

服务及运作

SERVICES AND OPERATIONS



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2015/16年度，送交注册的土地文件共445,889份，较2014/15年度减少11.9%。

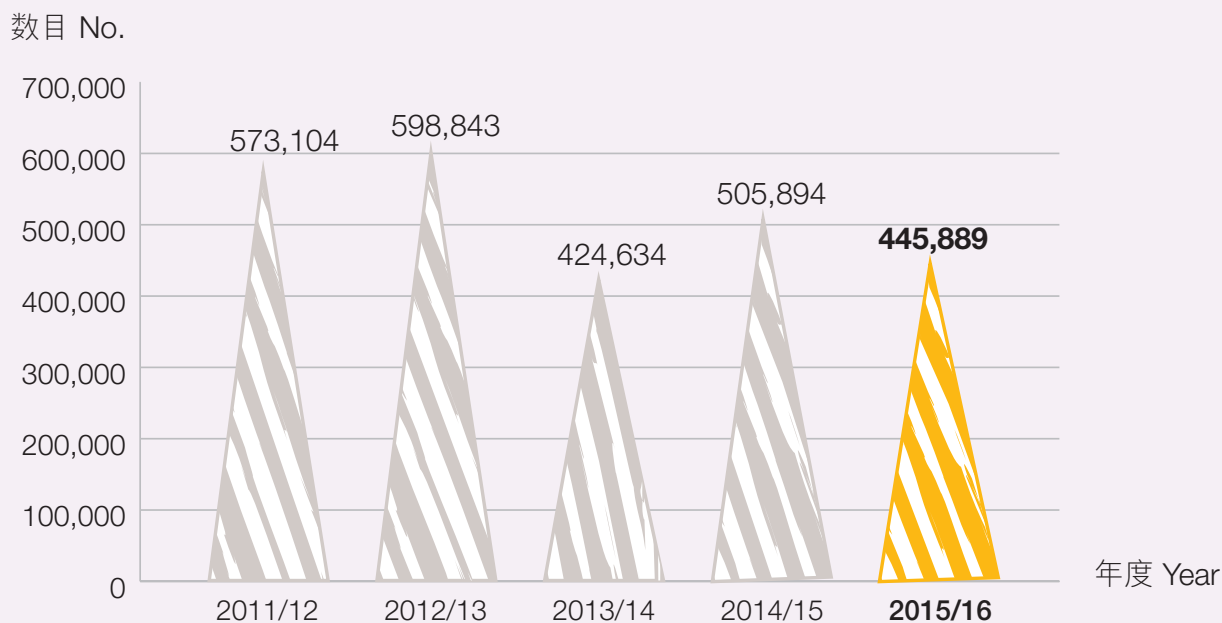
Registration of Land Documents

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

In 2015/16, 445,889 land documents were delivered for registration, representing a decrease of 11.9% when compared with 2014/15.

送交注册的土地文件数目

No. of Land Documents Delivered for Registration



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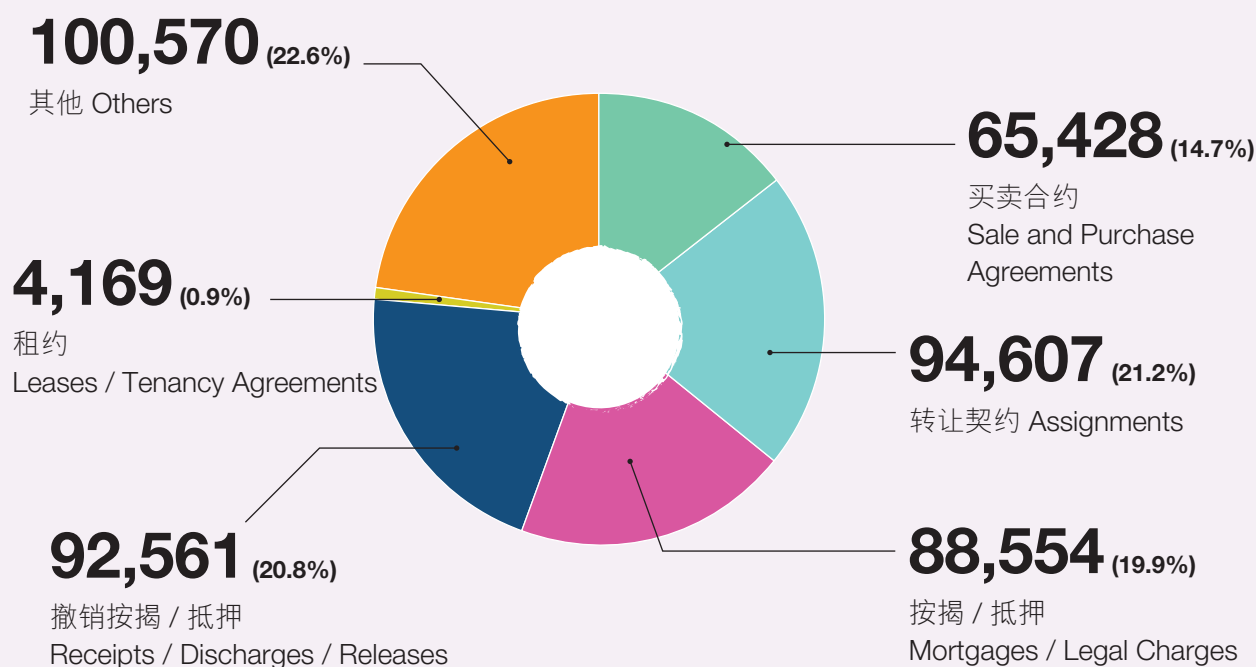
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年内收到的主要文件类别包括楼宇买卖合同、转让契约、按揭／抵押及撤销按揭／抵押，占全年收到文件总数的77%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 77% of all documents received during the year.

2015/16年度送交注册的土地文件类别

Distribution of Land Documents Lodged for Registration 2015/16



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%。

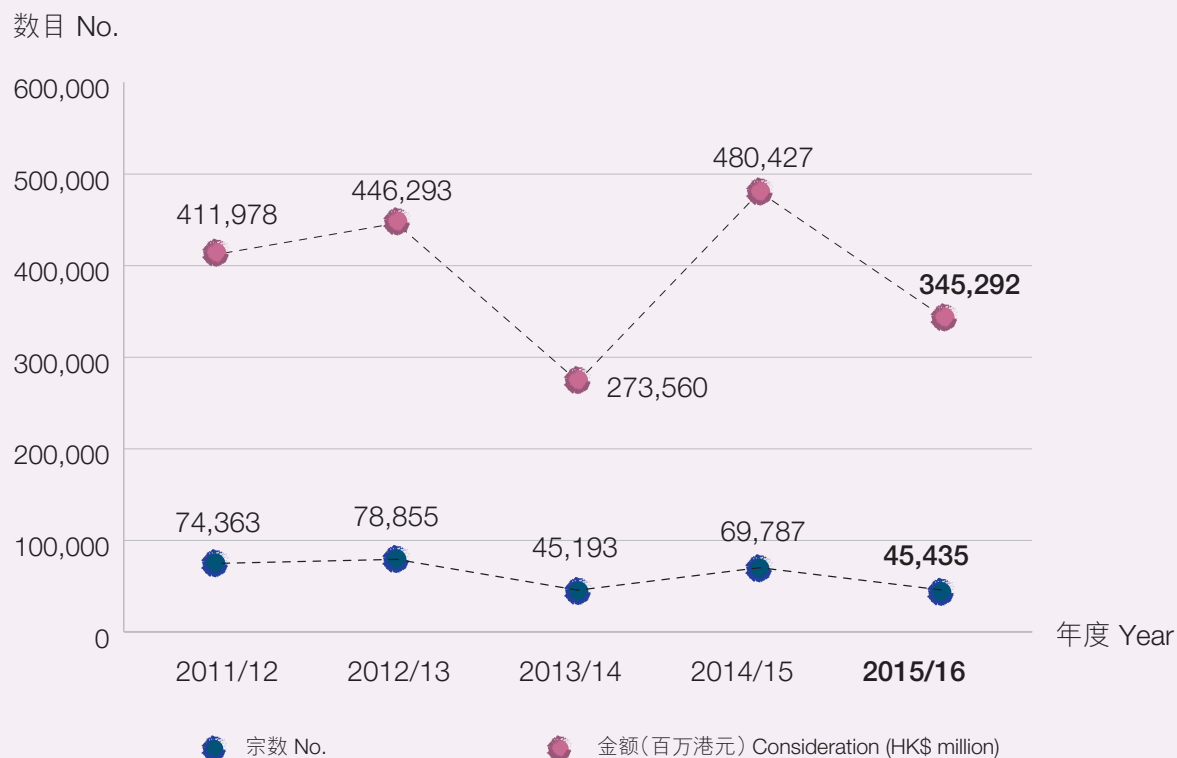
Note: Figures in percentage for individual items may not add up to 100% due to rounding.

在2015/16年度送交注册的所有楼宇买卖合同中，住宅楼宇买卖合同的宗数和总值分别是45,435份（较去年减少34.9%）及3,452.92亿元（较去年减少28.1%）。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。

Among the SPAs of all building units delivered for registration in 2015/16, the number of SPAs of residential units and its total consideration were 45,435 (-34.9% from last year) and \$345,292 million (-28.1% 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.

送交注册的住宅楼宇买卖合同宗数和金额

No. and Consideration of Sale and Purchase Agreements of Residential Units Delivered for Registration



注：上述统计数字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。

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.

在2015/16年度，大多数住宅楼宇的交易金额是介乎500万至1,000万港元。年内超过500万港元的住宅楼宇交易则显著增加。

The majority of the transactions in residential units in 2015/16 were within the consideration range of five to ten million Hong Kong dollars. There was a significant increase in transactions in 2015/16 with consideration of more than five million Hong Kong dollars.

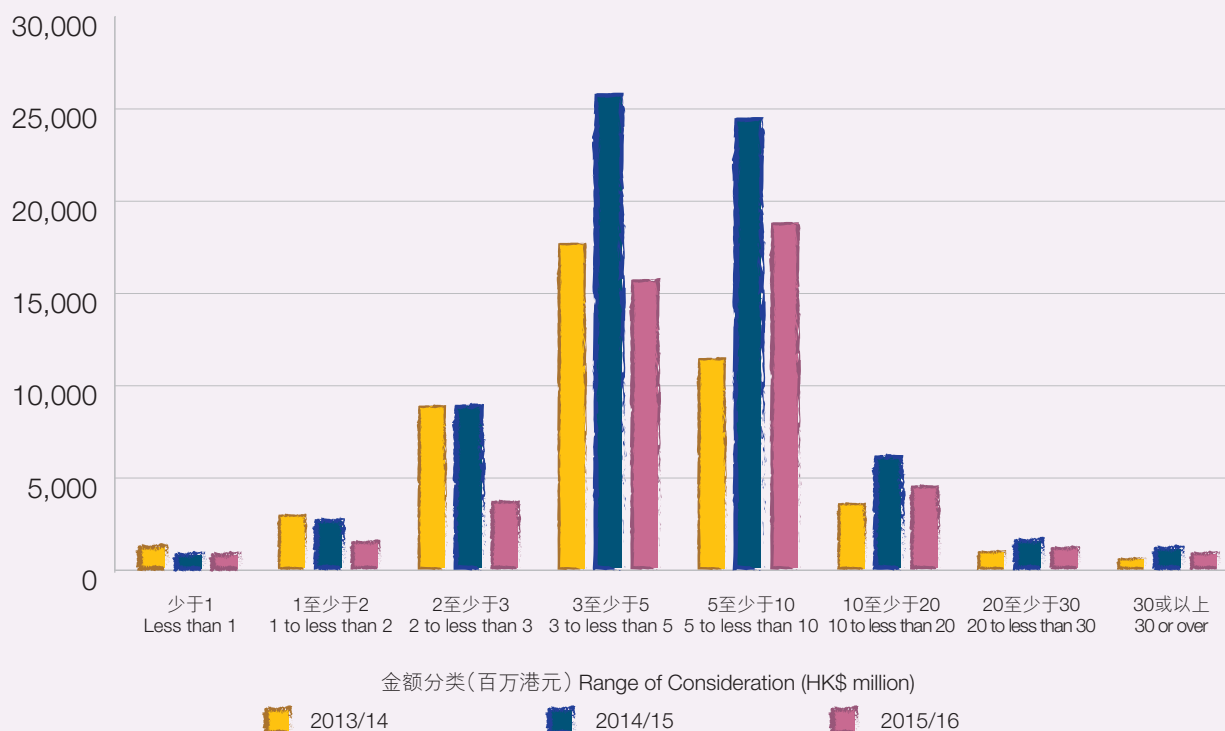
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按金额分类的住宅楼宇买卖合约宗数

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

宗数 No.



金额分类 Range of Consideration (百万港元) (HK\$ million)	2013/14		2014/15		2015/16	
	宗数 No.	%	宗数 No.	%	宗数 No.	%
少于1 Less than 1	491	1.1	373	0.5	329	0.7
1至少于2 1 to less than 2	2,589	5.7	2,501	3.6	1,399	3.1
2至少于3 2 to less than 3	8,717	19.3	8,705	12.5	3,486	7.7
3至少于5 3 to less than 5	17,519	38.8	25,465	36.5	15,536	34.2
5至少于10 5 to less than 10	11,258	24.9	24,227	34.7	18,487	40.7
10至少于20 10 to less than 20	3,319	7.3	5,899	8.5	4,249	9.4
20至少于30 20 to less than 30	657	1.5	1,387	2.0	989	2.2
30或以上 30 or over	643	1.4	1,230	1.8	960	2.1
总数 Total	45,193	100.0	69,787	100.0	45,435	100.0

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%。

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

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2015/16年度，查阅土地登记册的宗数，以及提供土地纪录的影像处理副本和影印本的总数分别为5,046,806宗(较去年减少2.4%)及797,303份(较去年增加2.4%)。

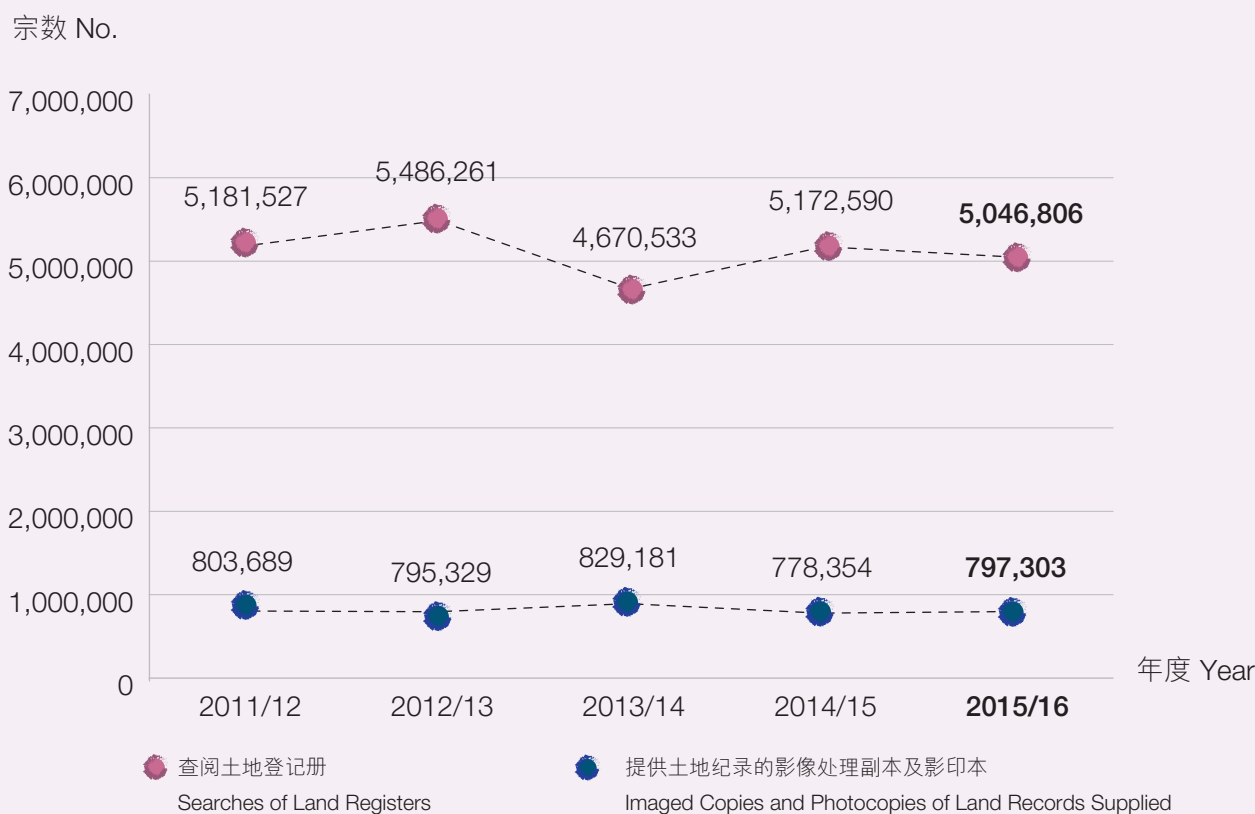
Search Services

Land records are kept by the Land Registry for the purpose of providing an information platform on property ownership to facilitate property transactions.

In 2015/16, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,046,806 (-2.4% from previous year) and 797,303 (+2.4% from previous year) respectively.

查阅土地登记册宗数和提供土地纪录的影像处理副本及影印本份数

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



年度 Year	2011/12	2012/13	2013/14	2014/15	2015/16
查阅土地登记册 Searches of Land Registers	5,181,527	5,486,261	4,670,533	5,172,590	5,046,806
提供土地纪录的影像处理 副本及影印本 Imaged Copies and Photocopies of Land Records Supplied	803,689	795,329	829,181	778,354	797,303

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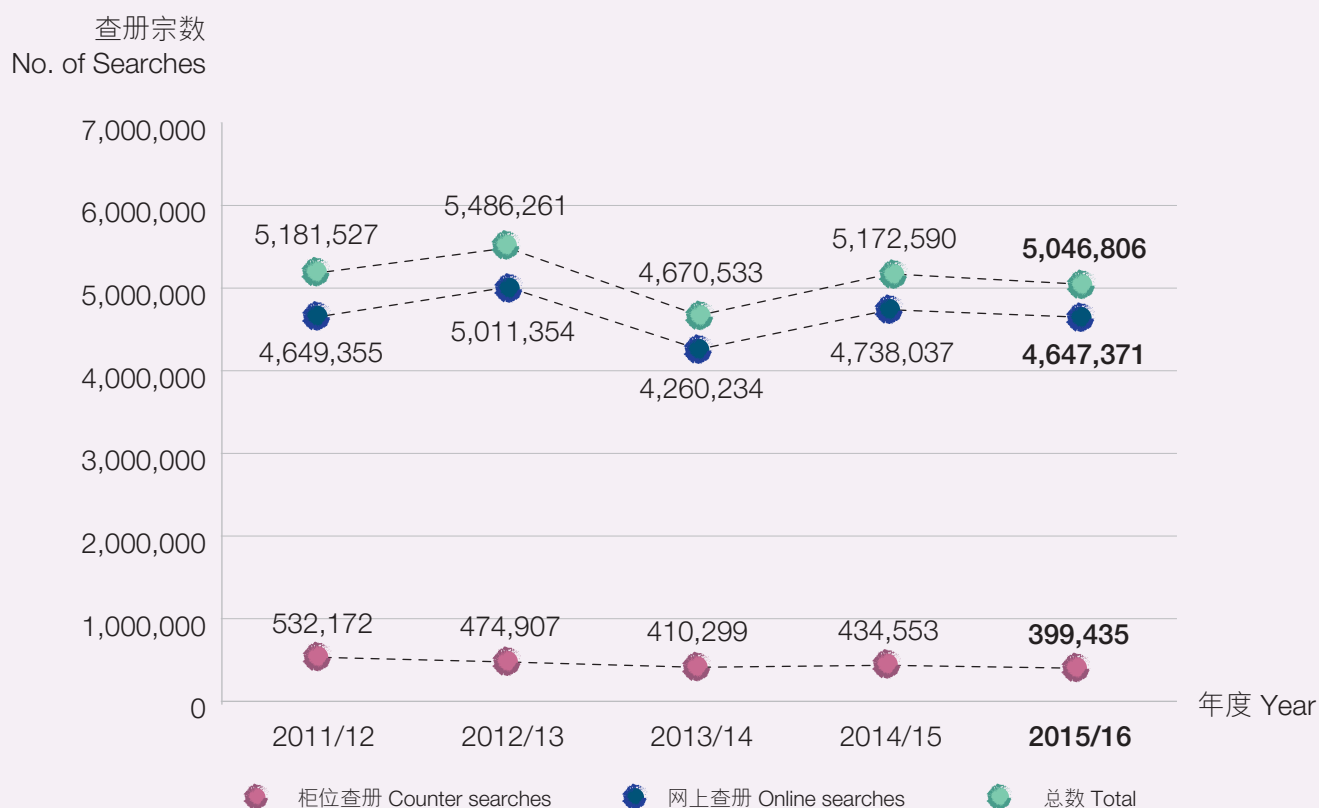
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土地注册处透过互联网上的「综合注册资讯系统」(www.iris.gov.hk)提供每星期7天、每天20小时(由上午7时30分至翌日上午3时30分)的查册服务。公众人士可以非经常用户或登记用户身分进行查册。在2015/16年度, 登记用户的数目增加了70个(上升6.0%), 总数达1,229个。现时网上查册约占总查册量的92%, 其余约8%是在本处设于金钟道政府合署的客户服务中心, 以及位于大埔、元朗和荃湾的新界查册中心透过柜位查册服务进行。

The Land Registry is providing search services over the internet via our IRIS Online Services at www.iris.gov.hk seven days a week for 20 hours a day (from 7:30 a.m. to 3:30 a.m. the next day). The public can conduct searches on either an ad hoc or a subscription basis. The number of subscribers increased by 70 (+6.0%) and reached 1,229 during 2015/16. 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.

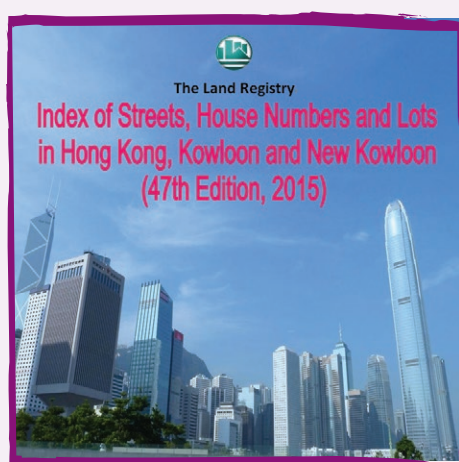
查阅土地登记册宗数

No. of Searches of Land Registers



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》)，方便公众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，公众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2016年3月31日，在2015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190,000浏览人次。

The Land Registry publishes new editions of the Street Index (SI) and the New Territories Lot/Address Cross Reference Table (CRT) annually to help the public correlate property addresses and building names with lot numbers in the territory. To facilitate online search services, online versions of the SI and the CRT are made available for free browsing on the Land Registry's website or through the hyperlink on the IRIS Online Services. Up to 31 March 2016, over 190,000 visits to the online versions of the SI and the CRT released on 30 April 2015 were recorded.



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，并就业主立案法团的纪录提供查阅服务。在2015/16年度，新注册的业主立案法团共有209个，全港的业主立案法团总数增至10,278个。

Owners' Corporation Services

The Land Registry is responsible for registration of owners' corporations and provision of search service for owners' corporation records under the BMO. In 2015/16, 209 new owners' corporations were registered. The total number of owners' corporations in the territory reached 10,278.

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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。委员会成员名单见附录II(a)。

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. The membership of the Committee is at Annex II (a).



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。

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。两个小组的成员名单分别见附录II(b)及(c)。

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. The membership of the private sector and the public sector groups is at Annexes II (b) and (c) respectively.



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访问

土地注册处与本地、内地及海外的相关机构保持紧密联系。土地注册处于2015年5月26至29日派出两名代表，出席在澳洲阿德莱德举行的「土地注册处处长发展事务人员会议」。我们亦于2015年5月接待来自四川省国土资源厅的代表团。上述会议及访问为本处提供了良机，与各方就土地注册的最新发展交流意见。

Visits

The Land Registry maintains close relationship with its local, Mainland and overseas associates. Two representatives of the Land Registry attended the Land Registrars' Development Officers Conference in Adelaide, Australia from 26 to 29 May 2015. We received a delegation from the Land and Resources Department of Sichuan Province in May 2015. The conference and visit provided useful opportunities for exchanging views on the latest developments on land registration.



沟通渠道

土地注册处通函

在2015/16年度，我们发出了两份通函，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2015年8月及2016年2月发布了两期的《土地注册处通讯》电子版，向客户介绍部门的新猷、服务和活动。

Communication Channels

Land Registry Circular Memoranda

In 2015/16, we issued two Land Registry Circular Memoranda to update legal practitioners and customers on our new product/services.

Land Registry News

Two electronic issues of the Land Registry News were released in August 2015 and February 2016 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.

资料单张

年内，我们更新了资料单张的内容，以提供本处服务的最新资讯。

Information Leaflets

During the year, we updated the information leaflets to provide latest information on our services.



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。

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.

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。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。

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. Through collaboration with the Efficiency Unit's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.



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土地注册处网站

年内，共超逾500万人次浏览本处网站，当中有60%的人次浏览中文网页，40%的人次浏览英文网页。

Land Registry's Website

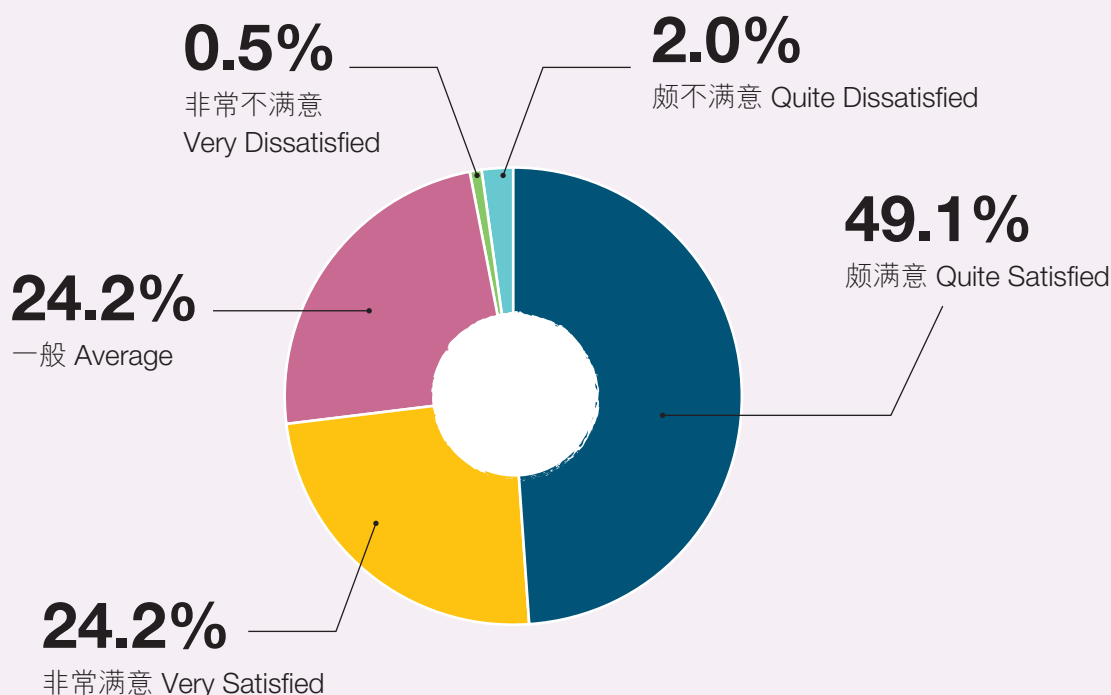
During the year, there were 5.0 million visits (60% in the Chinese language and 40% in the English language) to the Land Registry's website.

客户服务意见调查

为了解客户对本处服务的满意程度，我们在2015年3月至5月进行了客户服务意见调查，收到超过460份自行填写的问卷。客户对本处服务(包括递交契约及查册服务、「综合注册资讯系统」网上服务及客户服务热线)的整体满意程度为73.3%。我们会继续改善服务，并就调查所得的意见和建议作出跟进。

Customer Service Survey

With a view to gauging the customer satisfaction level of the Land Registry's services, we conducted a customer service survey from March to May 2015. Over 460 self-completed questionnaires were received. The overall satisfaction level of our services, including deeds lodgement and search services, IRIS Online Services and Customer Service Hotline, is 73.3%. We will continue to improve our services and follow up on the views and suggestions collected through the survey.



奖项

2015年「申诉专员嘉许奖」

本处助理文书主任黎嘉慧女士荣获2015年的「申诉专员嘉许奖」—公职人员奖。黎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「人才企业」称号，为期两年(由2015年4月1日至2017年3月31日)，以表扬我们在人力培训及发展的卓越表现。



2015年香港管理专业协会「最佳年报奖」

《土地注册处营运基金2013/14年报》荣获2015年香港管理专业协会「最佳年报奖」之「非牟利及慈善机构」组别的优异奖。

Awards

The Ombudsman's Awards 2015

One of our Assistant Clerical Officers, Miss LAI Ka-wai, Jacqueline was awarded "The Ombudsman's Awards 2015 for Officers of Public Organisations". Miss LAI'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 2015 to 31 March 2017 in recognition of our achievements in manpower training and development.

Hong Kong Management Association Best Annual Reports Awards 2015

The Land Registry Trading Fund Annual Report 2013/14 was awarded an Honourable Mention in the category of "Non-profit making and charitable organisations" of the Hong Kong Management Association Best Annual Reports Awards 2015.



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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試算表输入相关资料，一举制备多份注册摘要表格。

在所有连同文书一并递交注册的注册摘要表格中，电子注册摘要表格的使用已超逾60%并正稳步增加。本处会继续留意用户的回应，以期进一步提升服务。

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，以配合差饷物业估价署为「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。

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 downloading from our 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 60% 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.

电子提示服务

本处于2015年7月20日推出供业主订购的电子提示服务。每当有涉及相关物业的文书递交注册，本处便会向业主发出电邮提示通知。这项服务提供方便及有效的途径，让业主身处任何地方也可轻易监察有否影响其物业的文书递交注册。

e-Alert Service

The Land Registry launched the e-Alert Service on 20 July 2015 for property owners on a subscription basis. The service provides email alerts to property owners when instruments are lodged for registration against their properties. It offers a convenient and useful means for property owners to monitor anywhere with ease if any instrument affecting their properties has been lodged for registration.



未来计划

电子提示服务

土地注册处会继续增强电子提示服务，透过拓展服务的功能，务求令服务也能切合其他客户群的需要。

Future Plan

e-Alert Service

The Land Registry will continue to enhance the e-Alert Service with a view to providing modified features to meet the needs of other customer groups.