

# SERVICES And OPERATIONS

服務及運作

## 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2017/18年度，送交註冊的土地文件共528,767份，較2016/17年度增加12.8%。

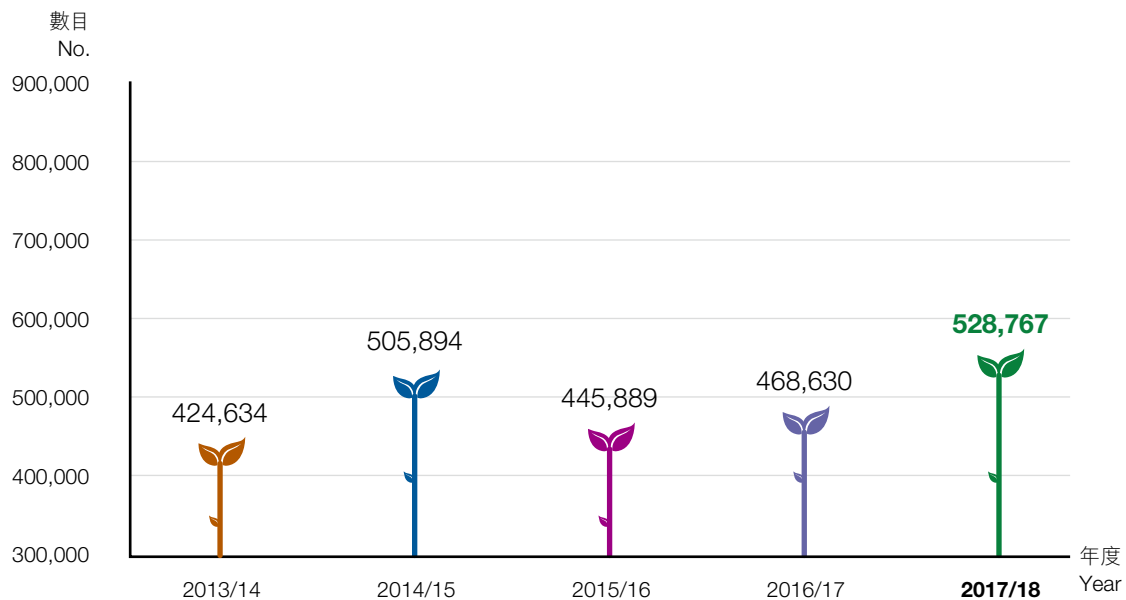
## Registration of Land Documents

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

In 2017/18, 528,767 land documents were delivered for registration, representing an increase of 12.8% when compared with 2016/17.

### 送交註冊的土地文件數目

#### No. of Land Documents Delivered for Registration



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79%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 79% of all documents received during the year.

## 2017/18年度送交註冊的土地文件類別

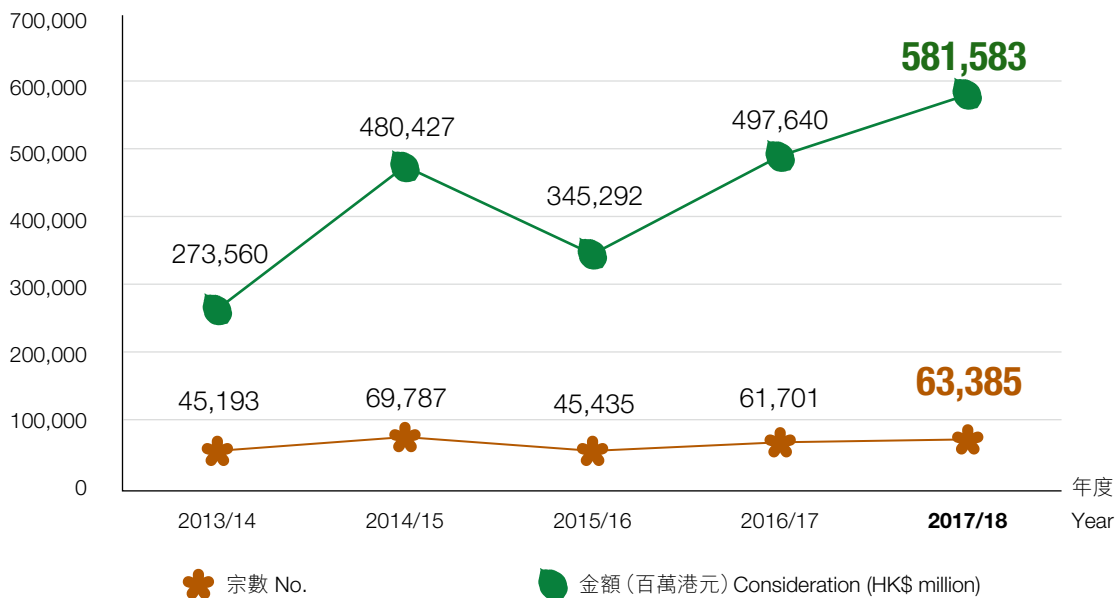
### Distribution of Land Documents Lodged for Registration in 2017/18



在2017/18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63,385份（較去年增加2.7%）及5,815.83億元（較去年增加16.9%）。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 2017/18, the number of SPAs of residential units and its total consideration were 63,385 (+2.7% from last year) and \$581,583 million (+16.9% 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。

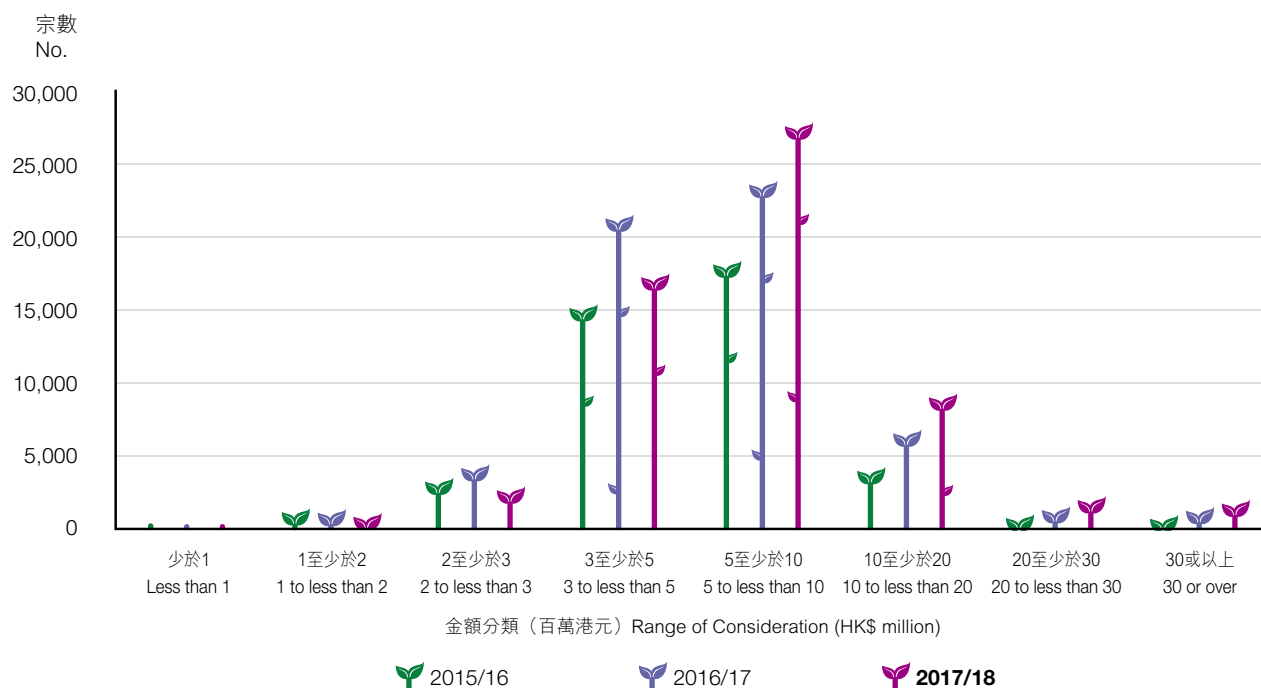
Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid after the sale restriction period.

在2017/18年度，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元之間。年內交易金額超過1,000萬港元的住宅樓宇交易則顯著增加。

The majority of the transactions in residential units in 2017/18 were within the consideration range of five to ten million Hong Kong dollars. There was a significant increase in transactions in 2017/18 with consideration of more than ten million Hong Kong dollars.

## 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



金額分類		2015/16		2016/17		2017/18	
Range of Consideration		宗數 No.		宗數 No.		宗數 No.	
(百萬港元)		%		%		%	
(HK\$ million)							
少於1	Less than 1	329	0.7	279	0.5	282	0.4
1至少於2	1 to less than 2	1,399	3.1	1,356	2.2	1,075	1.7
2至少於3	2 to less than 3	3,486	7.7	4,451	7.2	2,882	4.5
3至少於5	3 to less than 5	15,536	34.2	21,682	35.1	17,595	27.8
5至少於10	5 to less than 10	18,487	40.7	24,046	39.0	28,081	44.3
10至少於20	10 to less than 20	4,249	9.4	6,814	11.0	9,302	14.7
20至少於30	20 to less than 30	989	2.2	1,552	2.5	2,190	3.5
30或以上	30 or over	960	2.1	1,521	2.5	1,978	3.1
總數	Total	45,435	100.0	61,701	100.0	63,385	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。

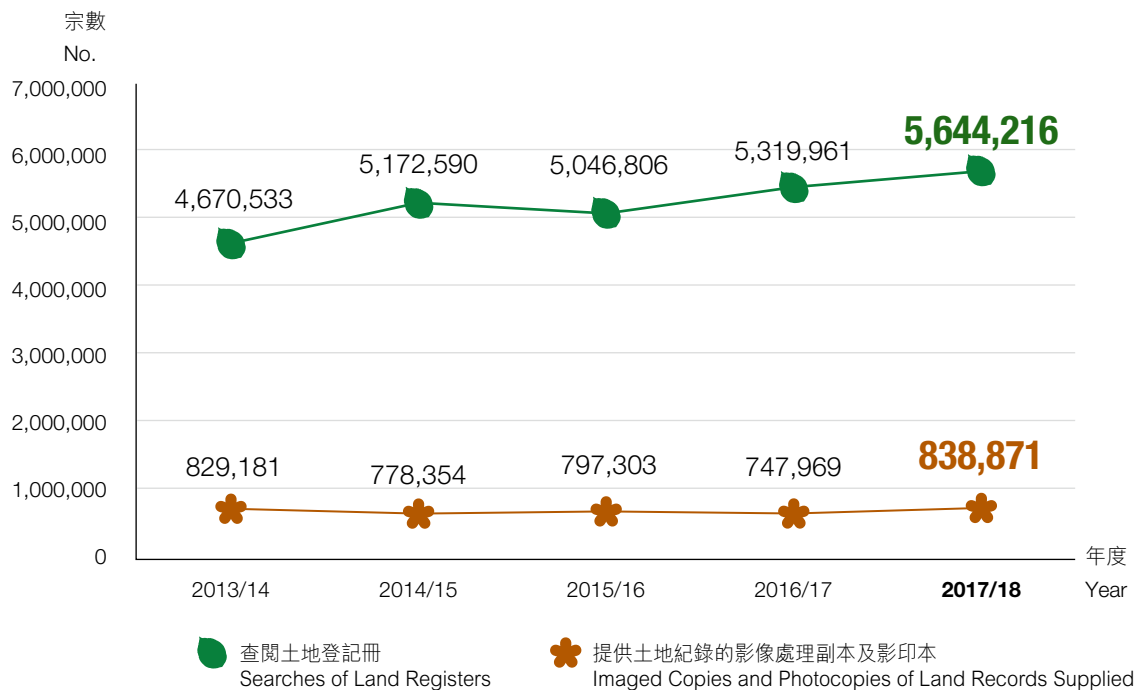
在2017/18年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像處理副本和影印本的總數分別為5,644,216宗(較去年增加6.1%)及838,871份(較去年增加12.2%)。

## 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 2017/18, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,644,216 (+6.1% from previous year) and 838,871 (+12.2% from previous year) respectively.

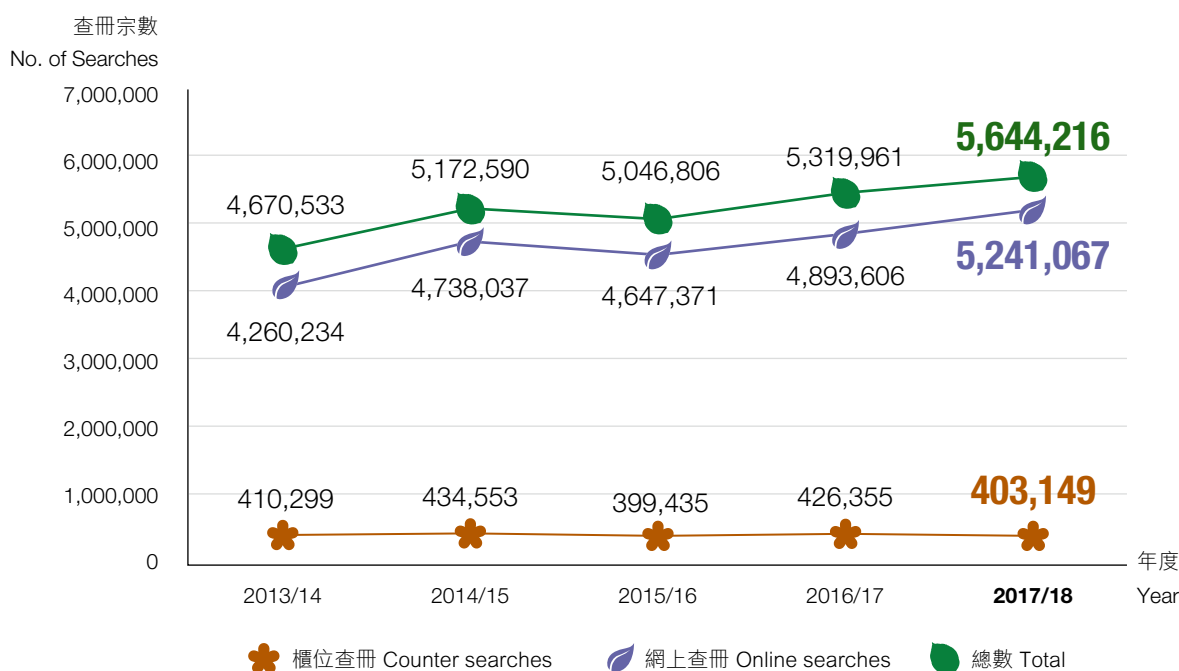
### 查閱土地登記冊宗數和提供土地紀錄的影像處理副本及影印本份數 No. of Searches of Land Registers & Imaged Copies and Photocopies of Land Records Supplied



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2017/18年度，登記用戶的數目增加了62個(上升4.8%)，總數達1,348個。現時網上查冊約佔總查冊量的93%，其餘約7%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 62 (+4.8%) and reached 1,348 during 2017/18. Currently, searches conducted online constituted about 93% of the total search volume. The remaining 7% 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2018年3月31日，在2017年4月28日推出的《街道索引》及《對照表》網上版本已錄得超過143,000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 website or through the hyperlink on the IRIS Online Services. Up to 31 March 2018, over 143,000 visits to the online versions of the SI and the CRT released on 28 April 2017 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存檔和查閱服務。在2017/18年度，新註冊的業主立案法團共有213個，全港的業主立案法團總數增至10,711個。

## Owners' Corporation Services

The Land Registry is responsible for registration of owners' corporations and provision of filing and search service for owners' corporation records under the BMO. In 2017/18, 213 new owners' corporations were registered. The total number of owners' corporations in the territory reached 10,711.



## 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。

## 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.



## 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件II(a)。

## 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。

### 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.



客戶聯絡小組(私營機構)  
Customer Liaison Group (Private Sector)

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件II(b)及(c)。

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



客戶聯絡小組(公營機構)  
Customer Liaison Group (Public Sector)

## 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。本處派出數名代表，分別於2017年7月18至21日出席在澳洲珀斯舉行的「土地註冊處處長發展事務人員會議」，以及於2017年10月24至27日出席在蘇格蘭愛丁堡舉行的「業權註冊處處長會議」。

## Visits

The Land Registry maintains close relationship with its local, Mainland and overseas associates. Representatives of the Land Registry attended the Land Registrars' Development Officers Conference held in Perth, Australia from 18 to 21 July 2017 and the Registrars of Title Conference held in Edinburgh, Scotland from 24 to 27 October 2017 respectively.



2017年業權註冊處處長會議  
Registrars of Title Conference 2017



2017年「土地註冊處處長發展事務人員會議」  
Land Registrars'  
Development Officers Conference 2017

此外，我們分別於2017年4月和8月接待來自中華人民共和國國土資源部和深圳市規劃和國土資源委員會的代表團。

We received two delegations from the Ministry of Land and Resources of the People's Republic of China and the Urban Planning, Land and Resources Commission of Shenzhen Municipality in April and August 2017 respectively.



在2018年3月，我們接待了馬來西亞砂拉越州的副首席部長暨城市發展及天然資源部第二部長所率領的部門代表，以及當地的地方政府及房屋部、律政司署和土地及測量局的代表。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。

We also received a delegation led by the Deputy Chief Minister and Second Minister of Ministry of Urban Development and Natural Resources and which comprised representatives from his Ministry, the Ministry of Local Government and Housing, the State Attorney General's Chambers, and the Land and Survey Department of Sarawak, Malaysia in March 2018. The conferences and visits had provided useful opportunities for exchanging views on the latest developments on land registration.



國家國土資源部代表團

A delegation from the Ministry of Land and Resources of the People's Republic of China



深圳市規劃和國土資源委員會代表團

A delegation from the Urban Planning, Land and Resources Commission of Shenzhen Municipality



馬來西亞砂拉越的城市發展及天然資源部、當地的地方政府及房屋部、律政司署和土地及測量局代表團  
A delegation from the Ministry of Urban Development and Natural Resources, the Ministry of Local Government and Housing, the State Attorney General's Chambers, and the Land and Survey Department of Sarawak, Malaysia

## 溝通渠道

### 土地註冊處通函

在2017/18年度，我們發出了一份通函，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2017年5月及11月發布了兩期的《土地註冊處通訊》電子版，向客戶介紹部門的新猷、服務和活動。

### 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。

### 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。

## Communication Channels

### Land Registry Circular Memoranda

In 2017/18, we issued a Land Registry Circular Memorandum 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 May and November 2017 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.

### Information Leaflets

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

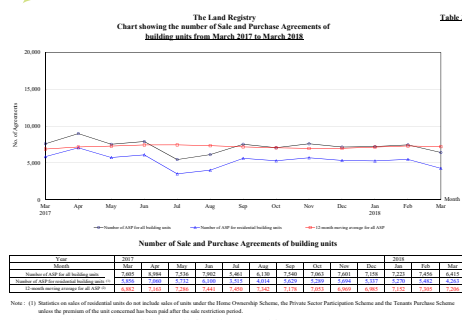
**THE LAND REGISTRY**  
Consolidated Monthly Statistics in respect of deeds received  
*(Information in the Land Registry)*

Table 1

Month: March 2018

Item	Number of Deeds received for registration			Completion (cases & cost)		
	Urgent	New	Total	Urgent	New	Total
1. Agreements for Sale and Purchase of Building Units	3,314	3,391	6,705	29,810	20,700	50,510
2. Agreements for Sale and Purchase of Land	2	211	213	189	2,114	2,303
Sub-total (1) + (2)	3,316	3,602	6,918	29,999	22,814	52,813
3. Assignments of Building Units	3,766	3,284	7,050	39,814	44,181	83,995
4. Assignments of Land	12	373	385	1,106	867	1,973
Sub-total (3) + (4)	3,778	3,657	7,435	40,920	45,048	85,968
5. Building Mortgage/Building Legal Charges	1	4	5			
6. Other Mortgage/Legal Charges	3,469	3,200	6,669			
Sub-total (5) + (6)	3,470	3,204	6,674			
7. Receipts/Discharges/Refunds	4,023	4,589	8,612			
8. Leases/Tenancy Agreements	232	114	346			
9. Enclosure Orders	0	0	0			
10. Others	4,088	3,770	7,858			
Total	19,530	22,943	42,473			

Note: Figures in brackets denote the number of units involved.



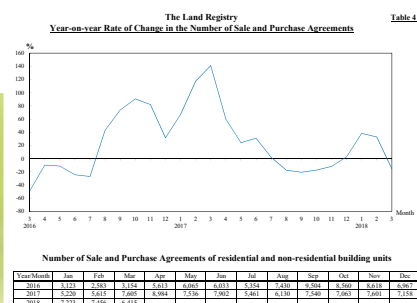
**THE LAND REGISTRY**  
Consolidated Monthly Statistics

Table 2

Month: March 2018

Item	2017	2018	2017	March 2018		
	March	February	March	System (Civil Orders) & uncompleted with Land Registry	Percentage	System (Civil Orders) & uncompleted with Land Registry
1. Agreements for Sale and Purchase of Building Units	6,415	7,456	7,605	1,841	14.0	1,890
(a) No. of Consideration	36,510	42,580	41,589	12,075	19.0	11,889
2. Agreements for Sale and Purchase of Land	23	221	211	22	5.0	4
(a) No. of Consideration	2,303	2,441	1,979	442	19.1	124
Sub-total (1) + (2)	6,438	7,677	7,816	1,863	12.7	1,894
(a) No. of Consideration	39,810	45,021	43,568	12,117	17.8	11,913
3. Assignments of Building Units	8,170	8,123	8,179	847	10.4	791
(a) No. of Consideration	83,989	81,316	83,983	22,043	27.0	20,044
4. Assignments of Land	385	378	400	7	1.8	75
(a) No. of Consideration	1,973	1,881	2,087	1,211	60.0	38
Sub-total (3) + (4)	8,555	8,501	8,579	854	10.0	766
(a) No. of Consideration	85,972	83,197	86,070	23,254	27.3	20,079
5. No. of Building Mortgage/Building Legal Charges	5	3	1	2	40.0	4
6. No. of Other Mortgage/Legal Charges	8,669	8,387	8,391	382	4.4	278
Sub-total (5) + (6)	8,674	8,390	8,392	384	4.4	282
7. No. of Mortgage/Charge Releases	4,023	4,589	4,589	59	1.5	50
8. No. of Public Search	12,217	10,524	10,219	10,219	83.6	12,181

Note: Consideration rounded to the nearest million Hong Kong dollars.

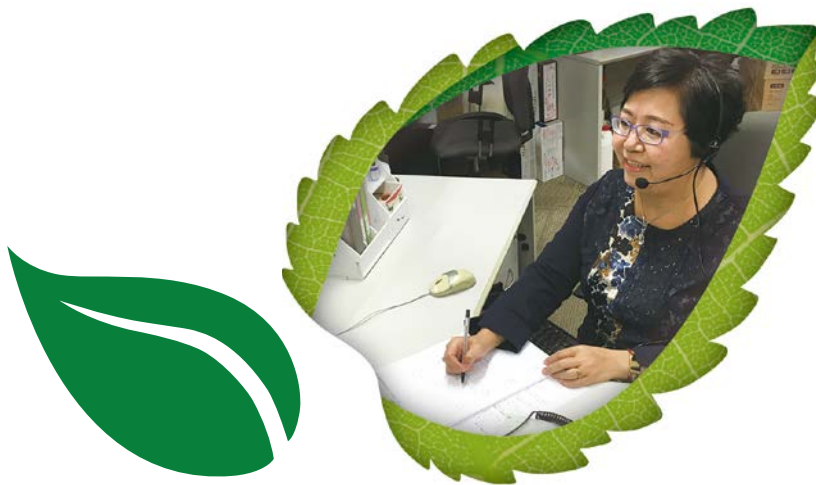


### 客戶服務熱線

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。透過與效率促進辦公室轄下的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 Office's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.



### 土地註冊處網站

年內，共超逾780萬人次瀏覽本處網站，當中有59%的人次瀏覽中文網頁，41%的人次瀏覽英文網頁。

### Land Registry Website

During the year, there were 7.8 million visits (59% in the Chinese language and 41% in the English language) to the Land Registry website.

## 獎項

### 2017年「公務員事務局局長嘉許狀」計劃

本處的文書主任趙陳燕儀女士榮獲2017年的「公務員事務局局長嘉許狀」，以表彰她的卓越表現。

## Awards

### The Secretary for the Civil Service's Commendation Award 2017

Our Clerical Officer, Mrs CHIU CHAN Yin-yi, Jessica, was awarded "The Secretary for the Civil Service's Commendation Award 2017" for her exemplary performance.



### 2017年「申訴專員嘉許獎」

本處的二級土地註冊主任陳文仲先生榮獲2017年「申訴專員嘉許獎」— 公職人員獎，以表揚他處理客戶查詢及投訴的傑出表現。



### The Ombudsman's Awards 2017

Our Land Registration Officer II, Mr CHAN Man-chung Benson, was awarded "The Ombudsman's Awards 2017 for Officers of Public Organisations" for his excellent performance in handling customers' enquiries and complaints.



### 「ERB人才企業嘉許計劃」

土地註冊處十分重視人力培訓及發展。僱員再培訓局向本處授予「ERB人才企業嘉許計劃」—「人才企業」的稱號，為期兩年(由2017年4月1日至2019年3月31日)，以表揚我們在人力培訓及發展的卓越表現。

### ERB Manpower Developer Award

The Land Registry places great emphasis on staff training and development. In recognition of our achievements in manpower training and development, we were accredited "Manpower Developers" by the Employees Retraining Board (ERB) for two consecutive years from 1 April 2017 to 31 March 2019 under the "ERB Manpower Developer Award Scheme".





### 《土地註冊處營運基金2015/16年報》獎項

《土地註冊處營運基金2015/16年報》榮獲三個國際獎項，包括美國傳媒專業聯盟(LACP)頒發的「2016 Vision Awards」之「印刷本年報 — 市／州／國家政府組別」的銀獎、「2017國際Astrid Awards」之「年報 — 非牟利機構組別」的銅獎，以及「2017國際年報比賽大獎」之「插圖 — 政府機構及辦事處組別」的銅獎。

### Awards for Land Registry Trading Fund (LRTF) Annual Report 2015/16



The LRTF Annual Report 2015/16 won three international awards i.e. the Silver Award of the League of American Communications Professionals



(LACP) 2016 Vision Awards under the category of “Print-Based Annual Reports — Government — City/State/National”, the Bronze Award in the International Astrid Awards 2017 under the category of “Annual Reports — Not-For-Profit Organisations” and the Bronze Award in the International Annual Report Competition (ARC) Awards 2017 under the category of “Illustrations — Government Agencies and Offices”.



此外，該年報在香港管理專業協會的「最佳年報比賽」中獲頒「優秀環境、社會及管治資料披露」獎項。上述各個獎項肯定了我們在製作優質年報方面的努力。



The annual report was also honoured with “Citation for Environmental, Social and Governance Disclosure” Award under the Hong Kong Management Association (HKMA) Best Annual Reports Competition. These awards reinforce our pursuit for quality production of our annual reports.

## 項目發展與新服務

### 電子註冊摘要表格

## Development Projects and New Services

### e-Memorial Form

MEMORIAL of an instrument to be registered in the Land Registry under the Land Registration Ordinance  
依據土地註冊條例在土地註冊處註冊的文書之註冊摘要

Solicitors Code of Lodging Firm  
交付文書律師行的牌照代號

Registration Fee  
註冊費用

Other (please specify)  
其他 (請註明)

Nature and object of the instrument  
文書的性質及目的

12345678 Assignment with plan

Property Reference Number (if any) 物業參考編號 (如有列誌)	Property Reference Number (if any) 物業參考編號 (如有列誌)	Property Reference Number (if any) 物業參考編號 (如有列誌)	Property Reference Number (if any) 物業參考編號 (如有列誌)	Property Reference Number (if any) 物業參考編號 (如有列誌)
D3940657	D3940664	D3940670	D3940686	D3940693
D3940703				
D3940759				
D3940807				
D3940850				
D3940901				
D3940957				
D3941023				
A8093024	B7070713	A8092837	B4387756	B7000647
A7537189	A7536889	A7537006	A7536936	A7537175
B4319582	A7537281	A7537292	B3133960	B7704535
B3135021	C0384026	B3135713	B3103312	B5014185
C0380358	B3103192	C0380228	B6048629	B3106173
B3104122	B3106203	C0380668	B7379061	C0680866
B7379750	B0564099	B5984429	B5984984	B0559105
B0553115	B7379041	B0554261	B0554489	C0060082
B0543728	B0551472	B7378597	B9969603	A9814929
C1328872	A9815020	A9815308	A9815379	A9812691
A9815342	A9815363	A9815014	B4601714	B4601905
B5965901	A9815280	B7286261	B5037907	B7723606
B3205288	B3291078			

The maximum number of PRNs (including '-' ) to be retrieved is 100.  
你最多只可檢索100個物業參考編號(包括「-」)。

Print 10pt 11pt  
新編列 加設 標碼  
列印 Print  
重設 Clear  
預覽 Preview

電子註冊摘要表格由土地註冊處為方便用戶更有效率擬備註冊摘要而提供的註冊摘要表格電子範本，可在本處網站免費下載。電子註冊摘要表格備有基本版和具資料匯入功能兩個版本。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。

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry for free downloading from our homepage to facilitate users to complete the memorials in a more efficient way. Two versions of the e-Memorial Form are available i.e. 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.

電子註冊摘要表格的使用率正穩步上升，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率已超逾65%。為了進一步提高使用率，本處在2018年3月26日推出兩款加強版電子註冊摘要表格，讓用戶以更簡便的方法填寫有關表格，進一步加快註冊摘要的擬備工作。當中主要的功能提升包括把透過自動填入資料功能，從「綜合註冊資訊系統」網上服務檢索相關物業資料(即地址、地段資料及所佔的不分割份數，如適用)的物業參考編號，由最多20個增至100個；及為具備資料匯入功能的電子註冊摘要表格加入了自動填入資料功能，讓客戶在填寫註冊摘要表格時，可從「綜合註冊資訊系統」網上服務檢索相關物業資料，並自動填入註冊摘要表格內，以供參考。本處會繼續留意用戶的回應，以期進一步改善服務。

### 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。

The usage of e-Memorial Form is increasing steadily and has accounted for over 65% of the total number of memorials delivered with the instruments for registration. To further boost the usage, two enhanced versions of the e-Memorial Form were released on 26 March 2018. The enhanced versions can further speed up the preparation of memorials by allowing users to complete the memorial forms in a simpler and more convenient way. Major enhancements include increasing the maximum number of Property Reference Numbers (PRN) of which the corresponding property particulars i.e. address, lot information and undivided shares, if applicable, can be retrieved from the IRIS through the auto-fill function from 20 to 100, and adding the auto-fill function to the e-Memorial Form with data import function for retrieving the corresponding property particulars from the IRIS for reference in filling out the memorial form. The Land Registry will continue to monitor users' feedback to identify room for further improvement.

### Inter-departmental Project

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，從而有助保障其貴重物業的權益。

## e-Alert Service

The Land Registry launched the e-Alert Service for property owners on 20 July 2015 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 so as to help protect their interest in the valuable properties owned by them.



由2017年2月1日起，本處另外修訂了電子提示服務，並將該服務擴展至《銀行業條例》(第155章)下的認可機構(即持牌銀行、有限制牌照銀行及接受存款公司)，以助認可機構更有效管理按揭貸款的信貸風險。該等認可機構在相關業主的同意下訂購這項服務後，每當已承按的物業有再按押記／按揭文件交付本處辦理註冊時，便會收到本處發出的電子提示訊息。

We modified the e-Alert Service and extended it to the Authorised Institutions (AIs) under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) with effect from 1 February 2017 to help them better manage credit risks in mortgage lending. The AIs, with consent from the property owners concerned for subscribing to our Service, will receive electronic notifications from the Land Registry when further charge/mortgage documents in respect of the properties mortgaged to the AIs are lodged for registration with the Land Registry.

## 未來計劃

### 電子提示服務

為了配合電子商貿的環球性趨勢，並令認可機構更安全和方便地向本處遞交電子提示服務的申請，以及提升雙方的運作效率，本處正預備為認可機構的電子提示服務開設電子渠道。項目將分兩階段進行，第一階段會提供在網上提交服務訂單申請的設施；第二階段會把網上提交申請的設施擴展至其他服務申請，並新增一系列用戶功能(例如賬戶管理、查閱服務訂單狀況和賬戶結餘)。本處計劃於2019年上旬及2020年中旬分別完成第一階段和第二階段的項目。認可機構對此新猷表示歡迎。

本處會繼續監察用戶的意見，從而進一步提升電子提示服務。

## Future Plan

### e-Alert Service

In line with the global trend towards electronic business and to provide greater security and convenience to the AIs for submission of service applications for the e-Alert Service as well as to increase the operational efficiency of both the AIs and the Land Registry, we are working to implement an e-channel for the e-Alert Service for the AIs. A two-phase implementation approach will be adopted with phase one for providing a facility for online submission of service order applications and phase two for adding a facility for online submission of other service applications and a set of user functions (e.g. maintenance of account information and enquiry of service order status and account balance). It is targeted to implement phase one of the project in early 2019 and phase two in mid 2020. The initiative is welcomed by the AIs.

The Land Registry will continue to monitor users' feedback to identify room for further enhancement of the e-Alert Service.