

服務及運作

SERVICES AND OPERATIONS



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2015/16年度，送交註冊的土地文件共445,889份，較2014/15年度減少11.9%。

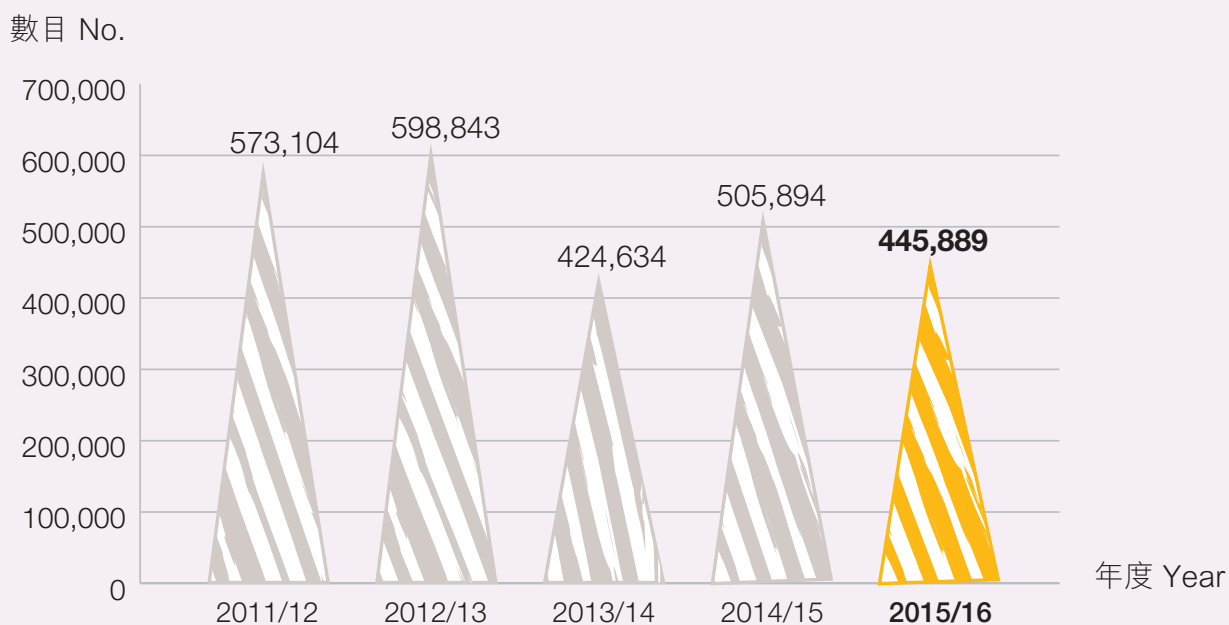
Registration of Land Documents

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.

送交註冊的土地文件數目

No. of Land Documents Delivered for Registration



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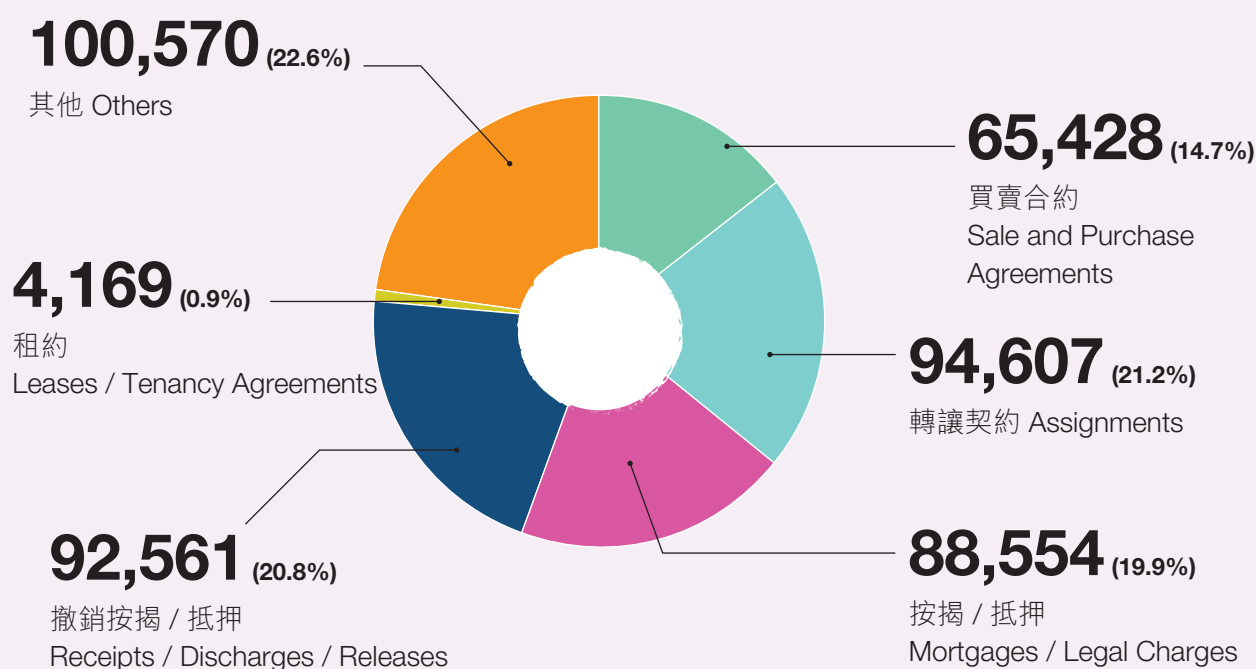
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年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及撤銷按揭／抵押，佔全年收到文件總數的77%。

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年度送交註冊的土地文件類別

Distribution of Land Documents Lodged for Registration 2015/16



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%。

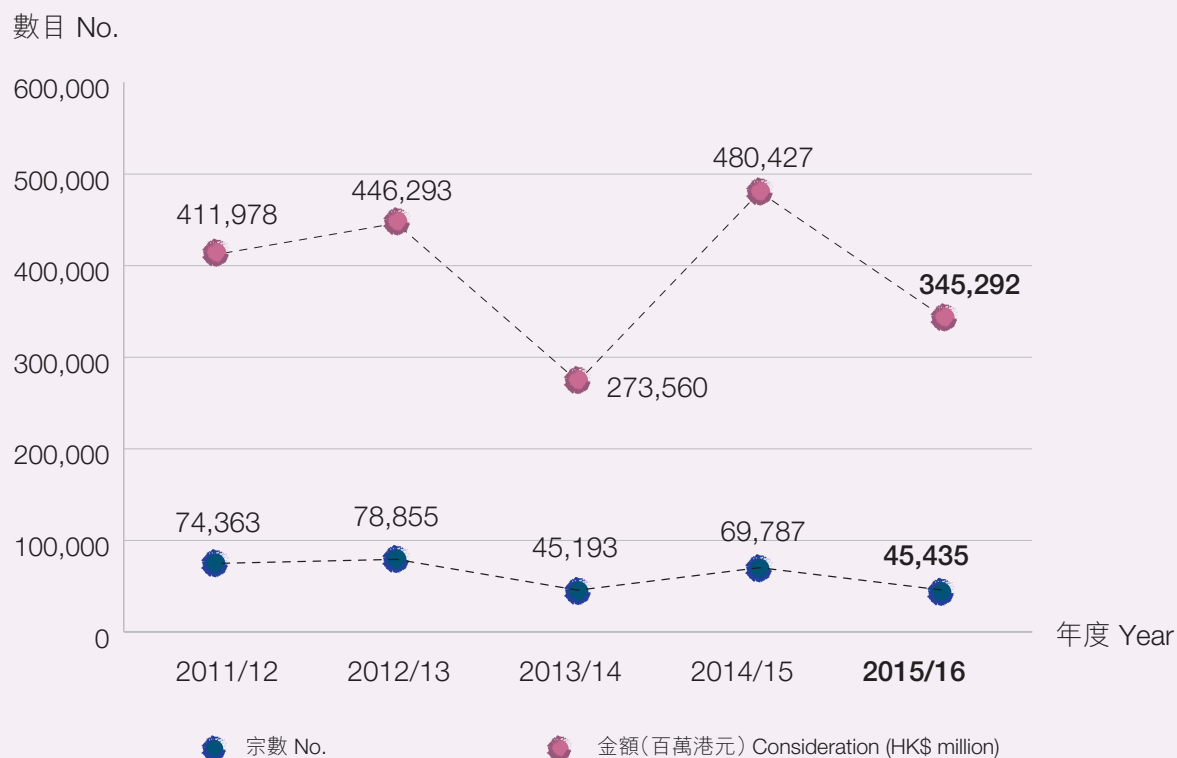
Note: Figures in percentage for individual items may not add up to 100% due to rounding.

在2015/16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45,435份（較去年減少34.9%）及3,452.92億元（較去年減少28.1%）。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。

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.

送交註冊的住宅樓宇買賣合約宗數和金額

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



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。

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，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元。年內超過500萬港元的住宅樓宇交易則顯著增加。

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.

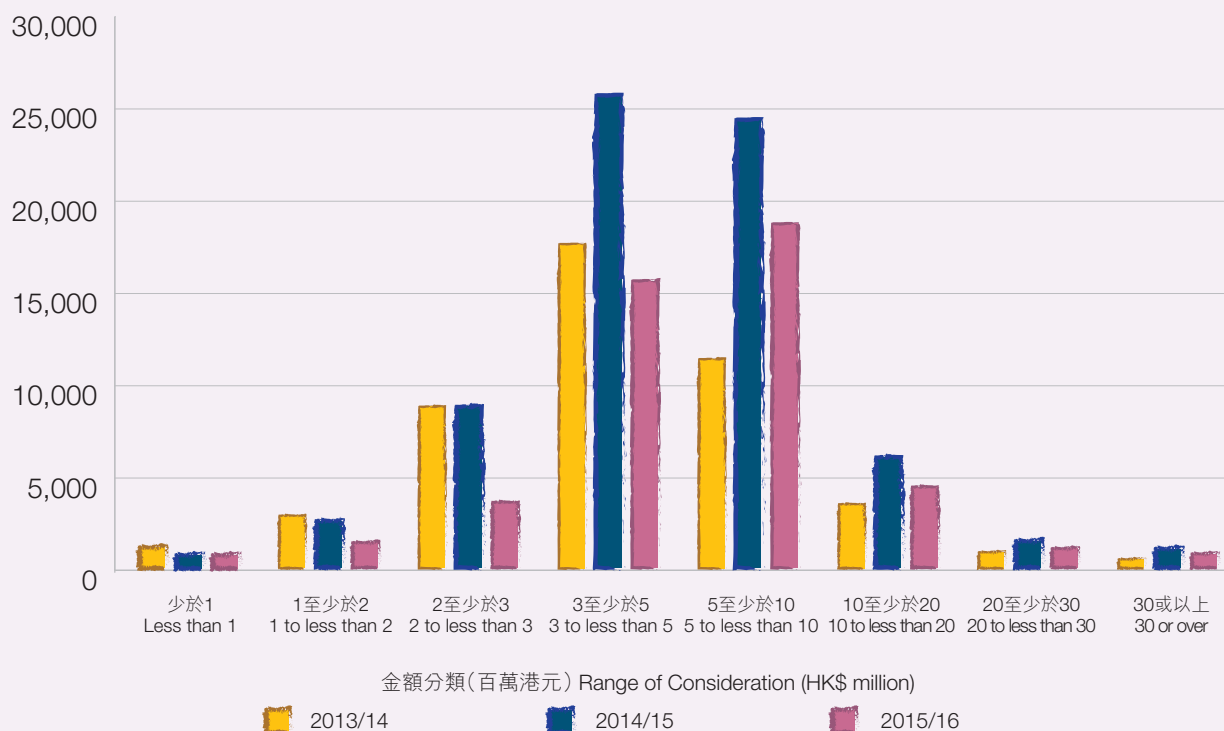
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按金額分類的住宅樓宇買賣合約宗數

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

宗數 No.



金額分類 Range of Consideration (百萬港元) (HK\$ million)	2013/14		2014/15		2015/16	
	宗數 No.	%	宗數 No.	%	宗數 No.	%
少於1 Less than 1	491	1.1	373	0.5	329	0.7
1至少於2 1 to less than 2	2,589	5.7	2,501	3.6	1,399	3.1
2至少於3 2 to less than 3	8,717	19.3	8,705	12.5	3,486	7.7
3至少於5 3 to less than 5	17,519	38.8	25,465	36.5	15,536	34.2
5至少於10 5 to less than 10	11,258	24.9	24,227	34.7	18,487	40.7
10至少於20 10 to less than 20	3,319	7.3	5,899	8.5	4,249	9.4
20至少於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
總數 Total	45,193	100.0	69,787	100.0	45,435	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%。

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2015/16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5,046,806宗(較去年減少2.4%)及797,303份(較去年增加2.4%)。

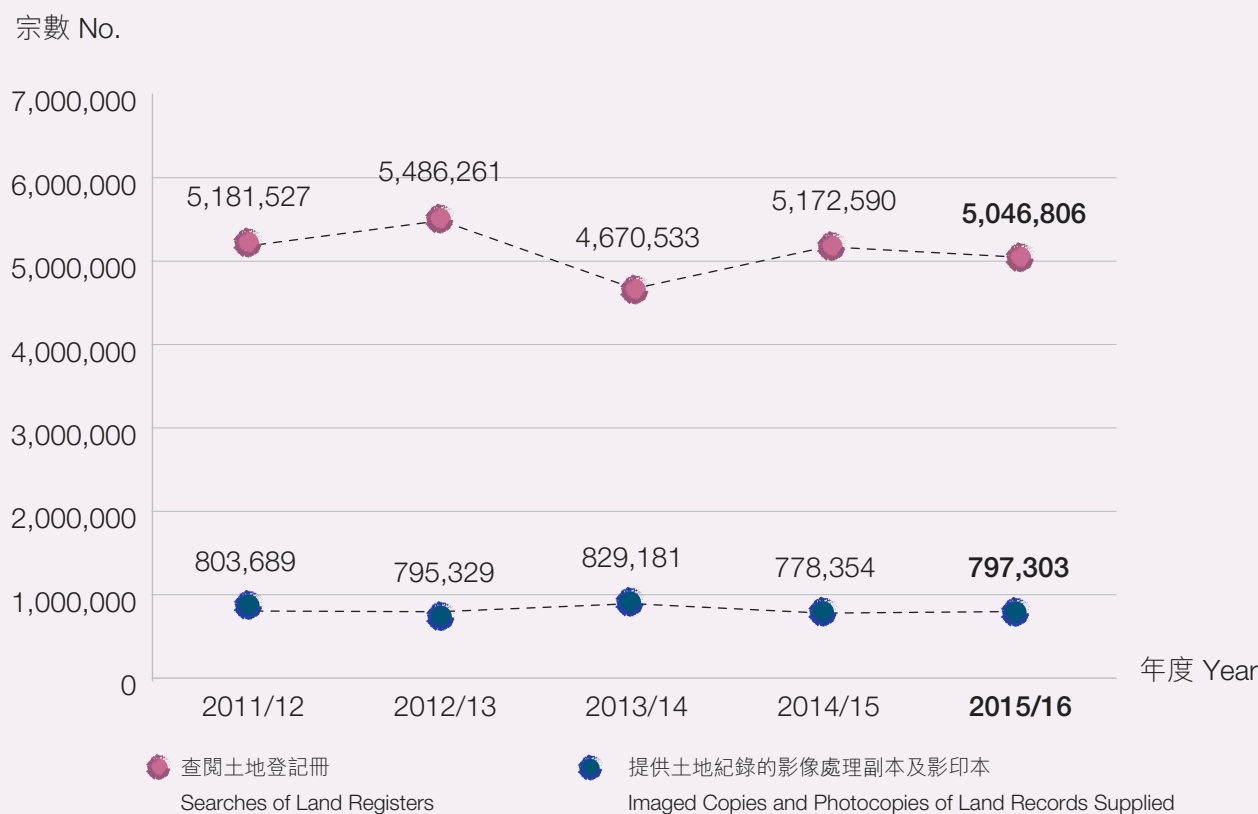
Search Services

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

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
查閱土地登記冊 Searches of Land Registers	5,181,527	5,486,261	4,670,533	5,172,590	5,046,806
提供土地紀錄的影像處理 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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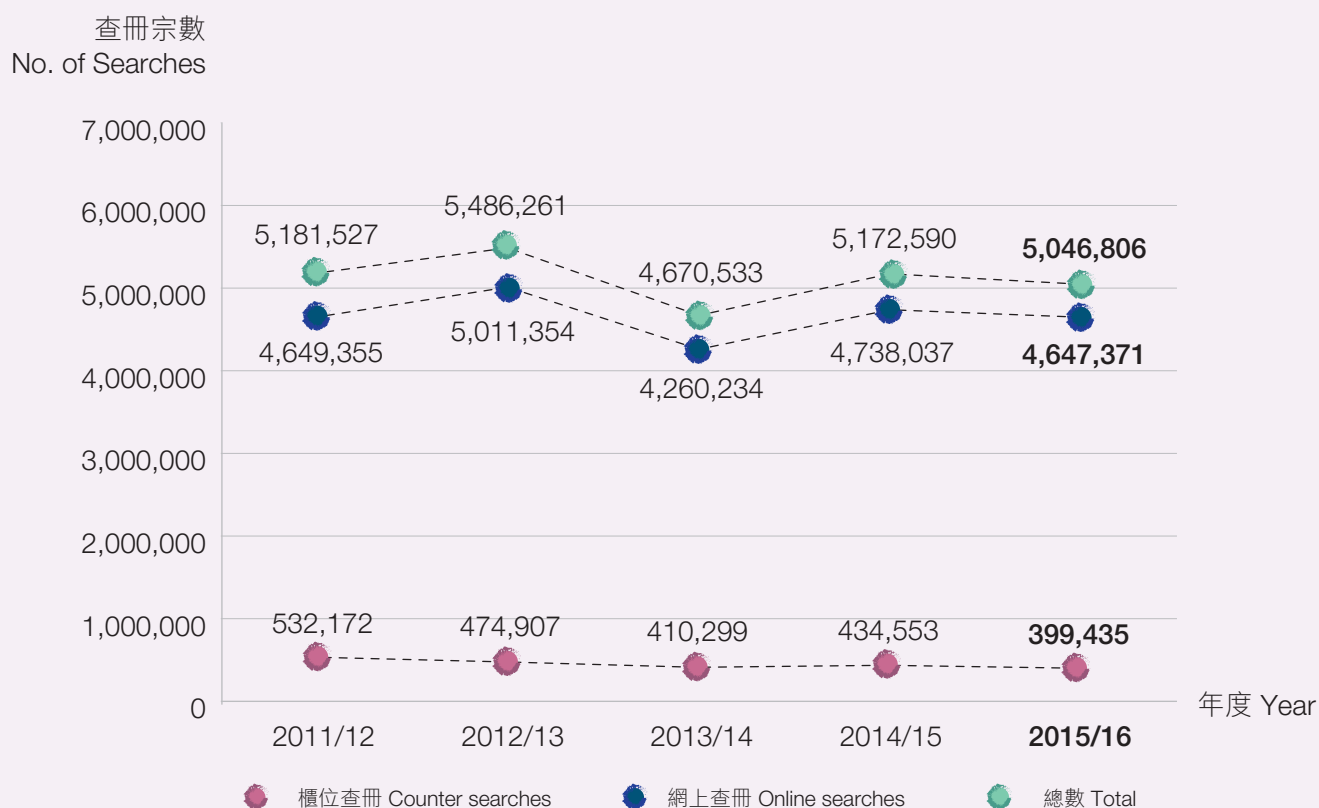
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土地註冊處透過互聯網上的「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期7天、每天20小時(由上午7時30分至翌日上午3時30分)的查冊服務。公眾人士可以非經常用戶或登記用戶身分進行查冊。在2015/16年度，登記用戶的數目增加了70個(上升6.0%)，總數達1,229個。現時網上查冊約佔總查冊量的92%，其餘約8%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

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.

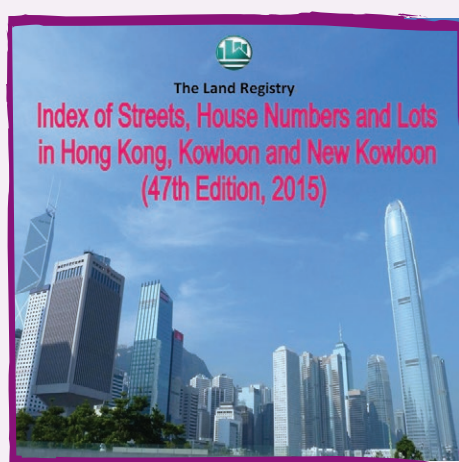
查閱土地登記冊宗數

No. of Searches of Land Registers



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》)，方便公眾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，公眾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2016年3月31日，在2015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190,000瀏覽人次。

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.



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，並就業主立案法團的紀錄提供查閱服務。在2015/16年度，新註冊的業主立案法團共有209個，全港的業主立案法團總數增至10,278個。

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。委員會成員名單見附錄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。兩個小組的成員名單分別見附錄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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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。土地註冊處於2015年5月26至29日派出兩名代表，出席在澳洲阿德萊德舉行的「土地註冊處處長發展事務人員會議」。我們亦於2015年5月接待來自四川省國土資源廳的代表團。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。

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.



溝通渠道

土地註冊處通函

在2015/16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2015年8月及2016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。

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.

資料單張

年內，我們更新了資料單張的內容，以提供本處服務的最新資訊。

Information Leaflets

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



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。

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。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。

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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土地註冊處網站

年內，共超逾500萬人次瀏覽本處網站，當中有60%的人次瀏覽中文網頁，40%的人次瀏覽英文網頁。

Land Registry's Website

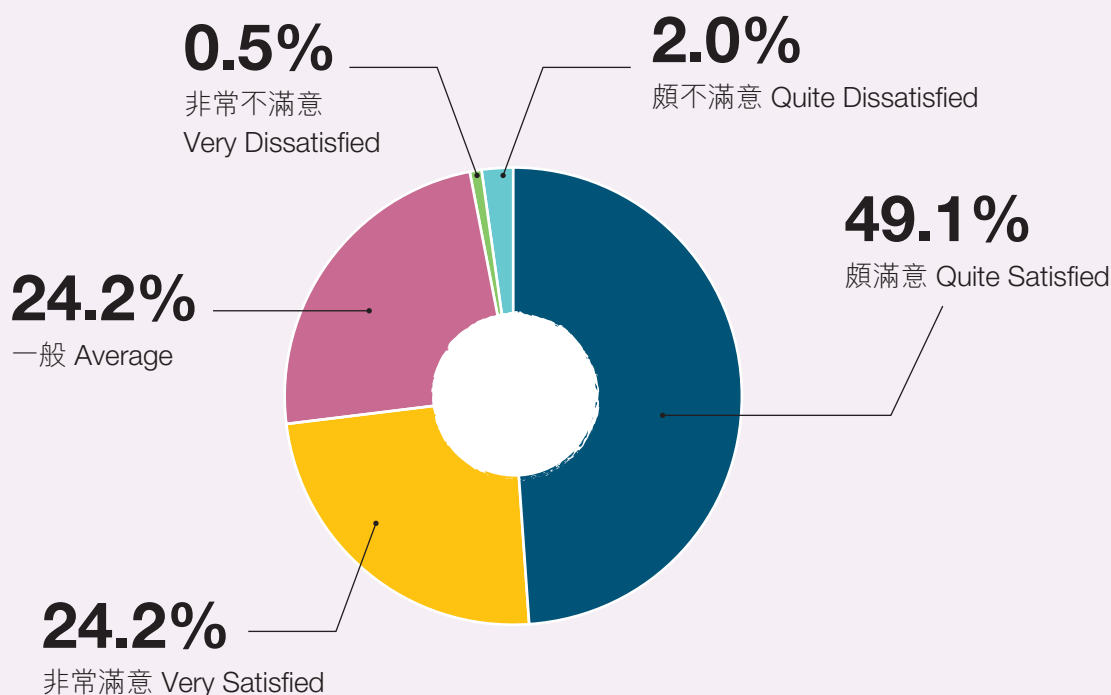
During the year, there were 5.0 million visits (60% in the Chinese language and 40% in the English language) to the Land Registry's website.

客戶服務意見調查

為了解客戶對本處服務的滿意程度，我們在2015年3月至5月進行了客戶服務意見調查，收到超過460份自行填寫的問卷。客戶對本處服務(包括遞交契約及查冊服務、「綜合註冊資訊系統」網上服務及客戶服務熱線)的整體滿意程度為73.3%。我們會繼續改善服務，並就調查所得的意見和建議作出跟進。

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.



獎項

2015年「申訴專員嘉許獎」

本處助理文書主任黎嘉慧女士榮獲2015年的「申訴專員嘉許獎」—公職人員獎。黎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。

「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「人才企業」稱號，為期兩年(由2015年4月1日至2017年3月31日)，以表揚我們在人力培訓及發展的卓越表現。



2015年香港管理專業協會「最佳年報獎」

《土地註冊處營運基金2013/14年報》榮獲2015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。

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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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。

在所有連同文書一併遞交註冊的註冊摘要表格中，電子註冊摘要表格的使用已超逾60%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。

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.

電子提示服務

本處於2015年7月20日推出供業主訂購的電子提示服務。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。這項服務提供方便及有效的途徑，讓業主身處任何地方也可輕易監察有否影響其物業的文書遞交註冊。

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.



未來計劃

電子提示服務

土地註冊處會繼續增強電子提示服務，透過拓展服務的功能，務求令服務也能切合其他客戶群的需要。

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.