

附录I ANNEX I

(a) 2015/16年度服务承诺 Performance Pledges 2015/16

				服务机	示准	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
				Service S	tandard	Target	Performance
服务类别				工作天	分钟	(% meeting	(% meeting
Serv	rice Typ	е		Working Day(s)	Minutes	service standard)	service standard)
	- ь ин.	┸╫╈	外	15 (a.b)		00	00.4
1.		土地文化		15 (a+b)		92	99.4
	_		n of land documents 到文书至根据已注册的文书更新	(0) 11			
	(a)		到文中主似語已在加到文中交易 登记册 ^(注1) ;以及	(a) 11			
			在 IDIN				
			ster with the registered instrument ^(See Note 1) ; and				
	(b)	-	影像处理程序并把已注册的文书送回交契人士(注1)	(b) 4			
	(6)		pletion of imaging and return of the registered	(6)			
			ument to the lodging party ^(See Note 1)				
2.	在柜台		土地登记册		15	97	100
			arch of land registers				
3.			录影像处理副本				
	Supp	ly of i	maged copies of land records				
	(a)	在柜	位索取				
		Ove	r the counter				
		(i)	不连过大图则		15	97	100
			Without oversized plans				
		(ii)	附连过大图则	5		97	100
			With oversized plans				
	(b)	透过	网上服务订购				
		Orde	er via online services				
		(i)	亲身领取				
			Collection in person				
			• 不连颜色图则	1		97	100
			Without coloured plans				
			• 附连颜色图则	3		97	100
			With coloured plans				
			• 附连过大图则	5		97	100
			With oversized plans				

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				服务村 Service S		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
服务类 Service	∜别 ce Typ∈	е		工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)	(% 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	100
			Orders placed before 6 pm	0		07	100
			一 下午6 时后或在星期六、	2		97	100
			星期日及公众假期订购 Orders placed after 6 pm or				
			on Saturdays, Sundays & public				
			holidays				
			● 附连颜色图则	3		97	100
			With coloured plans				
			 ● 附连过大图则 	5		97	100
			With oversized plans				
4.			表认证本				
			ertified copies of land records				
	(a)		<i>位办理</i>				
			the counter		40	07	400
		(i)	土地登记册		40	97	100
		(11)	Land registers		40	07	100
		(ii)	不连过大图则的影像处理副本		40	97	100
		/···\	Imaged copies without oversized plans	E		07	100
		(iii)	附连过大图则的影像处理副本	5		97	100
	(b)	添 分/	Imaged copies with oversized plans 网上服务订购				
	(D)		ு டால் பி பி அ r via online services				
		(i)	亲身领取				
		(1)	Collection in person				
			土地登记册	1		97	100
			Land registers				
			●影像处理副本				
			Imaged copies				
			- 不连过大图则	3		97	100
			Without oversized plans				
			一 附连过大图则	5		97	100
			With oversized plans				

服务禁制 工作天 分钟 (% meeting (% meeting Day(s) Minutes service standard) 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 - 下午6 时前订购 1 97 100
服务类别 Service Type University Un
Service Type Working Day(s) Minutes service standard) service standard) (ii) 邮寄或由传递公司送递 Delivery by post or courier
(ii) 邮寄或由传递公司送递 Delivery by post or courier ■ 土地登记册 Land registers
Delivery by post or courier 土地登记册 Land registers
Delivery by post or courier 土地登记册 Land registers
Delivery by post or courier 土地登记册 Land registers
● 土地登记册 Land registers
Land registers
1 1 0 PT BULL 1991 1 37 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Orders placed before 6 pm
- 下午6 时后或在星期六、 2 97 100
星期日及公众假期订购
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 97 100
Imaged copies without oversized plans
● 附连过大图则的影像处理副本597100
Imaged copies with oversized plans
5. 销售注册摘要日志
Sale of Memorial Day Book (MDB)
(a) 批阅注册摘要日志的申请 2 98 100
Approval of MDB applications
(b) 送递注册摘要日志资料档案
Delivery of MDB data files
6. 销售按揭注册摘要月志
Sale of Monthly Memorial Information on Mortgage
Transactions (MMIM)
(a) 批阅按揭注册摘要月志的申请 2 98 100
Approval of MMIM applications
(b) 送递按揭注册摘要月志资料档案
Delivery of MMIM data files
7. 电话查询服务
Telephone enquiry services
(a) 办公时间收到留言 收到留言后60分钟内回复 93 100
Voice mail left during office hours Return calls within 60 minutes after
receiving the voice mail
(b) 非办公时间收到留言 下一个工作天早上10时前回复 93 100
Voice mail left after office hours Return calls before 10 am on the
next working day

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					服务指标 (达到服务标准的 百分比)	实际表现 (达到服务标准的 百分比)
			服务		Performance	Actual
			Service S		Target	Performance
服务			工作天	分钟	(% meeting	(% meeting
Serv	ice Typ	ne e	Working Day(s)	Minutes	service standard)	service standard)
8.	修订	土地登记册资料				
	Ame	ndment 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	99.6
		Simple cases (i.e. Rectification of land registers				
		based on Memorial information)				
	(b)	复杂个案	10		92	99.8
		Complicated cases				
9.	为再	交付注册的中止注册文书办理注册	16 (a+b)		92	98.5
	Regi	stration of withheld instruments redelivered for				
	regis	stration				
	(a)	由收到再交付注册的中止注册文书至根据已注册的文书§ 新相关土地登记册;以及	更 (a) 12			
		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人士	(b) 4			
		Completion of imaging and return of the registered				
		instrument to the lodging party				
10.	处理	建议/投诉	本处会在收到	建议或投诉后	-	-
	Hand	dling of suggestions / complaints	的十天内答复。	,如果不可能		
			在这限期内详述	尽作覆,也会		
			给予初步	回复。		
			Replies to sug	ggestions or		
			complaints			
			within 10 cale			
			their receipt.			
			possible, an i			
			will be sent			
			perio	od.		

注1: 不包括被中止注册的文书

Note 1: Excluding instruments withheld from registration

(b) 2016/17年度服务承诺(生效日期为2016年4月1日起) Performance Pledges 2016/17 (with effect from 1 April 2016)

				服务	标准	服务指标	
				Service S	Standard	(达到服务标准的百分比)	
服务类	き別			工作天	分钟	Performance Target	
Servi	се Тур	е		Working Day(s)	Minutes	(% meeting service standard)	
	- ь тп.	ᅩᄮᅩᄼ	# S- m	1 <i>[(</i> 2 , 2)		00	
1.		土地文作		15 (a+b)		92	
	•		n of land documents	(-) d d			
	(a)		到文书至根据已注册的文书更新土地登记册(注1);以及	(a) 11			
			n receipt of an instrument to updating the land register with the				
	(1.)	•	tered instrument (See Note 1); and	(1.)			
	(b)		影像处理程序并把已注册的文书送回交契人士(注1)	(b) 4			
			pletion of imaging and return of the registered instrument to				
	≠ ±⊏ /		odging party (See Note 1)		4.5	07	
2.			土地登记册		15	97	
•			arch of land registers				
3.			表影像处理副本 				
		-	naged copies of land records				
	(a)		位索取				
			r the counter		4.5	07	
		(i)	不连过大图则		15	97	
		(::)	Without oversized plans	F		07	
		(ii)	附连过大图则	5		97	
	4.1	1214	With oversized plans				
	(b)		网上服务订购				
			er via online services				
		(i)	亲身领取 Callection in page 2				
			Collection in person	4		07	
			• 不连颜色图则 Without adjourned plans	1		97	
			Without coloured plans ● 附连颜色图则	0		97	
				3		9/	
			With coloured plans	E		07	
			• 附连过大图则	5		97	
			With oversized plans				

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				服务 ⁱ Service S	服务指标 (达到服务标准的百分比)	
服务 Servi	类别 ce Typ	e		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			
			一 下午6 时后或在星期六、	2		97
			星期日及公众假期订购			
			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			
4.	提供	土地纪	录认证本			
	Supp	ly of ce	ertified copies of land records			
	(a)	在柜1	<i>位办理</i>			
		Over	the counter			
		(i)	土地登记册		40	97
			Land registers			
		(ii)	不连过大图则的影像处理副本		40	97
			Imaged copies without oversized plans			
		(iii)	附连过大图则的影像处理副本	5		97
			Imaged copies with oversized plans			
	(b)	透过	网上服务订购			
		Orde	r 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			
			- 不连过大图则	3		97
			Without oversized plans			
			一 附连过大图则	5		97
			With oversized plans			

					标准 Standard	服务指标 (达到服务标准的百分比)	
服务类别 Service		е			工作天 Working Day(s)	分钟 Minutes	Performance Target (% meeting service standard)
			15-2 15 1 14				
		(ii)		· 递公司送递			
				post or courier 也登记册			
				e ப			
				下午6 时前订购	1		97
				Orders placed before 6 pm			
			_	下午6 时后或在星期六、	2		97
				星期日及公众假期订购			
				Orders placed after 6 pm or on			
				Saturdays, Sundays & public holiday	ys		
			不道		3		97
				ged copies without oversized plans			
			 附近 	至过大图则的影像处理副本	5		97
				ged copies with oversized plans			
	销售注册摘要日志 Sale of Memorial Day Book (MDB)						
			-		0		00
	(a)		è册摘要日志		2		98
	(b)		oval of MDB a 注册摘要日志		1		98
	(D)		ery of MDB d		1		90
6.	绀佳		-	ata ilioo			
	销售按揭注册摘要月志 Sale of Monthly Memorial Information on						
			ansactions				
	(a)		安揭注册摘要		2		98
	,			applications			
	(b)	送递扣	安揭注册摘要	月志资料档案	4		98
		Delive	ery of MMIM	data files			
7.	电话	查询服务					
	Telep		nquiry servi	ces			
	(a)		付间收到留言		收到留言后6		94
		Voice	mail left duri	ng office hours		thin 60 minutes	
	(1.)	45 4	\ a \ \ \	<u>.</u>	· ·	the voice mail	0.4
	(b)		\时间收到留	言 r office hours		P上10时前回复 efore 10 am on	94
		voice	maii ieit atte	r office hours			
					the next w	orking day	

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		服务	标准	服务指标		
		Service S	Standard	(达到服务标准的百分比)		
き 別		工作天	分钟	Performance Target		
се Тур	e	Working Day(s)	Minutes	(% meeting service standard)		
修订:	土地登记册资料					
Ame	ndment 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					
为再:	交付注册的中止注册文书办理注册	16 (a+b)		92		
Regi	stration of withheld instruments					
rede	livered for registration					
(a)	由收到再交付注册的中止注册文书至根据已注册的	(a) 12				
	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人士	(b) 4				
	Completion of imaging and return of the registered					
	instrument to the lodging party					
处理	建议/投诉	本处会在收到建议	《或投诉后的十天	-		
Hand	lling of suggestions / complaints	内答复。如果不可	「能在这限期内详			
		尽作覆,也会给	予 初步回复。			
		Replies to suggesti	ons or complaints			
		will be sent within 1	0 calendar days of			
		their receipt. If thi	s is not possible,			
		an interim repl	y will be sent			
		within this	s period.			
	修订。Ame (a) 为再Regirede (a)	修订土地登记册资料 Amendment 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 based on Memorial information) (b) 复杂个案 Complicated Cases 为再交付注册的中止注册文书办理注册 Registration of withheld instruments redelivered for registration (a) 由收到再交付注册的中止注册文书至根据已注册的 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人士 Completion of imaging and return of the registered	を Type	Ref Type		

注1: 不包括被中止注册的文书

Note 1: Excluding instruments withheld from registration