

# SERVICES And OPERATIONS

服务及运作

## 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。

## Registration of Land Documents

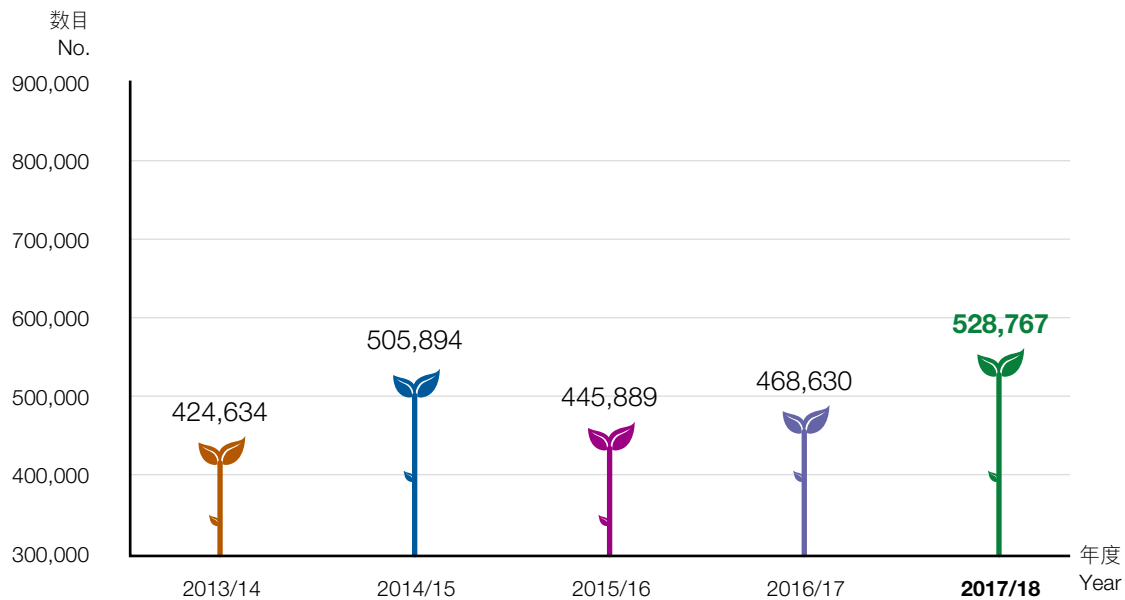
Documents affecting land are delivered to our Customer Centre at Queensway Government Offices for registration.

在2017/18年度，送交注册的土地文件共528,767份，较2016/17年度增加12.8%。

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

### 送交注册的土地文件数目

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



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.

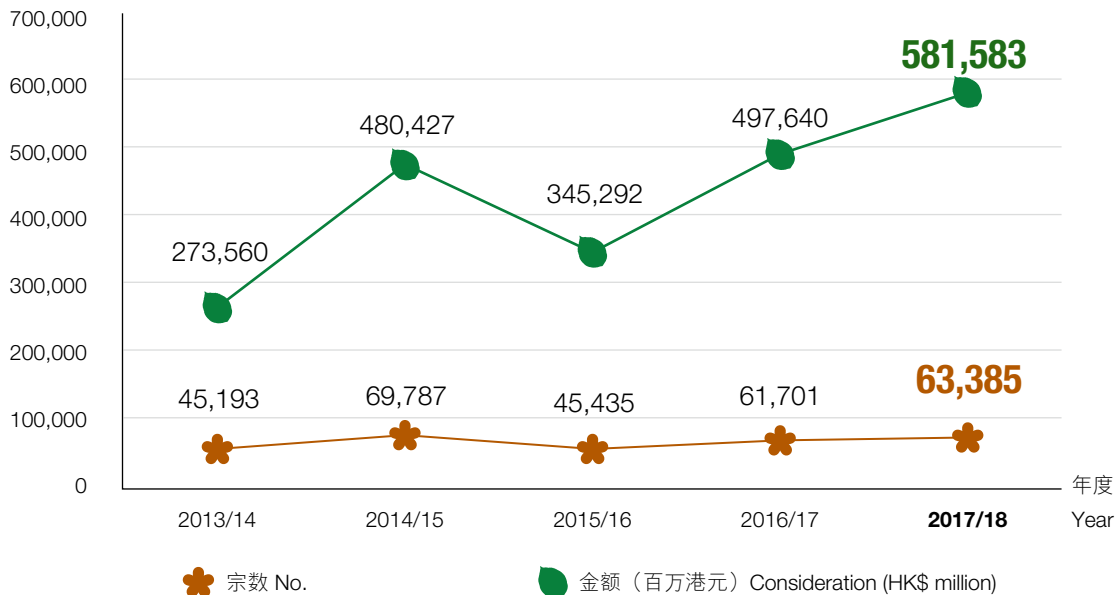
## 2017/18年度送交注册的土地文件类别 Distribution of Land Documents Lodged for Registration in 2017/18



在2017/18年度送交注册的所有楼宇买卖合同中，住宅楼宇买卖合约的宗数和总值分别是63,385份(较去年增加2.7%)及5,815.83亿元(较去年增加16.9%)。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 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。

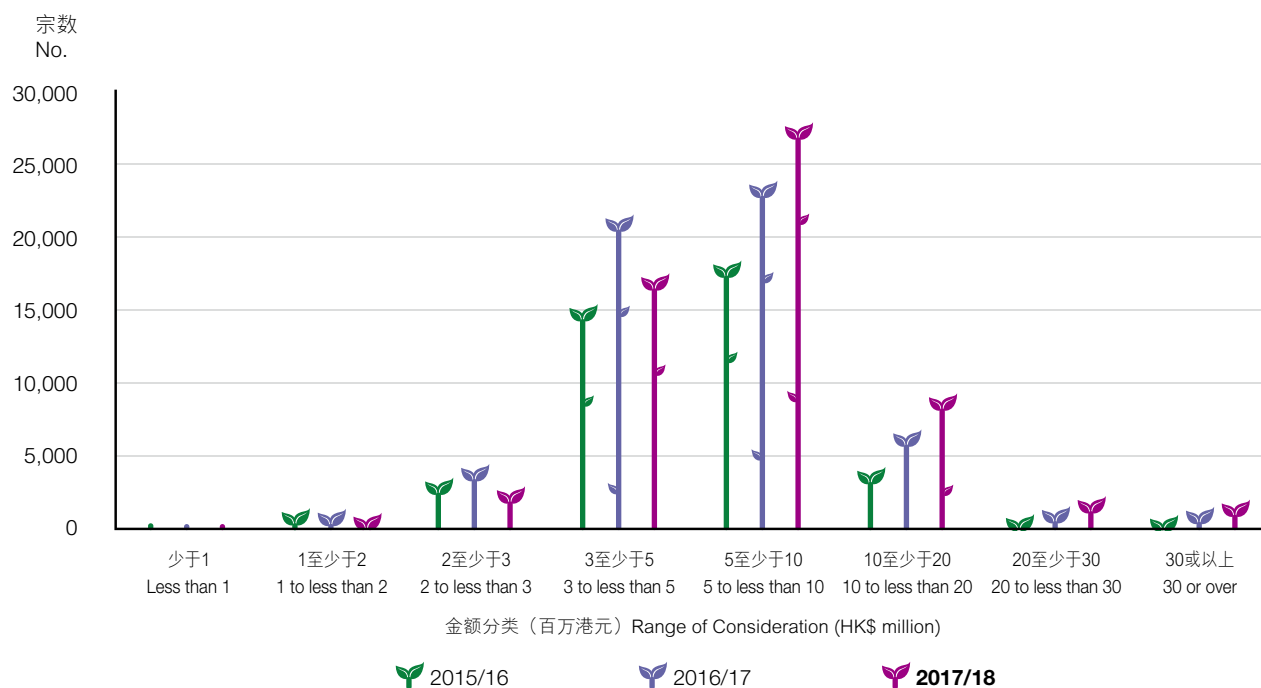
Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid after the sale restriction period.

在2017/18年度，大多数住宅楼宇的交易金额是介乎500万至1,000万港元之间。年内交易金额超过1,000万港元的住宅楼宇交易则显著增加。

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.

## 按金额分类的住宅楼宇买卖合同宗数

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



金额分类		2015/16		2016/17		2017/18	
Range of Consideration		宗数 No.		宗数 No.		宗数 No.	
(百万港元)		%		%		%	
(HK\$ million)							
少于1	Less than 1	329	0.7	279	0.5	282	0.4
1至少于2	1 to less than 2	1,399	3.1	1,356	2.2	1,075	1.7
2至少于3	2 to less than 3	3,486	7.7	4,451	7.2	2,882	4.5
3至少于5	3 to less than 5	15,536	34.2	21,682	35.1	17,595	27.8
5至少于10	5 to less than 10	18,487	40.7	24,046	39.0	28,081	44.3
10至少于20	10 to less than 20	4,249	9.4	6,814	11.0	9,302	14.7
20至少于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
总数	Total	45,435	100.0	61,701	100.0	63,385	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。

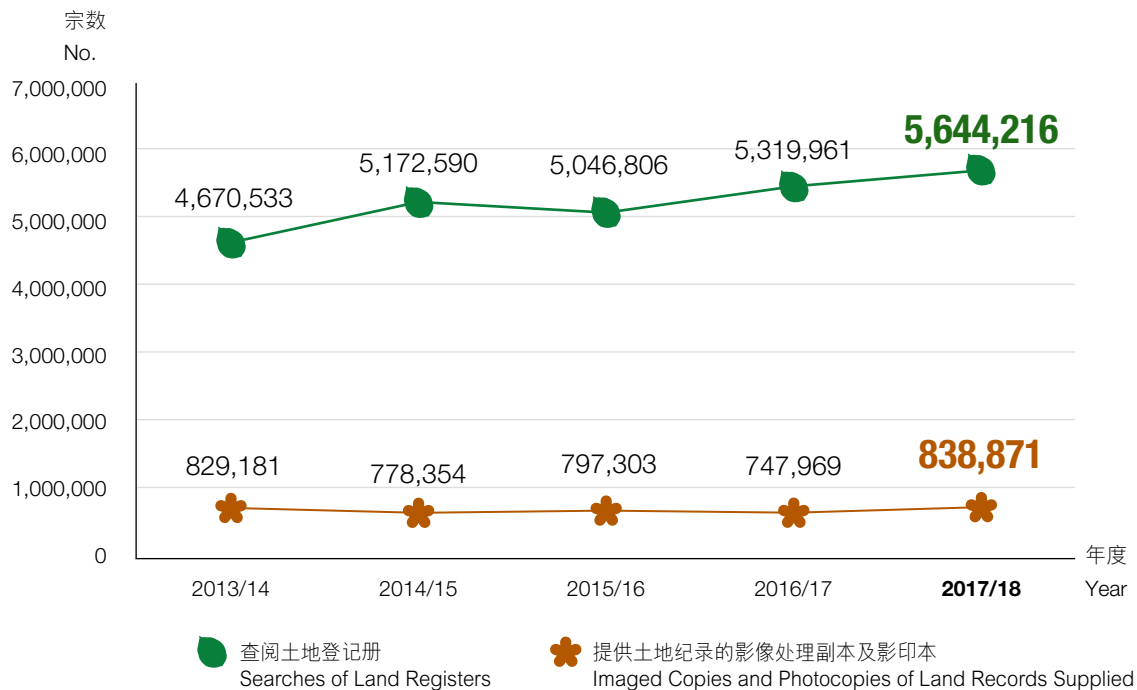
在2017/18年度，查阅土地登记册的宗数，以及提供土地纪录的影像处理副本和影印本的总数分别为5,644,216宗(较去年增加6.1%)及838,871份(较去年增加12.2%)。

## 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.

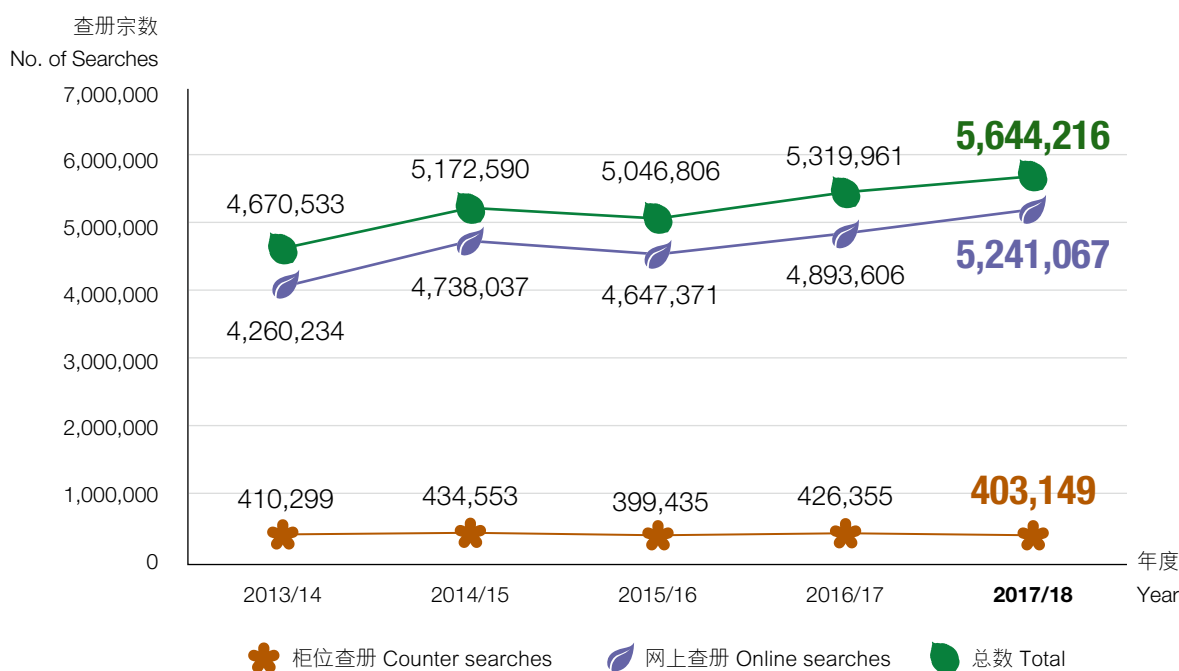
### 查阅土地登记册宗数和提供土地纪录的影像处理副本及影印本份数 No. of Searches of Land Registers & Imaged Copies and Photocopies of Land Records Supplied



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2017/18年度，登记用户的数目增加了62个(上升4.8%)，总数达1,348个。现时网上查册约占总查册量的93%，其余约7%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 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2018年3月31日，在2017年4月28日推出的《街道索引》及《对照表》网上版本已录得超过143,000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 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.



## 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存档和查阅服务。在2017/18年度，新注册的业主立案法团共有213个，全港的业主立案法团总数增至10,711个。

## 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。

## 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.



## 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。

## 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.



客户联络小组(私营机构)  
Customer Liaison Group (Private Sector)

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.



客户联络小组(公营机构)  
Customer Liaison Group (Public Sector)

## 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。本处派出数名代表，分别于2017年7月18至21日出席在澳洲珀斯举行的「土地注册处处长发展事务人员会议」，以及于2017年10月24至27日出席在苏格兰爱丁堡举行的「业权注册处长会议」。

## 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「土地注册处处长发展事务人员会议」  
Land Registrars'  
Development Officers Conference 2017



2017年业权注册处长会议  
Registrars of Title Conference 2017

此外，我们分别于2017年4月和8月接待来自中华人民共和国国土资源部和深圳市规划和国土资源委员会的代表团。

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，我们接待了马来西亚砂拉越州的副首席部长暨城市发展及天然资源部第二部长所率领的部门代表，以及当地的地方政府及房屋部、律政司署和土地及测量局的代表。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。

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.



国家国土资源部代表团  
A delegation from the Ministry of Land and Resources of the People's Republic of China



深圳市规划和国土资源委员会代表团  
A delegation from the Urban Planning,  
Land and Resources Commission of Shenzhen Municipality



马来西亚砂拉越的城市发展及天然资源部、当地的地方政府及房屋部、律政司署和土地及测量局代表团  
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

## 沟通渠道

### 土地注册处通函

在2017/18年度，我们发出了一份通函，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2017年5月及11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。

### 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。

### 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。

## 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.

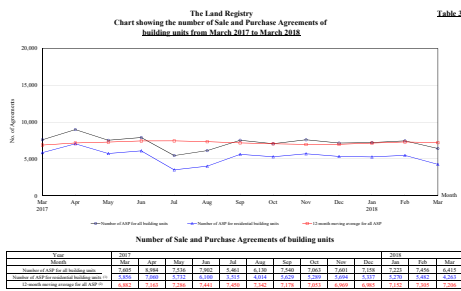
**THE LAND REGISTRY**  
Consolidated Monthly Statistics in respect of deeds received  
**Registration in the Land Registry**

Table 1

Month: March 2018

Item	Number of Deeds received for registration			Completion (cases completed)		
	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/Refusals	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 received.



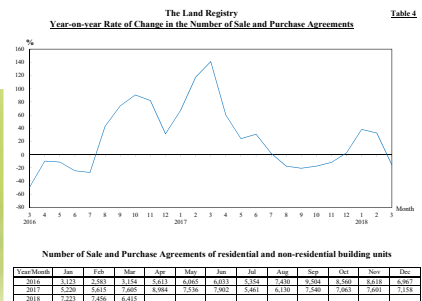
**THE LAND REGISTRY**  
Compendium of Monthly Statistics

Table 2

Month: March 2018

Item	2017	2018	2017	March 2018		
	March	February	March	Value (in thousands)	Percentage	Change
1. Agreements for Sale and Purchase of Building Units (a) No.	6,415	7,456	7,605	1,841	14.0	+ 1,190
(b) Consideration (in \$ million)	36,710	42,760	41,589	12,075	19.0	+ 11,899
2. Agreements for Sale and Purchase of Land (a) No.	233	1,641	1,939	12	1.3	+ 6
(b) Consideration (in \$ million)	233	1,641	1,939	34.1	2.4	+ 14.5
Sub-total of (1) + (2) (a) No.	6,648	9,097	9,544	1,853	11.7	+ 1,196
(b) Consideration (in \$ million)	37,276	44,401	43,528	11,407	17.6	+ 11,700
3. Assignments of Building Units (a) No.	8,970	8,123	8,179	847	10.4	+ 761
(b) Consideration (in \$ million)	85,989	81,136	83,983	22,683	27.6	+ 20,044
4. Assignments of Land (a) No.	185	178	480	7	1.9	+ 71
(b) Consideration (in \$ million)	1,972	3,883	2,687	1,211	8.0	+ 31
Sub-total of (3) + (4) (a) No.	9,155	8,301	8,659	854	10.2	+ 762
(b) Consideration (in \$ million)	87,961	85,019	86,670	23,894	21.3	+ 20,079
5. No. of Building Mortgage/Building Legal Charges	5	3	1	2	66.7	+ 4
6. No. of Other Mortgage/Legal Charges	8,699	8,397	8,398	182	2.6	+ 278
Sub-total of (5) + (6)	8,704	8,370	8,399	184	2.6	+ 282
7. No. of Mortgage/Charge/Refusals	4,023	4,524	4,589	59	1.4	+ 66
8. No. of Public Search	152,217	164,524	164,214	166,301	100.0	+ 1,084

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



### 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。透过与效率促进办公室辖下的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 Office's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.



### 土地注册处网站

年内，共超逾780万人次浏览本处网站，当中有59%的人次浏览中文网页，41%的人次浏览英文网页。

### 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.

## 奖项

### 2017年「公务员事务局局长嘉许状」计划

本处的文书主任赵陈燕仪女士荣获2017年的「公务员事务局局长嘉许状」，以表彰她的卓越表现。

## 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「申诉专员嘉许奖」

本处的二级土地注册主任陈文仲先生荣获2017年「申诉专员嘉许奖」— 公职人员奖，以表扬他处理客户查询及投诉的杰出表现。



### 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人才企业嘉许计划」

土地注册处十分重视人力培训及发展。雇员再培训局向本处授予「ERB人才企业嘉许计划」—「人才企业」的称号，为期两年(由2017年4月1日至2019年3月31日)，以表扬我们在人力培训及发展的卓越表现。

### 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".



### 《土地注册处营运基金2015/16年 报》奖项

《土地注册处营运基金2015/16年  
报》荣获三个国际奖项，包括美国  
传媒专业联盟(LACP)颁发的「2016  
Vision Awards」之「印刷本年报 —  
市/州/国家政府组别」的银奖、  
「2017国际Astrid Awards」之「年报  
— 非牟利机构组别」的铜奖，以及  
「2017国际年报比赛大奖」之「插图  
— 政府机构及办事处组别」的铜  
奖。

### 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，该年报在香港管理专业协会的「最佳年报比赛」中获颁「优秀环境、社会及管治资料披露」奖项。上述各个奖项肯定了我们在制作优质年报方面的努力。



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.



## 项目发展与新服务 电子注册摘要表格

## 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	B3201078			

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  
新網頁 加設 標題  
列印 Print  
重設 Clear  
預覽 Preview

电子注册摘要表格由土地注册处为方便用户更有效率拟备注册摘要而提供的注册摘要表格电子范本，可在本处网站免费下载。电子注册摘要表格备有基本版和具资料汇入功能两个版本。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。

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.

电子注册摘要表格的使用率正稳步上升，在所有连同文书一并递交注册的注册摘要中，电子注册摘要表格的使用率已超逾65%。为了进一步提高使用率，本处在2018年3月26日推出两款加强版电子注册摘要表格，让用户以更简便的方法填写有关表格，进一步加快注册摘要的拟备工作。当中主要的功能提升包括把透过自动填入资料功能，从「综合注册资讯系统」网上服务检索相关物业资料（即地址、地段资料及所占的不分割份数，如适用）的物业参考编号，由最多20个增至100个；及为具备资料汇入功能的电子注册摘要表格加入了自动填入资料功能，让客户在填写注册摘要表格时，可从「综合注册资讯系统」网上服务检索相关物业资料，并自动填入注册摘要表格内，以供参考。本处会继续留意用户的回应，以期进一步改善服务。

### 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。

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.

## 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，从而有助保障其贵重物业的权益。

## 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，本处另外修订了电子提示服务，并将该服务扩展至《银行业条例》(第155章)下的认可机构(即持牌银行、有限牌照银行及接受存款公司)，以助认可机构更有效管理按揭贷款的信贷风险。该等认可机构在相关业主的同意下订购这项服务后，每当已承按的物业有再按揭/按揭文件交付本处办理注册时，便会收到本处发出的电子提示讯息。

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.

## 未来计划

### 电子提示服务

为了配合电子商贸的环球性趋势，并令认可机构更安全和方便地向本处递交电子提示服务的申请，以及提升双方的运作效率，本处正预备为认可机构的电子提示服务开设电子渠道。项目将分两阶段进行，第一阶段会提供在网上提交服务订单申请的设施；第二阶段会把网上提交申请的设施扩展至其他服务申请，并新增一系列用户功能(例如账户管理、查阅服务订单状况和账户结余)。本处计划于2019年上旬及2020年中旬分别完成第一阶段和第二阶段的项目。认可机构对此新猷表示欢迎。

本处会继续监察用户的意见，从而进一步提升电子提示服务。

## 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.