize plans                                                                       | 3                        |               | 97                                                                                   | 100                                                                                  |
| — 附連過大圖則<br>With oversize plans                                                                          | 5                        |               | 97                                                                                   | 100                                                                                  |

| 服務類別<br>Service Type                                                                                     | 服務標準<br>Service Standard                                                         |               | 服務指標<br>(達到服務標準的<br>百分比)<br>Performance<br>Target<br>(% meeting<br>service standard) | 實際表現<br>(達到服務標準的<br>百分比)<br>Actual<br>Performance<br>(% meeting<br>service standard) |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|                                                                                                          | 工作天<br>Working Day(s)                                                            | 分鐘<br>Minutes |                                                                                      |                                                                                      |
| (ii) 郵寄或由傳遞公司送遞<br>Delivery by post or courier                                                           |                                                                                  |               |                                                                                      |                                                                                      |
| • 電腦土地登記冊<br>Computerised land registers                                                                 |                                                                                  |               |                                                                                      |                                                                                      |
| — 下午6時前訂購<br>Orders placed before 6 pm                                                                   | 1                                                                                |               | 97                                                                                   | 100                                                                                  |
| — 下午6時後或在星期六、<br>星期日及公眾假期訂購<br>Orders placed after 6 pm or<br>on Saturdays, Sundays &<br>public holidays | 2                                                                                |               | 97                                                                                   | 100                                                                                  |
| • 不連過大圖則的影像副本<br>Imaged copies without oversize<br>plans                                                 | 3                                                                                |               | 97                                                                                   | 100                                                                                  |
| • 附連過大圖則的影像副本<br>Imaged copies with oversize plans                                                       | 5                                                                                |               | 97                                                                                   | 100                                                                                  |
| <b>5. 銷售註冊摘要日誌<br/>Sale of Memorial Day Book (MDB)</b>                                                   |                                                                                  |               |                                                                                      |                                                                                      |
| (a) 批閱註冊摘要日誌的申請<br>Approval of MDB applications                                                          | 2                                                                                |               | 98                                                                                   | 100                                                                                  |
| (b) 送遞註冊摘要日誌資料檔案<br>Delivery of MDB data files                                                           | 1                                                                                |               | 98                                                                                   | 100                                                                                  |
| <b>6. 銷售按揭註冊摘要月誌<br/>Sale of Monthly Memorial Information on<br/>Mortgage Transactions (MMIM)</b>        |                                                                                  |               |                                                                                      |                                                                                      |
| (a) 批閱按揭註冊摘要月誌的申請<br>Approval of MMIM applications                                                       | 2                                                                                |               | 98                                                                                   | 100                                                                                  |
| (b) 送遞按揭註冊摘要月誌資料檔案<br>Delivery of MMIM data files                                                        | 4                                                                                |               | 98                                                                                   | 100                                                                                  |
| <b>7. 電話查詢服務<br/>Telephone enquiry services</b>                                                          |                                                                                  |               |                                                                                      |                                                                                      |
| (a) 辦公時間收到留言<br>Voice mail left during office hours                                                      | 收到留言後60分鐘內回覆<br>Return calls within 60 minutes<br>after receiving the voice mail |               | 93                                                                                   | 100                                                                                  |
| (b) 非辦公時間收到留言<br>Voice mail left after office hours                                                      | 下一個工作天<br>早上10時前回覆<br>Return calls before 10 am on the<br>next working day       |               | 93                                                                                   | 100                                                                                  |

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| 服務類別<br>Service Type                                                                                                                                                 | 服務標準<br>Service Standard                                                                                                                                                                                              |               | 服務指標<br>(達到服務標準的百分比)<br>Performance Target<br>(% meeting service standard) | 實際表現<br>(達到服務標準的百分比)<br>Actual Performance<br>(% meeting service standard) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------|
|                                                                                                                                                                      | 工作天<br>Working Day(s)                                                                                                                                                                                                 | 分鐘<br>Minutes |                                                                            |                                                                            |
| <b>8. 修訂土地登記冊資料</b><br><b>Amendment of Registered Data</b>                                                                                                           |                                                                                                                                                                                                                       |               |                                                                            |                                                                            |
| (a) 一般個案(即根據註冊摘要資料更正土地登記冊)<br>Simple cases (i.e. Rectification of land registers based on Memorial information)                                                      | 3                                                                                                                                                                                                                     |               | 93                                                                         | 99.7                                                                       |
| (b) 複雜個案<br>Complicated cases                                                                                                                                        | 10                                                                                                                                                                                                                    |               | 92                                                                         | 99.4                                                                       |
| <b>9. 為再交付註冊的中止註冊契約辦理註冊</b><br><b>Registration of withheld deeds redelivered for registration</b>                                                                    | 16 (a+b)                                                                                                                                                                                                              |               | 92                                                                         | 97.8                                                                       |
| (a) 由收到再交付註冊的中止註冊契約至根據已註冊的契約更新相關土地登記冊；以及<br>From receipt of a withheld deed redelivered for registration to updating the land register with the registered deed; and | (a) 12                                                                                                                                                                                                                |               |                                                                            |                                                                            |
| (b) 完成影像處理程序並把已註冊的契約送回交契人士<br>Completion of imaging and return of the registered deed to the lodging party                                                           | (b) 4                                                                                                                                                                                                                 |               |                                                                            |                                                                            |
| <b>10. 處理建議／投訴</b><br><b>Handling of suggestions / complaints</b>                                                                                                    | 本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。<br>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. |               | —                                                                          | —                                                                          |

註1： 不包括被中止註冊的契約  
Note 1: Excluding deeds withheld from registration

(b) 2015/16 年度服務承諾 (生效日期為2015年4月1日起)  
2015/16 Performance Pledges (with effect from 1 April 2015)

| 服務類別<br>Service Type                                                                                                                                                      | 服務標準<br>Service Standard |               | 服務指標<br>(達到服務標準的<br>百分比)<br>Performance Target<br>(% meeting<br>service standard) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------|-----------------------------------------------------------------------------------|
|                                                                                                                                                                           | 工作天<br>Working Day(s)    | 分鐘<br>Minutes |                                                                                   |
| 1. 辦理土地文件註冊<br><b>Registration of land documents</b>                                                                                                                      | 15 (a+b)                 |               | 92                                                                                |
| (a) 由收到文書至根據已註冊的文書更新土地登記冊 <sup>(註1)</sup> ；以及<br>From receipt of an instrument to updating the land register with the registered instrument <sup>(See Note 1)</sup> ; and | (a) 11                   |               |                                                                                   |
| (b) 完成影像處理程序並把已註冊的文書送回交契人士 <sup>(註1)</sup><br>Completion of imaging and return of the registered instrument to the lodging party <sup>(See Note 1)</sup>                  | (b) 4                    |               |                                                                                   |
| 2. 在櫃位查閱土地登記冊<br><b>Counter search of land registers</b>                                                                                                                  |                          | 15            | 97                                                                                |
| 3. 提供土地紀錄影像處理副本<br><b>Supply of imaged copies of land records</b>                                                                                                         |                          |               |                                                                                   |
| (a) 在櫃位索取<br><b>Over the counter</b>                                                                                                                                      |                          |               |                                                                                   |
| (i) 不連過大圖則<br>Without oversized plans                                                                                                                                     |                          | 15            | 97                                                                                |
| (ii) 附連過大圖則<br>With oversized plans                                                                                                                                       | 5                        |               | 97                                                                                |
| (b) 透過網上服務訂購<br><b>Order via online services</b>                                                                                                                          |                          |               |                                                                                   |
| (i) 親身領取<br>Collection in person                                                                                                                                          |                          |               |                                                                                   |
| • 不連顏色圖則<br>Without coloured plans                                                                                                                                        | 1                        |               | 97                                                                                |
| • 附連顏色圖則<br>With coloured plans                                                                                                                                           | 3                        |               | 97                                                                                |
| • 附連過大圖則<br>With oversized plans                                                                                                                                          | 5                        |               | 97                                                                                |

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| 服務類別<br>Service Type                                                                           | 服務標準<br>Service Standard |               | 服務指標<br>(達到服務標準的百分比)<br>Performance Target<br>(% meeting service standard) |
|------------------------------------------------------------------------------------------------|--------------------------|---------------|----------------------------------------------------------------------------|
|                                                                                                | 工作天<br>Working Day(s)    | 分鐘<br>Minutes |                                                                            |
| (ii) 郵寄或由傳遞公司送遞<br>Delivery by post or courier                                                 |                          |               |                                                                            |
| • 不連顏色圖則<br>Without coloured plans                                                             |                          |               |                                                                            |
| — 下午6時前訂購<br>Orders placed before 6 pm                                                         | 1                        |               | 97                                                                         |
| — 下午6時後或在星期六、星期日及公眾假期訂購<br>Orders placed after 6 pm or on Saturdays, Sundays & public holidays | 2                        |               | 97                                                                         |
| • 附連顏色圖則<br>With coloured plans                                                                | 3                        |               | 97                                                                         |
| • 附連過大圖則<br>With oversized plans                                                               | 5                        |               | 97                                                                         |
| <b>4. 提供土地紀錄認證本<br/>Supply of certified copies of land records</b>                             |                          |               |                                                                            |
| <b>(a) 在櫃位辦理<br/>Over the counter</b>                                                          |                          |               |                                                                            |
| (i) 土地登記冊<br>Land registers                                                                    |                          | 40            | 97                                                                         |
| (ii) 不連過大圖則的影像處理副本<br>Imaged copies without oversized plans                                    |                          | 40            | 97                                                                         |
| (iii) 附連過大圖則的影像處理副本<br>Imaged copies with oversized plans                                      | 5                        |               | 97                                                                         |
| <b>(b) 透過網上服務訂購<br/>Order via online services</b>                                              |                          |               |                                                                            |
| (i) 親身領取<br>Collection in person                                                               |                          |               |                                                                            |
| • 土地登記冊<br>Land registers                                                                      | 1                        |               | 97                                                                         |
| • 影像處理副本<br>Imaged copies                                                                      |                          |               |                                                                            |
| — 不連過大圖則<br>Without oversized plans                                                            | 3                        |               | 97                                                                         |
| — 附連過大圖則<br>With oversized plans                                                               | 5                        |               | 97                                                                         |

| 服務類別<br>Service Type                                                                           | 服務標準<br>Service Standard                                                      |               | 服務指標<br>(達到服務標準的百分比)<br>Performance Target<br>(% meeting service standard) |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------|
|                                                                                                | 工作天<br>Working Day(s)                                                         | 分鐘<br>Minutes |                                                                            |
| (ii) 郵寄或由傳遞公司送遞<br>Delivery by post or courier                                                 |                                                                               |               |                                                                            |
| • 土地登記冊<br>Land registers                                                                      |                                                                               |               |                                                                            |
| — 下午6時前訂購<br>Orders placed before 6 pm                                                         | 1                                                                             |               | 97                                                                         |
| — 下午6時後或在星期六、星期日及公眾假期訂購<br>Orders placed after 6 pm or on Saturdays, Sundays & public holidays | 2                                                                             |               | 97                                                                         |
| • 不連過大圖則的影像處理副本<br>Imaged copies without oversized plans                                       | 3                                                                             |               | 97                                                                         |
| • 附連過大圖則的影像處理副本<br>Imaged copies with oversized plans                                          | 5                                                                             |               | 97                                                                         |
| <b>5. 銷售註冊摘要日誌<br/>Sale of Memorial Day Book (MDB)</b>                                         |                                                                               |               |                                                                            |
| (a) 批閱註冊摘要日誌的申請<br>Approval of MDB applications                                                | 2                                                                             |               | 98                                                                         |
| (b) 送遞註冊摘要日誌資料檔案<br>Delivery of MDB data files                                                 | 1                                                                             |               | 98                                                                         |
| <b>6. 銷售按揭註冊摘要月誌<br/>Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>  |                                                                               |               |                                                                            |
| (a) 批閱按揭註冊摘要月誌的申請<br>Approval of MMIM applications                                             | 2                                                                             |               | 98                                                                         |
| (b) 送遞按揭註冊摘要月誌資料檔案<br>Delivery of MMIM data files                                              | 4                                                                             |               | 98                                                                         |
| <b>7. 電話查詢服務<br/>Telephone enquiry services</b>                                                |                                                                               |               |                                                                            |
| (a) 辦公時間收到留言<br>Voice mail left during office hours                                            | 收到留言後60分鐘內回覆<br>Return calls within 60 minutes after receiving the voice mail |               | 93                                                                         |
| (b) 非辦公時間收到留言<br>Voice mail left after office hours                                            | 下一個工作天早上10時前回覆<br>Return calls before 10 am on the next working day           |               | 93                                                                         |

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| 服務類別<br>Service Type                                                                                                                                                             | 服務標準<br>Service Standard                                                                                                                                                                                              |               | 服務指標<br>(達到服務標準的<br>百分比)<br>Performance Target<br>(% meeting<br>service standard) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------|
|                                                                                                                                                                                  | 工作天<br>Working Day(s)                                                                                                                                                                                                 | 分鐘<br>Minutes |                                                                                   |
| <b>8. 修訂土地登記冊資料</b><br><b>Amendment of Registered Data</b>                                                                                                                       |                                                                                                                                                                                                                       |               |                                                                                   |
| (a) 一般個案(即根據註冊摘要資料更正土地登記冊)<br>Simple Cases (i.e. Rectification of land registers based on Memorial information)                                                                  | 3                                                                                                                                                                                                                     |               | 93                                                                                |
| (b) 複雜個案<br>Complicated Cases                                                                                                                                                    | 10                                                                                                                                                                                                                    |               | 92                                                                                |
| <b>9. 為再交付註冊的中止註冊文書辦理註冊</b><br><b>Registration of withheld instruments redelivered for registration</b>                                                                          | 16 (a+b)                                                                                                                                                                                                              |               | 92                                                                                |
| (a) 由收到再交付註冊的中止註冊文書至根據已註冊的文書更新相關土地登記冊；以及<br>From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and | (a) 12                                                                                                                                                                                                                |               |                                                                                   |
| (b) 完成影像處理程序並把已註冊的文書送回交契人士<br>Completion of imaging and return of the registered instrument to the lodging party                                                                 | (b) 4                                                                                                                                                                                                                 |               |                                                                                   |
| <b>10. 處理建議／投訴</b><br><b>Handling of suggestions / complaints</b>                                                                                                                | 本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。<br>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. |               | —                                                                                 |

註1： 不包括被中止註冊的文書

Note 1: Excluding instruments withheld from registration