## 附件I ANNEX I

## (a) 2017/18年度服务承诺 Performance Pledges 2017/18

□ <i>&amp;</i>	ᆠ미			服务材 Service St	tandard	百分比) Performance Target	实际表现 (达到服务标准的 百分比) Actual Performance
服务 Serv	尖列 ice Ty	pe		工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)	(% meeting service standard)
1.	办理:	土地文	件注册	15 (a+b)			
	Regi	stratio	on of land documents				
	(a)		到文书至根据已注册的文书更新土地 册 <sup>(注1)</sup> :以及	(a) 11			
			receipt of an instrument to updating the lan er with the registered instrument $^{\text{(See Note 1)}}$ ; an			92	99.6 <sup>(注2 See Note 2)</sup>
	(b)	完成 契人	影像处理程序并把已注册的文书送回交 十 <sup>(注1)</sup>	(b) 4			
		Comp	Detion of imaging and return of the registere ment to the lodging party (See Note 1)	d			
2.	在柜	位查阅	土地登记册		15	97	100
3.			earch of land registers 录影像处理副本				
٠.			imaged copies of land records				
	(a)	·	·····································				
	1-7		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	r 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	_		07	100
			<ul> <li>附连过大图则</li> </ul>	5		97	100
			With oversized plans				







服务 Serv	类别 ice Ty	pe		<b>服务标</b> <b>Service St</b> 工作天 Working Day(s)		百分比) Performance Target (% meeting	<b>实际表现</b> (达到服务标准的 百分比) <b>Actual</b> <b>Performance</b> (% meeting service standard)
		(ii)	邮寄或由传递公司送递				
		()	Delivery by post or courier				
			<ul><li>不连颜色图则</li></ul>				
			Without coloured plans				
			一 下午6时前订购	1		97	100
			Orders placed before 6 pa	m			
			- 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 pr				
			or on Saturdays, Sunday	'S			
			& public holidays	0		07	100
			● 附连颜色图则	3		97	100
			With coloured plans  ● 附连过大图则	5		97	100
			With oversized plans	5		91	100
4.	提供	土地纪	录认证本				
			certified copies of land records				
	(a)		· <i>位办理</i>				
		Over	the counter				
		(i)	土地登记册		35	97	100
			Land registers				
		(ii)	不连过大图则的影像处理副本		35	97	100
			Imaged copies without oversized plan				
		(iii)	附连过大图则的影像处理副本	5		97	100
	<i>(</i> ( )	ェル	Imaged copies with oversized plans				
	(b)		网上服务订购 * via a <b>ri</b> ina a a wia a a				
		(i)	<i>r via online services</i> 亲身领取				
		(1)	Collection in person				
			<ul><li>土地登记册</li></ul>	1		97	100
			Land registers	,		O1	100
			<ul><li>影像处理副本</li></ul>				
			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				

	N/ Eu		服务标 Service St	andard	服务指标 (达到服务标准的 百分比) Performance Target	<b>实际表现</b> (达到服务标准的 百分比) Actual Performance
	类别 /ice T	/pe	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				
		◆  土地登记册				
		Land registers				
		一 下午6时前订购	1		97	100
		Orders placed before 6 pm				
		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	3			
		& public holidays ● 不连过大图则的影像处理副本	0		07	100
		● 不连及人图则的影像处理副平 Imaged copies without oversized	3		97	100
		plans	ı			
		● 附连过大图则的影像处理副本	5		97	100
		Imaged copies with oversized	0		51	100
		plans				
5.	销售	注册摘要日志				
٠.		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	1		98	100
	,	Delivery of MDB data files				
6.	销售	按揭注册摘要月志				
	Sale	of Monthly Memorial Information on				
	Mor	tgage Transactions (MMIM)				
	(a)	批阅按揭注册摘要月志的申请	2		98	100
		Approval of MMIM applications				
	(p)	送递按揭注册摘要月志资料档案	4		98	100
		Delivery of MMIM data files				
7.		查询服务				
		phone enquiry services	W F1 67 -			
	(a)	办公时间收到留言	收到留言后40%		94	98.3
		Voice mail left during office hours	Return calls within			
	/1. \		after receiving th		0.4	100
	(b)	非办公时间收到留言	下一个工作天早。			100
		Voice mail left after office hours	Return calls before			
			the next wor	rking day		







服务	类别		服务板 <b>Service S</b> f 工作天		服务指标 (达到服务标准的 百分比) Performance Target (% meeting	<b>实际表现</b> (达到服务标准的 百分比) <b>Actual</b> <b>Performance</b> (% meeting
	rice Ty	уре	Working Day(s)	Minutes	service standard)	,
8.	修订	土地登记册资料				
	Ame (a)	endment of registered data 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)			93	99.8
	(b)	复杂个案	10		92	98.2
9.		Complicated cases 交付注册的中止注册文书办理注册	16 (a+b)		92	99.6
	_	istration of withheld instruments				
	(a)	elivered for registration 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	(a) 12 d			
	(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 instrument to the lodging party	(b) 4			
10.		建议/投诉 dling of suggestions/complaints	本处会在收到建 十天内答复。如 这限期内详尽作 初步回 Replies to sug complaints will b 10 calendar d receipt. If this is an interim reply within this	1果不可能在复,也会给予复。 gestions or be sent within ays of their not possible, will be sent		_

注1: 不包括复杂个案及被中止注册的文书

Note 1: Excluding complicated cases and instruments withheld from registration 注2: 实际表现是根据每个月最后一个工作天将已注册的文书送回交契人士作计算

Note 2: The actual performance is measured by the registered documents dispatched to the lodging parties on the last working day of each month



## (b) 2018/19年度服务承诺(生效日期为2018年4月1日起) Performance Pledges 2018/19 (with effect from 1 April 2018)

服务指标

(达到服务标准的

百分比)

			服务标 Service S	Performance Target	
服约	<b></b>		工作天	分钟	(% meeting
Ser	vice	Туре	Working Day(s)	Minutes	service standard)
1.	办玛	型土地文件注册	15 (a+b)		
	Reg	jistration of land documents	, ,		
	(a)	由收到文书至根据已注册的文书更新土地登记册 <sup>(注1)</sup> ;以及	(a) 11		
		From receipt of an instrument to updating the land register with the registered instrument (See Note 1); and	t		92
	(b)	完成影像处理程序并把已注册的文书送回交契人士(注1)	(b) 4		
		Completion of imaging and return of the registered instrument to the lodging party (See Note 1)	d		
2.	在框	ē 位 查 阅 土 地 登 记 册		15	97
		inter search of land registers			
3.		t土地纪录影像处理副本 			
	-	pply of imaged copies of land records			
	(a)	在柜位索取			
		Over the counter (i) 不连过大图则		15	97
		(i) 小连过大图则 Without oversized plans		13	91
		(ii) 附连过大图则	5		97
		With oversized plans	9		51
	(b)	透过网上服务订购			
	( - /	Order via online services			
		(i) 亲身领取			
		Collection in person			
		● 不连颜色图则	1		97
		Without coloured plans			
		● 附连颜色图则	3		97
		With coloured plans	_		
		● 附连过大图则	5		97
		With oversized plans			
		(ii) 邮寄或由传递公司送递 Delivery by post or courier			
		pelivery by post of courier			







服务指标

(达到服务标准的 百分比)

			服务材 Service St	tandard	Performance Target
服务类别			工作天 Working Day(a)	分钟 Minutes	(% meeting
Service	Type		Working Day(s)	IVIIIIutes	service standard)
		<ul><li>不连颜色图则</li></ul>			
		Without coloured plans			
		一 下午6时前订购	1		97
		Orders placed before 6 pm	•		01
		一 下午6时后或在星期六、	2		97
		星期日及公众假期订购	_		01
		Orders placed after 6 pm			
		or on Saturdays, Sundays &			
		public holidays			
		• 附连颜色图则	3		97
		With coloured plans			
		<ul><li>     附连过大图则   </li></ul>	5		97
		With oversized plans	-		
4. 提供	<b>土地</b>	纪录认证本			
Sup	ply o	of certified copies of land records			
(a)		豆 <i>位 办 理</i>			
. ,	Ove	r the counter			
	(i)	土地登记册		35	97
	.,	Land registers			
	(ii)	不连过大图则的影像处理副本		35	97
		Imaged copies without oversized plans			
	(iii)	为 · · · · · · · · · · · · · · · · · · ·	5		97
	, ,	Imaged copies with oversized plans			
(b)	透立	<i>过网上服务订购</i>			
. ,	Ord	ler 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			
			3		07
		一 不连过大图则	S		97
		一 个连过大图则 Without oversized plans	3		97
			5		97



## 服务指标

(达到服务标准的 百分比)

服务类别			服务标 Service St	Performance Target	
	· 尖		工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)
			- 3 - 7(-7		
		(ii) 邮寄或由传递公司送递			
		Delivery by post or courier			
		• 土地登记册			
		Land registers			
		一 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 holidays			
		• 不连过大图则的影像处理副本	3		97
		Imaged copies without oversized plans			
		• 附连过大图则的影像处理副本	5		97
		Imaged copies with oversized plans			
5.	销售	<b>[注册摘要日志</b>			
	Sale	e of Memorial Day Book (MDB)			
	(a)	批阅注册摘要日志的申请	2		98
		Approval of MDB applications			
	(b)	送递注册摘要日志资料档案	1		98
		Delivery of MDB data files			
6.	销售	接揭注册摘要月志			
	Sale	e of Monthly Memorial Information on			
		tgage Transactions (MMIM)			
	(a)	业。 批阅按揭注册摘要月志的申请	2		98
	( )	Approval of MMIM applications			
	(b)	·· 送递按揭注册摘要月志资料档案	4		98
	( )	Delivery of MMIM data files			
7.	电话	, 查询服务			
		phone enquiry services			
	(a)	办公时间收到留言	收到留言后40%	分钟内回复	94
	(-)	Voice mail left during office hours	Return calls within after receiving the	n 40 minutes	
	(b)	非办公时间收到留言	下一个工作天早_		94
	(D)	Voice mail left after office hours	Return calls before		J <del>4</del>
		voice mail left after office flours	the next wor		







服务指标

(达到服务标准的 百分比)

			服务标 Service St	Performance Target	
服务	类别		工作天	分钟	(% meeting
Serv	/ice	Гуре	Working Day(s)	Minutes	service standard)
8.	修订				
		endment 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		94
	(-)	Simple Cases (i.e. Rectification of land	-		
		registers based on Memorial information)			
	(b)	复杂个案	10		93
	(-)	Complicated Cases	-		
9.	为再	· 「交付注册的中止注册文书办理注册	16 (a+b)		92
	Reg	istration of withheld instruments	,		
	red	elivered for registration			
	(a)	由收到再交付注册的中止注册文书至根据已注	(a) 12		
		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	I		
		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.	<b>外</b> 珥	· regional manament to the leaging party	本处会在收到建	议或投诉后的	_
		dling of suggestions/complaints	十天内答复。如		
		3 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	这限期内详尽作		
			初步回		
			Replies to sug	gestions or	
			complaints will b	-	
			10 calendar days	of their receipt.	
			If this is not poss	ible, an interim	1
			reply will be	sent within	
			this pe	riod.	

注1: 不包括复杂个案及被中止注册的文书

Note 1: Excluding complicated cases and instruments withheld from registration

