



服務及運作

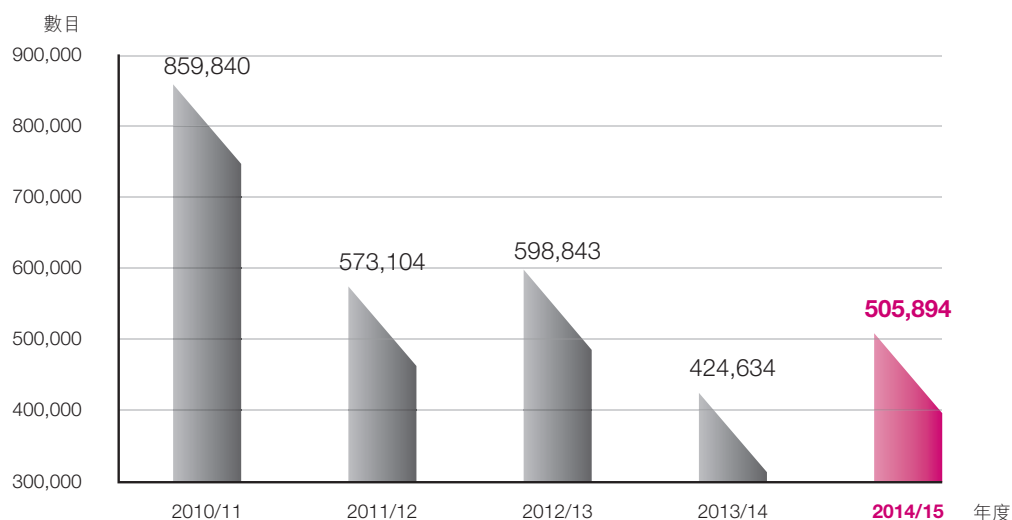
SERVICES AND OPERATIONS

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。

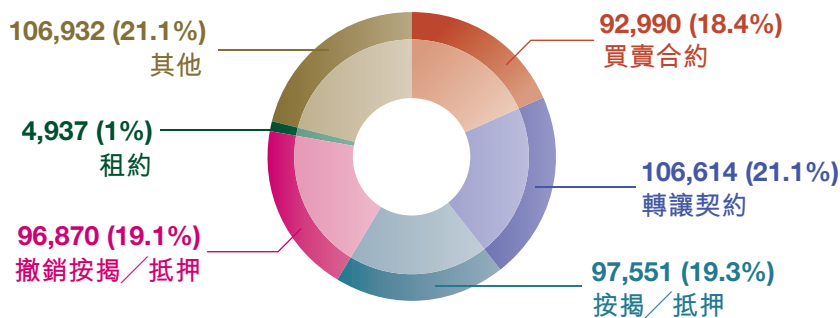
在2014/15年度，送交註冊的土地文件共505,894份，較2013/14年度增加19.1%。

送交註冊的土地文件數目



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的78%。

2014/15年度送交註冊的土地文件類別



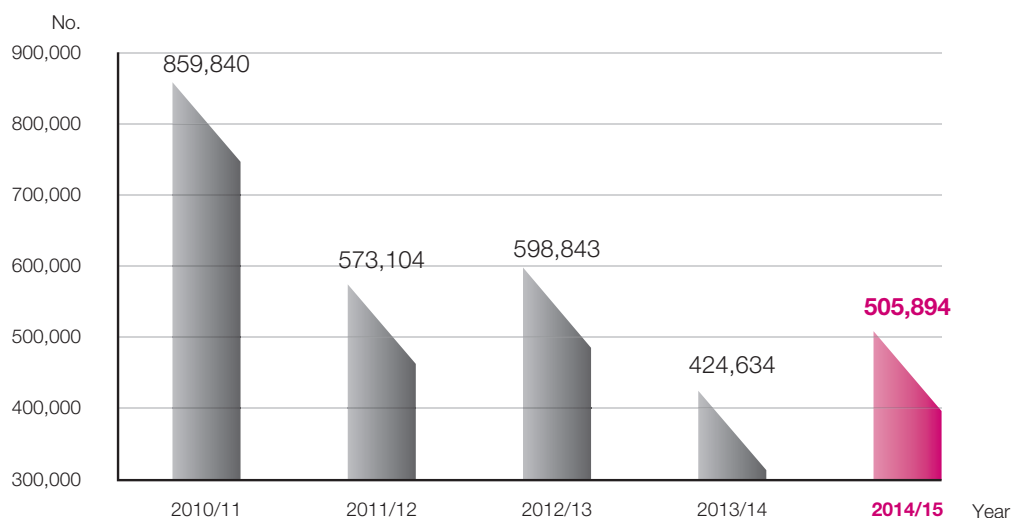
註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

Registration of Land Documents

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

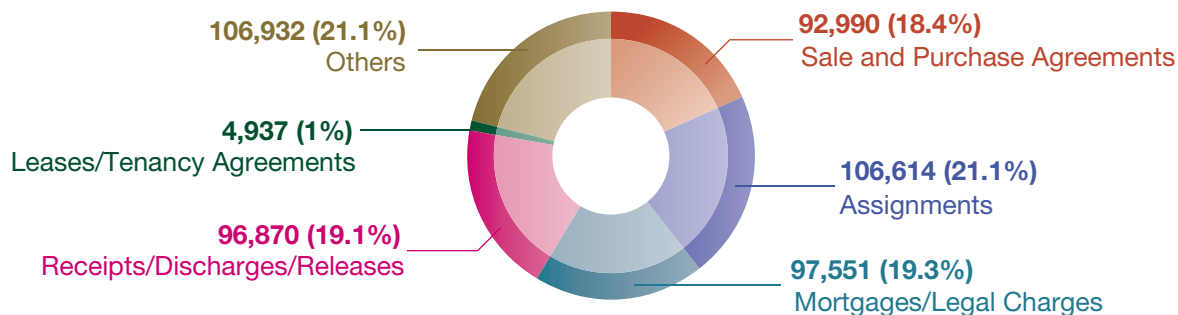
In 2014/15, 505,894 land documents were delivered for registration, representing an increase of 19.1% when compared with 2013/14.

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 78% of all documents received during the year.

Distribution of Land Documents Lodged for Registration in 2014/15

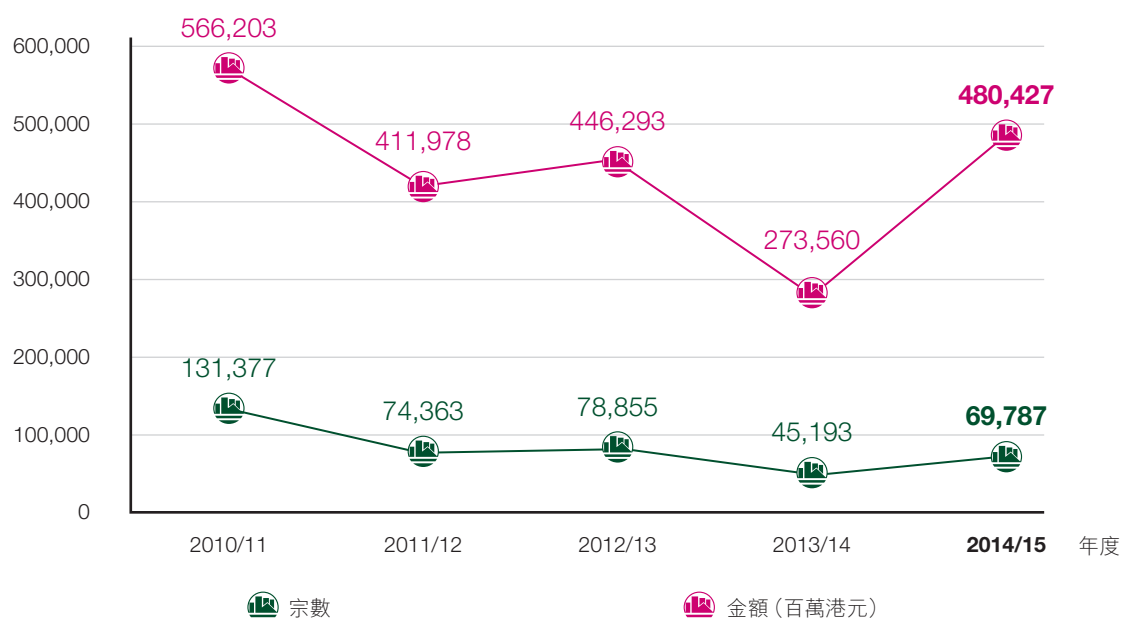


Note: Figures in percentage for individual items may not add up to 100% due to rounding.

服務及運作 SERVICES AND OPERATIONS

在2014/15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69,787份（較去年增加54.4%）及4,804.27億元（較去年增加75.6%）。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

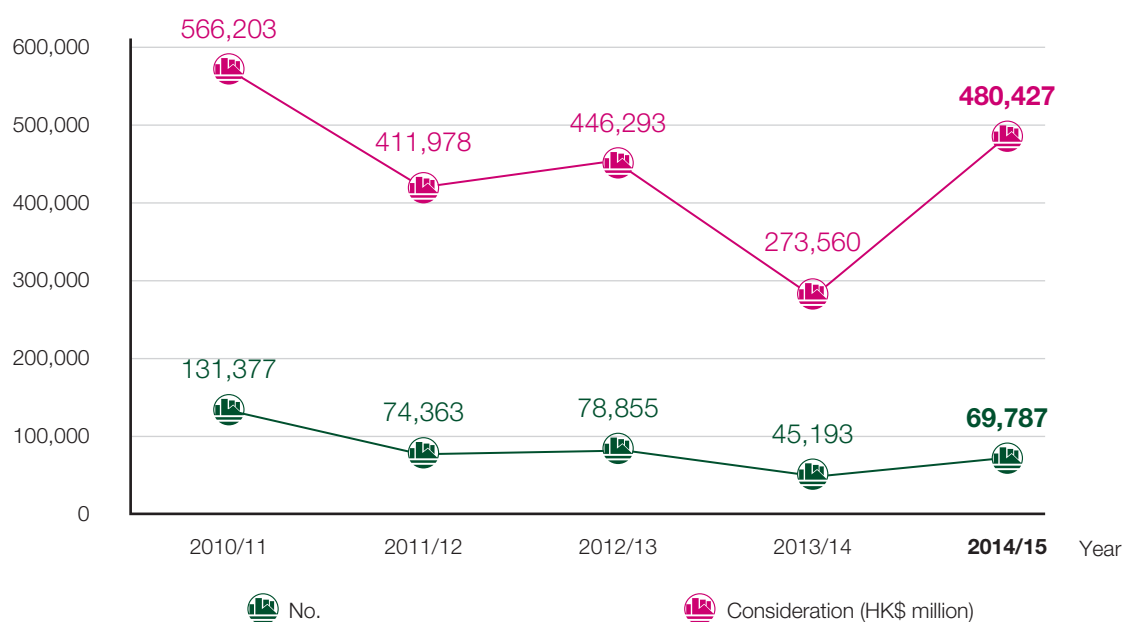


註：上述統計數字並不包括居者有其屋、私人機構參建居屋及租者置其屋計劃下的住宅買賣，除非有關單位轉售限制期屆滿並已補償差價。

在2014/15年度，大多數住宅樓宇的交易金額是介乎300萬至500萬港元。年內超過500萬港元的住宅樓宇交易則顯著增加。

Among the SPAs of all building units delivered for registration in 2014/15, the number of SPAs of residential units and its total consideration were 69,787 (+54.4% from last year) and \$480,427 million (+75.6% 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

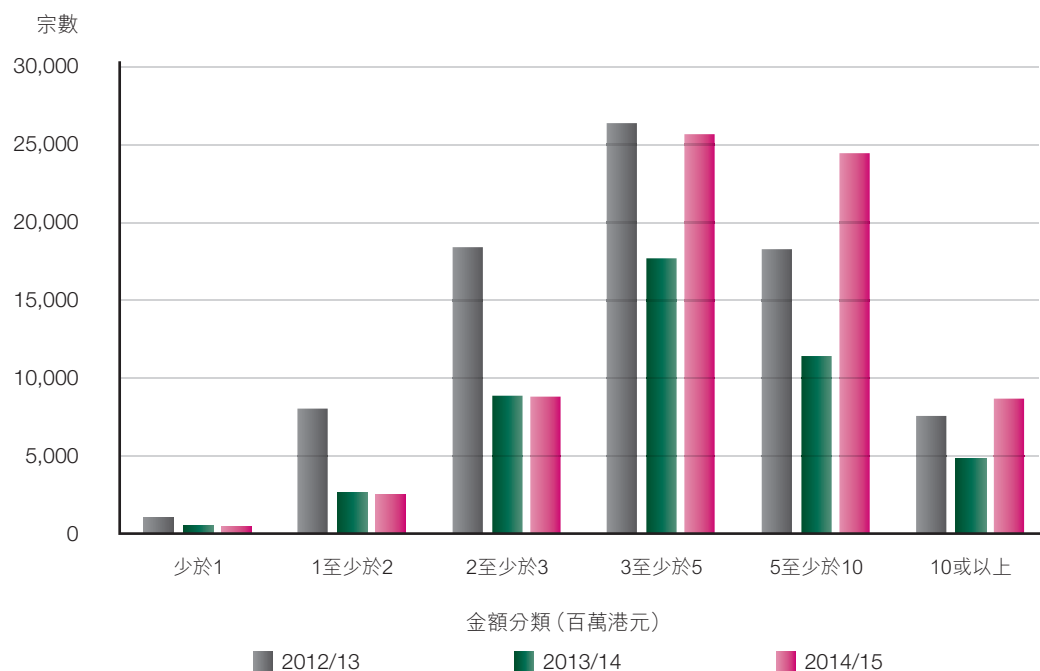


Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid after the sale restriction period.

The majority of the transactions in residential units in 2014/15 were within the consideration range of three to five million Hong Kong dollars. There was a significant increase in transactions in 2014/15 with consideration of more than five million Hong Kong dollars.

服務及運作 SERVICES AND OPERATIONS

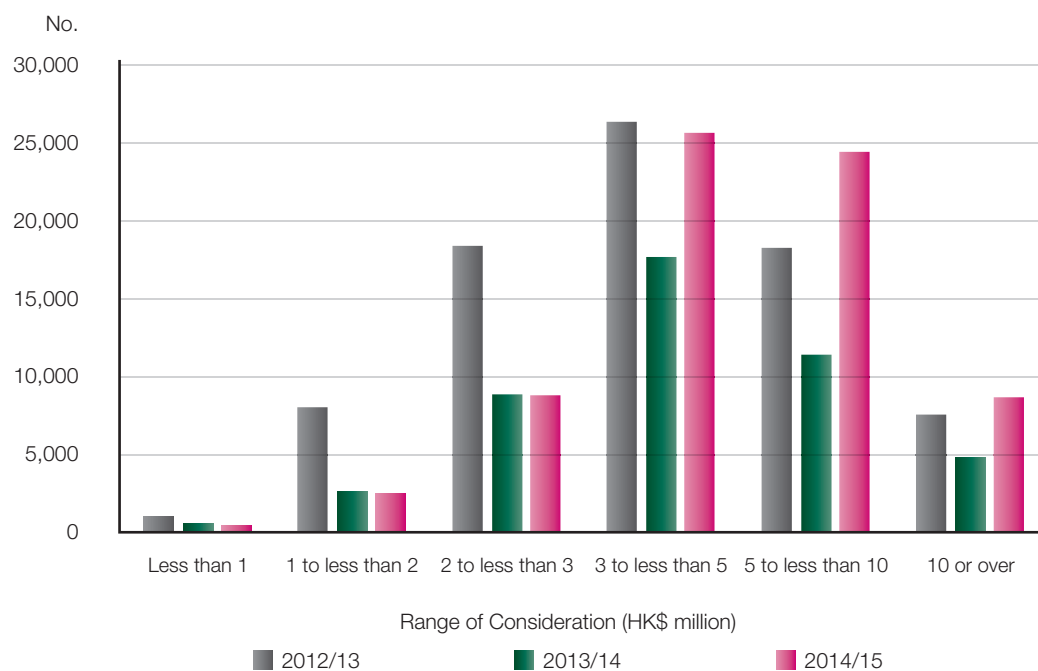
按金額分類的住宅樓宇買賣合約宗數



金額分類 (百萬港元)	2012/13		2013/14		2014/15	
	宗數	%	宗數	%	宗數	%
少於1	902	1.1	491	1.1	373	0.5
1至少於2	7,902	10.0	2,589	5.7	2,501	3.6
2至少於3	18,228	23.1	8,717	19.3	8,705	12.5
3至少於5	26,211	33.2	17,519	38.8	25,465	36.5
5至少於10	18,133	23.0	11,258	24.9	24,227	34.7
10或以上	7,479	9.5	4,619	10.2	8,516	12.2
總數	78,855	100.0	45,193	100.0	69,787	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%。

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



Range of Consideration (HK\$ million)	2012/13		2013/14		2014/15	
	No.	%	No.	%	No.	%
Less than 1	902	1.1	491	1.1	373	0.5
1 to less than 2	7,902	10.0	2,589	5.7	2,501	3.6
2 to less than 3	18,228	23.1	8,717	19.3	8,705	12.5
3 to less than 5	26,211	33.2	17,519	38.8	25,465	36.5
5 to less than 10	18,133	23.0	11,258	24.9	24,227	34.7
10 or over	7,479	9.5	4,619	10.2	8,516	12.2
Total	78,855	100.0	45,193	100.0	69,787	100.0

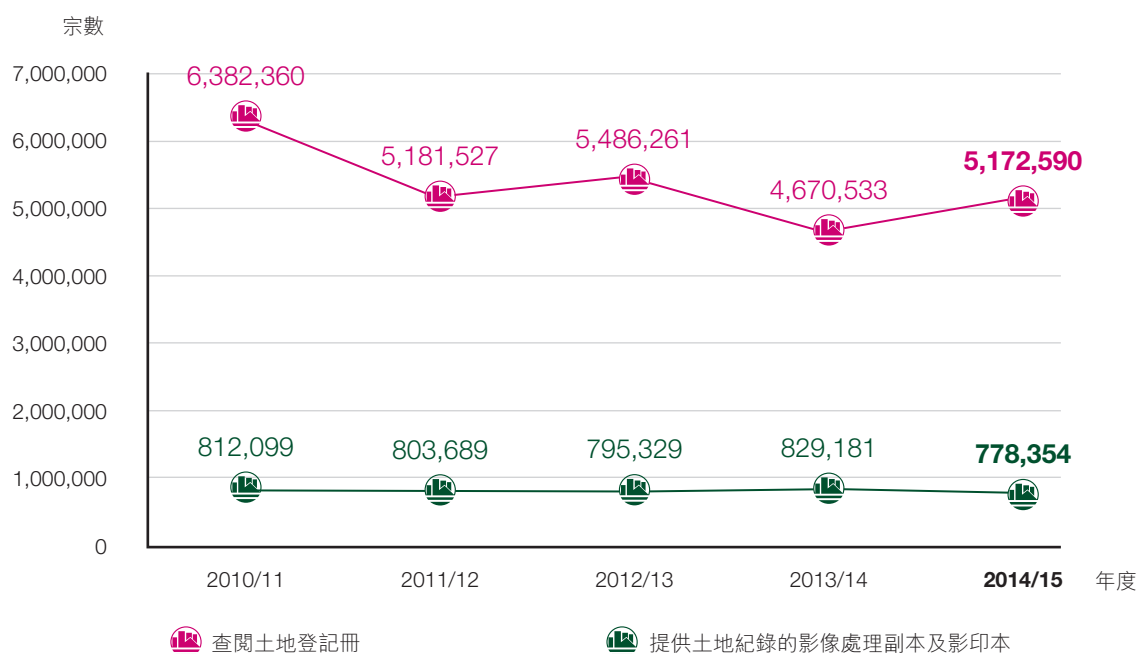
Note: Figures in percentage for individual items may not add up to 100% due to rounding.

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2014/15年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像處理副本和影印本的總數分別為5,172,590宗（較去年增加10.7%）及778,354份（較去年減少6.1%）。

查閱土地登記冊宗數和提供土地紀錄的影像處理副本及影印本份數



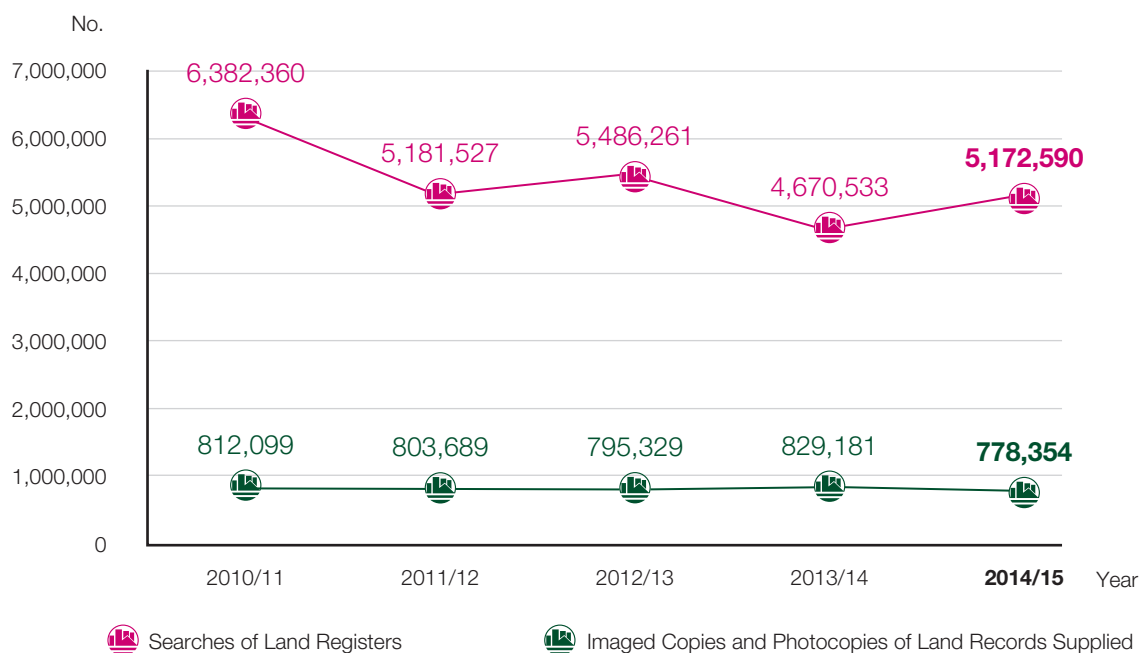
年度	2010/11	2011/12	2012/13	2013/14	2014/15
查閱土地登記冊	6,382,360	5,181,527	5,486,261	4,670,533	5,172,590
提供土地紀錄的影像處理副本及影印本	812,099	803,689	795,329	829,181	778,354

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 2014/15, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,172,590 (+10.7% from previous year) and 778,354 (–6.1% from previous year) respectively.

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

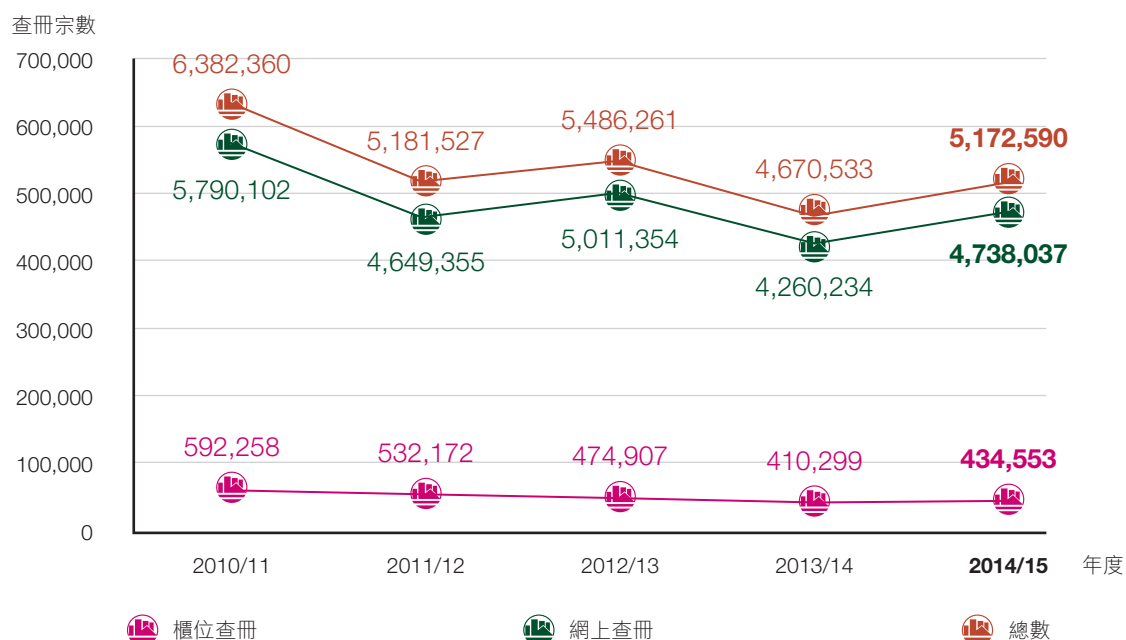


Year	2010/11	2011/12	2012/13	2013/14	2014/15
Searches of Land Registers	6,382,360	5,181,527	5,486,261	4,670,533	5,172,590
Imaged Copies and Photocopies of Land Records Supplied	812,099	803,689	795,329	829,181	778,354

服務及運作 SERVICES AND OPERATIONS

土地註冊處自2005年2月起透過互聯網由「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，並由2010年8月起進一步將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或登記用戶身分進行查冊。截至2015年3月，登記用戶的數目增加了75個(上升6.9%)，總數達1,159個。現時網上查冊約佔總查冊量的92%，其餘約8%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。

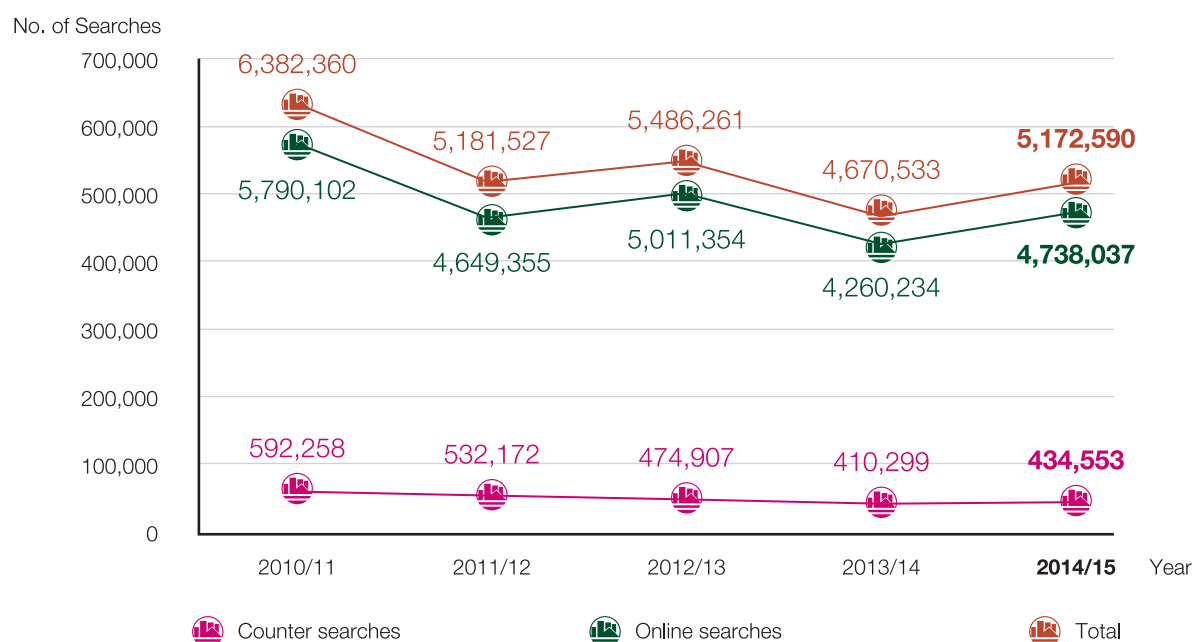
查閱土地登記冊宗數



本處每年均會推出新版的《街道索引》及《新界地段／地址對照表》(《對照表》)，方便用戶以本港的物業地址或樓宇名稱查閱相關的地段編號。為配合網上查冊服務，用戶自2012年起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《街道索引》及《對照表》的網上版本。截至2015年3月31日，在2014年4月30日推出的《街道索引》及《對照表》網上版本已錄得超過129,000瀏覽人次。

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 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 75 (+6.9%) and reached 1,159 in March 2015. Currently, searches conducted online constituted about 92% of the total search volume. The remaining 8% 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



The Land Registry publishes new editions of the Street Index (SI) 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 SI 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 2015, over 129,000 visits to the online versions of the SI and the CRT released on 30 April 2014 were recorded.

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2014/15年度，新成立的業主立案法團共有200個，全港的業主立案法團總數增至10,069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)。



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，讓客戶了解本處的最新計劃、服務和工作程序，在業務運作和服務提供事宜上促進意見交流，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（公營機構）
Customer Liaison Group (Public Sector)

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 2014/15, 200 new owners' corporations were formed. The total number of owners' corporations in the territory reached 10,069.

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).

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(私營機構)
Customer Liaison Group (Private Sector)

服務及運作 SERVICES AND OPERATIONS

訪問

土地註冊處與本地、內地及海外的相關機構保持緊密聯繫。土地註冊處處長於2014年10月15至17日參加了由新西蘭土地資訊局主辦的2014年業權註冊處長會議。我們亦分別在2014年9月和11月接待了兩個來自內地的代表團。上述會議及訪問為本處提供了良機，與各方就土地註冊的最新發展交流意見。



此外，本處在2015年3月分別為香港大學專業進修學院保良局社區書院及香港大學附屬學院的學生安排了兩次參觀本處客戶服務中心的活動。在參觀活動期間，我們向同學介紹了本處的各项公共服務。



溝通渠道

土地註冊處通函

在2014/15年度，我們發出了兩份通函，讓法律界人士和客戶知悉本處推出的新產品／服務。

《土地註冊處通訊》

本處分別在2014年8月及2015年2月發布了兩期的《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。

Visits

The Land Registry maintains close relationship with its local, Mainland and overseas associates. The Land Registrar attended the Registrars of Title Conference 2014 hosted by Land Information New Zealand from 15 to 17 October 2014. We received two delegations from the Mainland in September and November 2014 respectively. The conference and visits provided useful opportunities for exchanging views on the latest developments on land registration.



In addition, two guided tours to the Land Registry's Customer Centre were arranged for students of the HKU SPACE Po Leung Kuk Community College and HKU SPACE Community College in March 2015. During the tours, we introduced to students various public services provided by the Land Registry.

Communication Channels

Land Registry Circular Memoranda

In 2014/15, we issued two Land Registry Circular Memoranda to update legal practitioners and customers on our new product/services.

Land Registry News

Two issues of the Land Registry News were released in August 2014 and February 2015 respectively in electronic format to keep our customers updated on the Land Registry's initiatives, services and activities.

服務及運作 SERVICES AND OPERATIONS

資料單張

年內，我們重新設計了資料單張，並更新了本處服務的最新資訊。

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。由2012年9月3日起，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，共超逾450萬人次瀏覽本處網站，當中有62%的人次瀏覽中文網頁，38%的人次瀏覽英文網頁。

客戶服務意見調查

我們在2015年3月進行了客戶服務意見調查，以了解客戶對本處服務的滿意程度，從而找出可提升服務的地方。

獎項

2014年「申訴專員嘉許獎」

本處土地註冊主任葉素霞女士榮獲2014年的「申訴專員嘉許獎」—公職人員獎。葉女士致力以專業態度提供優質的客戶服務，是次獲獎乃實至名歸。



Information Leaflets

The design of the information leaflets were revamped during the year with updated information on our services.

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.

Land Registry's Website

During the year, there were 4.5 million visits (62% in the Chinese language and 38% in the English language) to the Land Registry's website.

Customer Service Survey

A customer service survey was started in March 2015 to gauge the level of customer satisfaction with the Land Registry's services and to identify areas for enhancing the services.

Awards

The Ombudsman's Awards 2014

One of our Land Registration Officers, Ms YIP So-ha, Florence was awarded "The Ombudsman's Awards 2014 for Officers of Public Organisations". Ms YIP's dedication and professionalism in delivering a high standard of customer service was well recognised.

服務及運作 SERVICES AND OPERATIONS

「ERB人才企業嘉許計劃」

僱員再培訓局於2009年推出「ERB人才企業嘉許計劃」。本處獲授予為期兩年(由2013年4月1日至2015年3月31日)的「人才企業」稱號，以表揚我們在人力培訓及發展的卓越表現。

2014年「國際Astrid Awards」

《土地註冊處營運基金2012/13年報》榮獲2014年「國際Astrid Awards」之「年報—非牟利機構」組別的銅獎。超過500個來自世界各地的作品參加了是項比賽。上述獎項肯定了我們在優質年報製作上的努力。

2014年香港管理專業協會「最佳年報獎」

《土地註冊處營運基金2012/13年報》亦榮獲2014年香港管理專業協會「最佳年報獎」之「非牟利及慈善機構」組別的優異獎。



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。若用戶須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。

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.



International Astrid Awards 2014

The Land Registry Trading Fund Annual Report for 2012/13 won the Bronze Award in the International Astrid Awards 2014 under the category of “Annual Reports — Not-For-Profit Organisations”. There were over 500 entries from around the world. The Award recognised our efforts in production of quality annual reports.

Hong Kong Management Association Best Annual Reports Awards 2014

The Land Registry Trading Fund Annual Report 2012/13 was also awarded an Honourable Mention in the category of “Non-profit making and charitable organisations” of the Hong Kong Management Association Best Annual Reports Awards 2014.

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.

服務及運作 SERVICES AND OPERATIONS

在所有連同文書一併遞交註冊的註冊摘要中，電子註冊摘要表格的使用已超逾半數並正穩步增加。本處會繼續留意用戶的回應，以期進一步提升服務。

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」進行的地址配對工作。我們亦在「綜合註冊資訊系統」網站提供連接至「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

本處現正為業主開發嶄新的電子提示收費服務。每當有涉及相關物業的文書遞交註冊，本處便會向業主發出電郵提示通知。這項新服務提供方便及有效的途徑，讓業主監察有否影響其物業的文書遞交註冊。

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 steadily. The Land Registry will continue to monitor users' feedback to identify room for further enhancement.

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 convenient and useful tool for owners to monitor if any instrument affecting their properties has been lodged for registration.