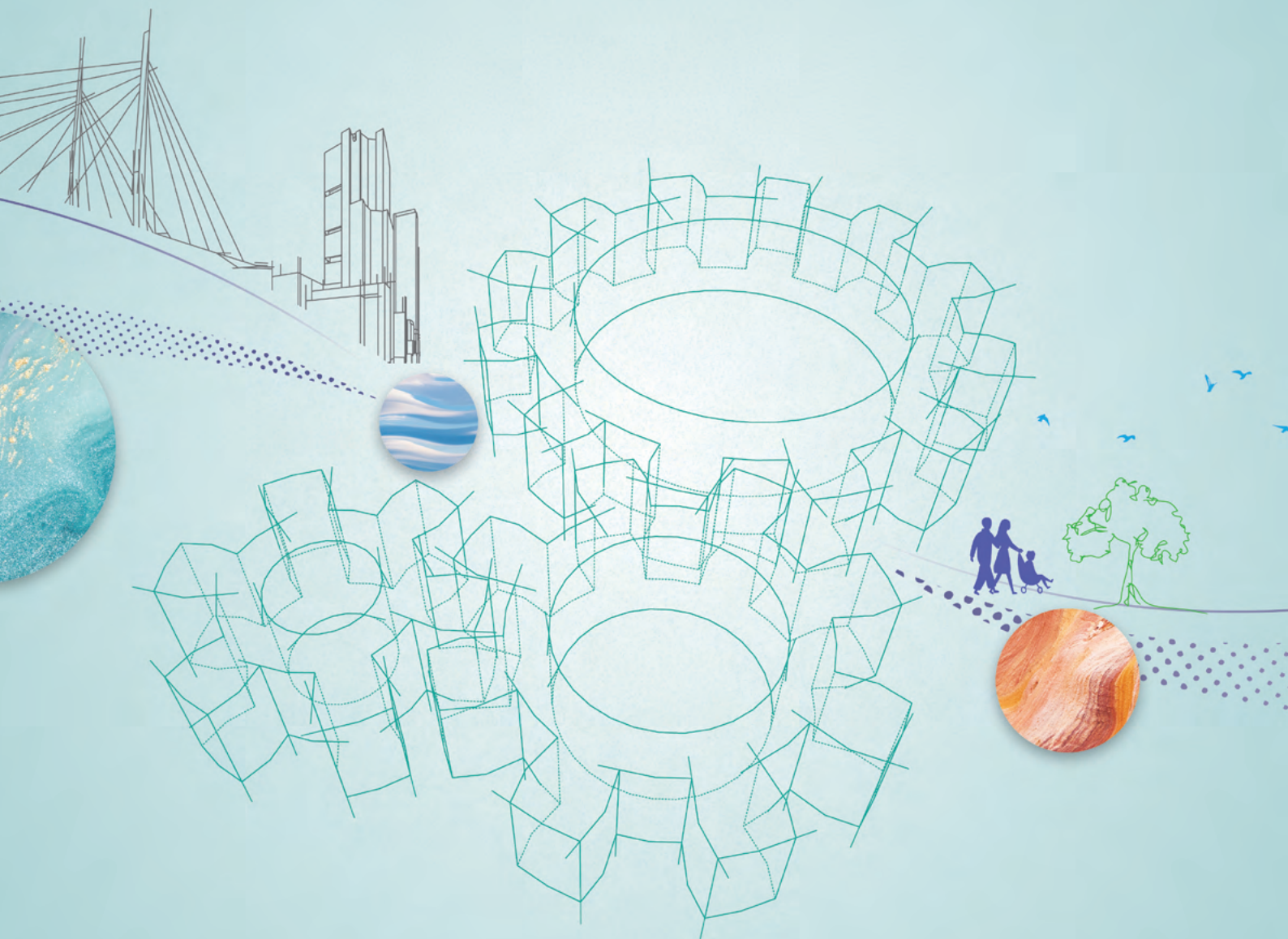


# SERVICES And OPERATIONS

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2018/19年度，送交註冊的土地文件共503,511份，較2017/18年度減少4.8%。

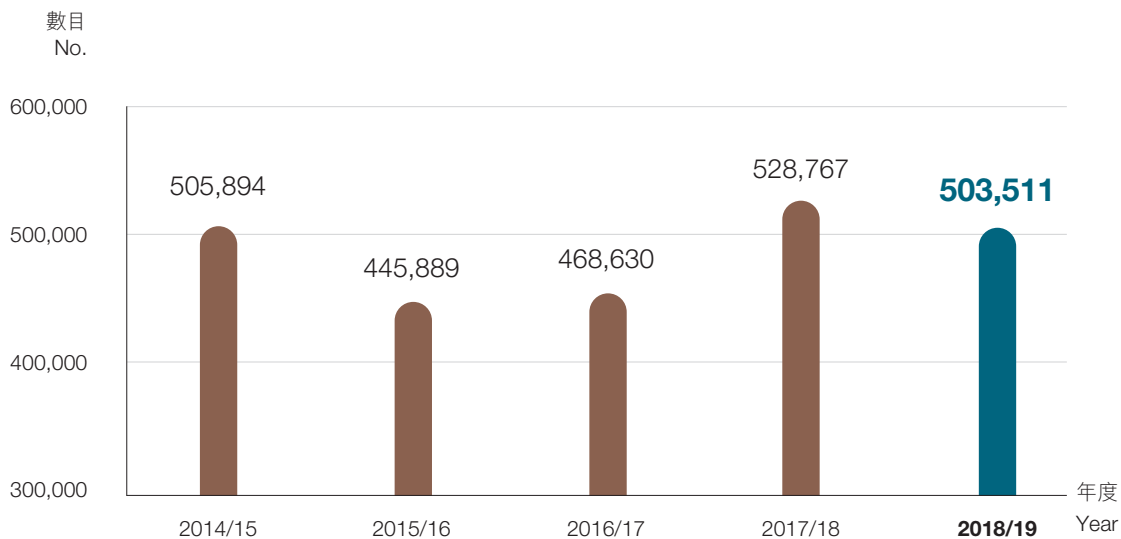
## Registration of Land Documents

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

In 2018/19, 503,511 land documents were delivered for registration, representing a decrease of 4.8% when compared with 2017/18.

### 送交註冊的土地文件數目

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



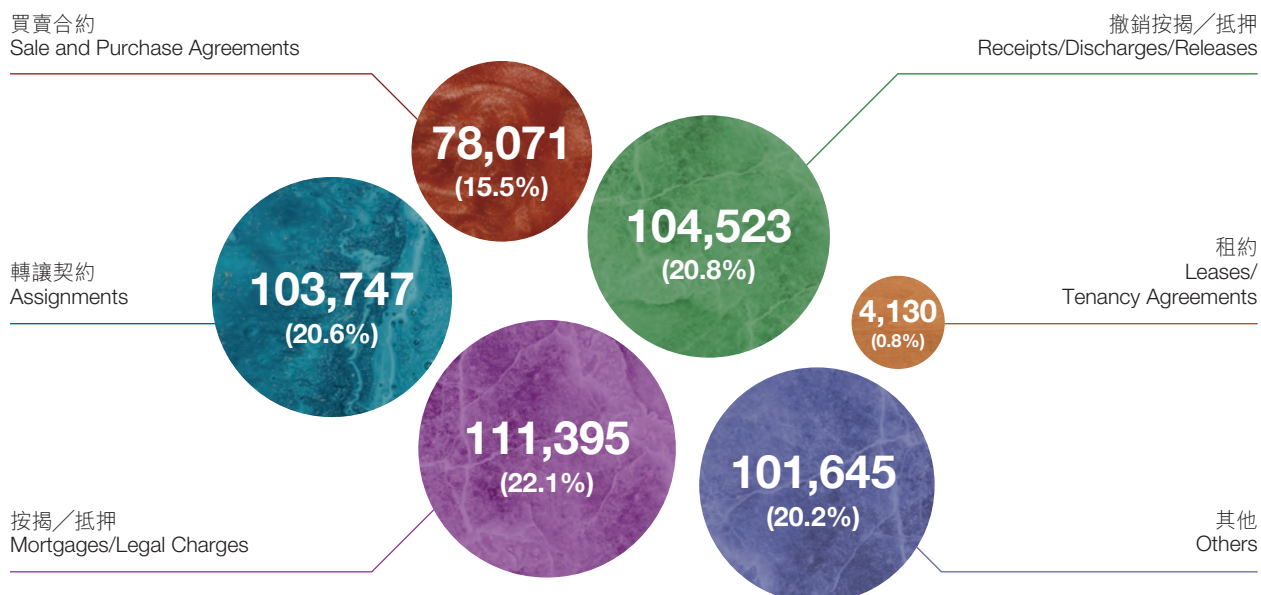
年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及撤銷按揭／抵押，佔全年收到文件總數的79%。

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.



## 2018/19年度送交註冊的土地文件類別

### Distribution of Land Documents Lodged for Registration in 2018/19

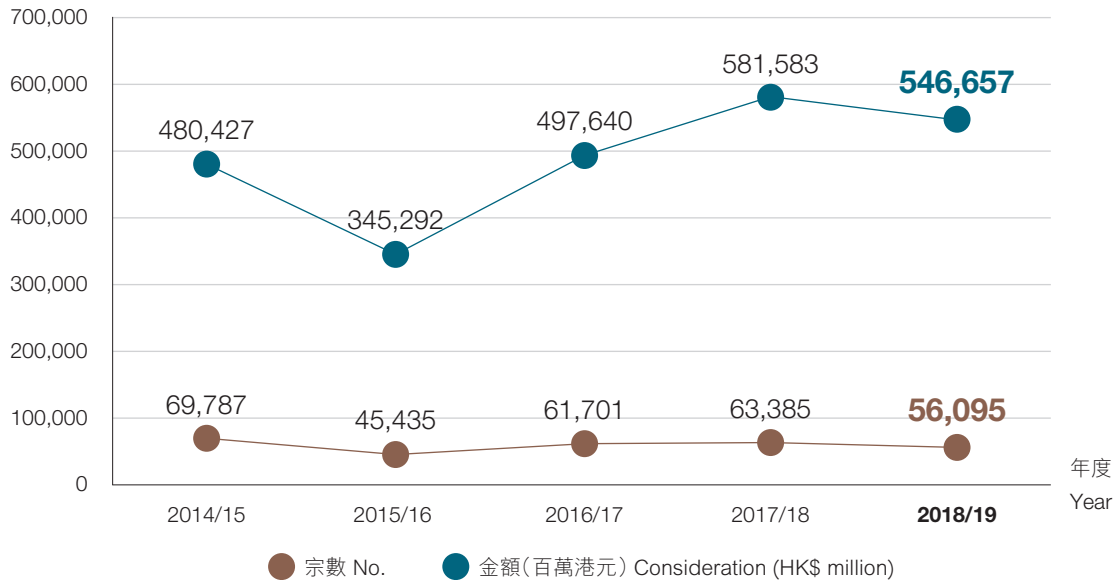


在2018/19年度送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別是56,095份(較去年減少11.5%)及5,466.57億元(較去年減少6.0%)。一般而言，這類合約的數量是反映物業市場交投情況的重要指標。

Among the SPAs of all building units delivered for registration in 2018/19, the number of SPAs of residential units and its total consideration were 56,095 (-11.5% from last year) and \$546,657 million (-6.0% 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.

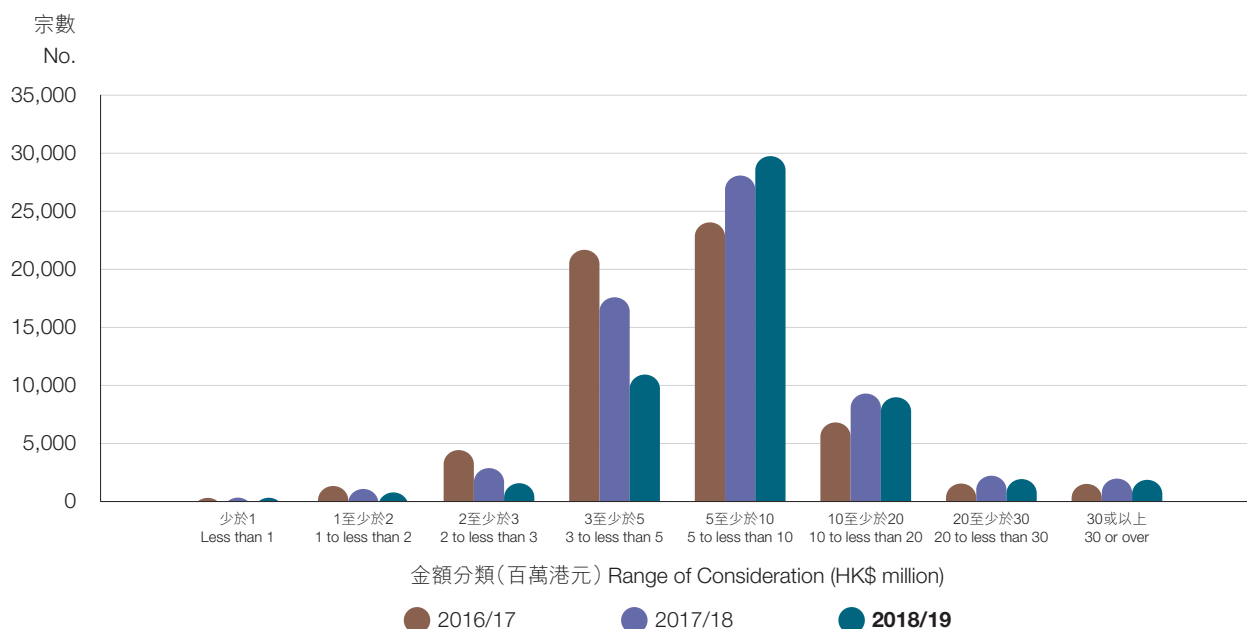
在2018/19年度，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元之間。年內交易金額超過500萬港元的住宅樓宇交易則顯著增加。

The majority of the transactions in residential units in 2018/19 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2018/19 with consideration of more than five 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

Range of Consideration

(百萬港元)  
(HK\$ million)

Range of Consideration		2016/17		2017/18		2018/19	
		宗數 No.	%	宗數 No.	%	宗數 No.	%
少於1	Less than 1	279	0.5	282	0.4	249	0.4
1至少於2	1 to less than 2	1,356	2.2	1,075	1.7	784	1.4
2至少於3	2 to less than 3	4,451	7.2	2,882	4.5	1,582	2.8
3至少於5	3 to less than 5	21,682	35.1	17,595	27.8	10,936	19.5
5至少於10	5 to less than 10	24,046	39.0	28,081	44.3	29,753	53.0
10至少於20	10 to less than 20	6,814	11.0	9,302	14.7	8,984	16.0
20至少於30	20 to less than 30	1,552	2.5	2,190	3.5	1,936	3.5
30或以上	30 or over	1,521	2.5	1,978	3.1	1,871	3.3
總數	Total	61,701	100.0	63,385	100.0	56,095	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2018/19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5,612,225宗(較去年減少0.6%)及827,943份(較去年減少1.3%)。

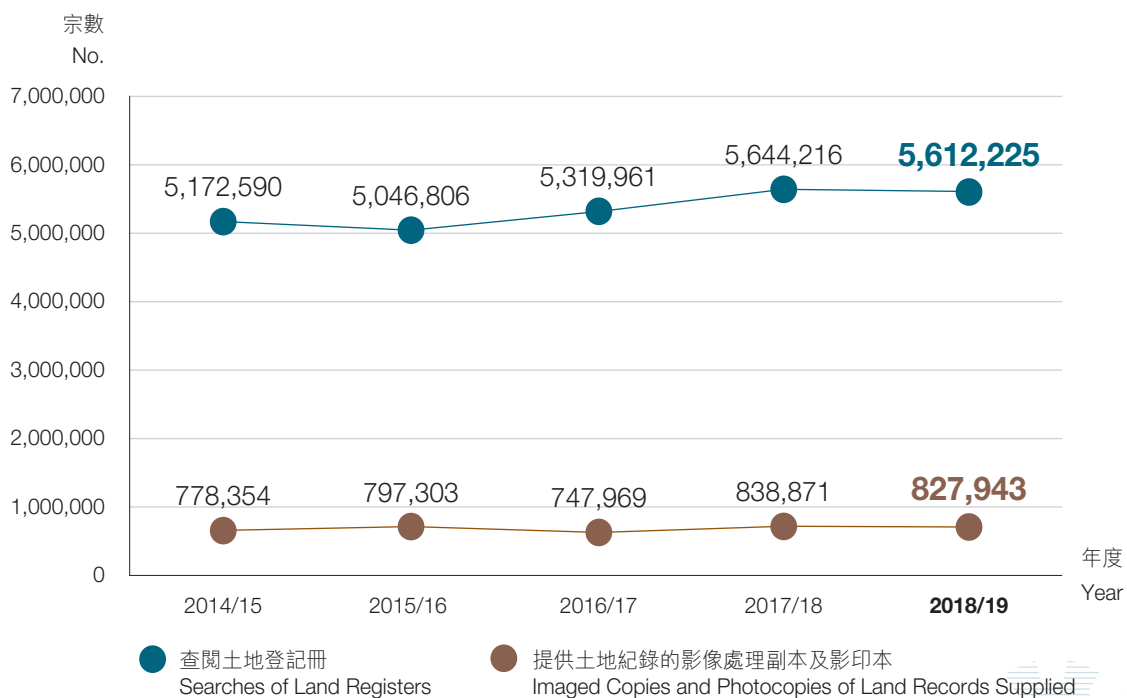
## Search Services

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

In 2018/19, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,612,225 (-0.6% from previous year) and 827,943 (-1.3% 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



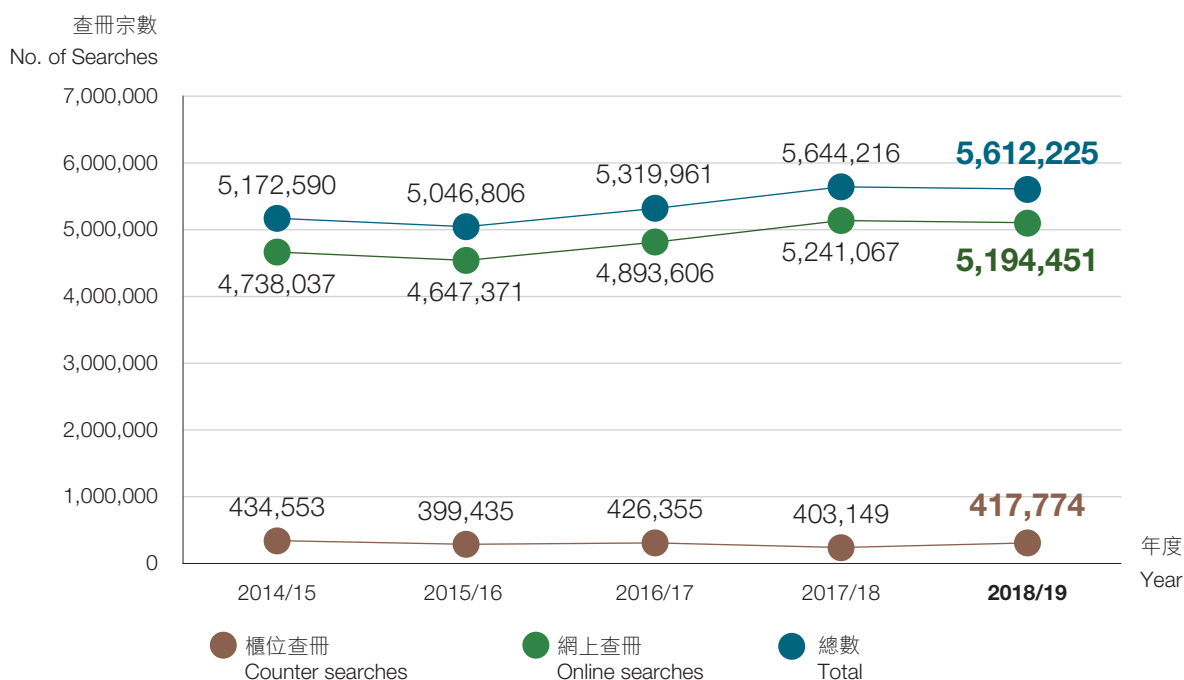
## 服務及運作 SERVICES AND OPERATIONS

土地註冊處透過互聯網上的「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期七天、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2018/19年度，登記用戶的數目增加了36個(上升2.7%)，總數達1,384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 36 (+2.7%) and reached 1,384 during 2018/19. 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2019年3月31日，在2018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113,000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 2019, over 113,000 visits to the online versions of the SI and the CRT released on 30 April 2018 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2018/19年度，新註冊的業主立案法團共有228個，全港的業主立案法團總數增至10,939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 2018/19, 228 new owners' corporations were registered. The total number of owners' corporations in the territory reached 10,939.



## 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 TRS. 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)





## 服務及運作 SERVICES AND OPERATIONS

### 訪問

土地註冊處與海外的相關機構保持緊密聯繫，土地註冊處處長及代表於2018年10月31至11月2日出席在澳洲坎培拉舉行的第45屆「業權註冊處處長會議」暨2018年「土地註冊處處長發展事務人員會議」。

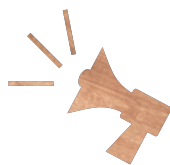
### Visits

The Land Registry maintains close relationship with its overseas associates. The Land Registrar and representatives of the Land Registry attended the 45th Registrars of Title Conference cum Land Registry Development Officers Conference 2018 held in Canberra, Australia from 31 October to 2 November 2018.



此外，安大略省業權註冊處處長林振強先生於2019年1月到訪本處。是次訪問為大家提供了良機，以便了解土地註冊的最新發展，並就其運作上交流見解和經驗。

In addition, Mr Jeffrey Lem, Director of Titles for the Province of Ontario visited the Land Registry in January 2019. The visit provided an invaluable opportunity for keeping abreast of the latest developments regarding land registration as well as exchanging insights and experience on the operation of land registries.



### 「中止為文書註冊的一般原因」客戶交流會

我們在2018年12月為226名來自不同律師事務所及政府部門的人士舉辦了四場交流會，讓參與者更了解和明白中止為文書註冊的一般原因。我們亦在會上推廣電子註冊摘要表格的使用和「物業把關易」服務。交流會的反應良好，提供了一個有效的平台，讓我們與客戶就使用我們的服務分享經驗和意見。

### “Meet the Clients” Sessions on “Common Reasons for Withholding Instruments from Registration”

Four sharing sessions, with a total of 226 participants from solicitors' firms and a government department, were held in December 2018 for enhancing participants' knowledge and understanding of the common reasons for withholding instruments from registration and for promoting the use of the e-Memorial Form and the Property Alert service. The sessions were well received and provided an effective platform for sharing of experience and views with our customers on using our services.



### 溝通渠道

#### 土地註冊處通函

在2018/19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2018年6月及12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。

### Communication Channels

#### Land Registry Circular Memoranda

In 2018/19, 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 June and December 2018 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.



## 服務及運作 SERVICES AND OPERATIONS

### 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.

### 年度開放數據計劃

鑑於行政長官的2017年施政報告及政府於2017年12月公布的「香港智慧城市藍圖」，本處在2018年12月首次發布年度開放數據計劃。該計劃列出將於未來三年，透過「資料一線通」網站發放供公眾人士免費使用的註冊和查冊服務相關數據集，該等數據集可為科研及創新提供原料。

### Annual Open Data Plan

Having regard to the Chief Executive's 2017 Policy Address and the Smart City Blueprint for Hong Kong announced in December 2017, we published our first annual open data plan in December 2018. The plan sets out datasets relating to registration and search services to be released via the Public Sector Information Portal in the following three years for free public use. The datasets provide raw materials for technology research and innovation.

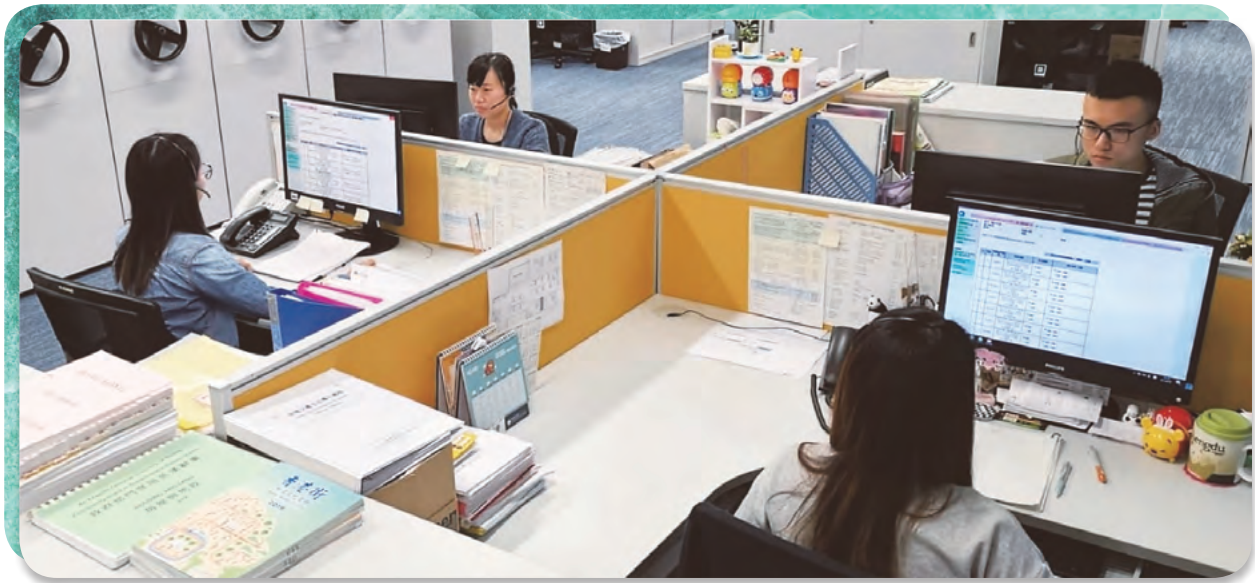


### 客戶服務熱線

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940萬人次瀏覽本處網站，當中有43%的人次瀏覽中文網頁，57%的人次瀏覽英文網頁。

### Land Registry Website

During the year, there were 9.4 million visits (43% in the Chinese language and 57% in the English language) to the Land Registry website.

### 客戶滿意度意見調查

本處於2018年11月至12月委託顧問進行了客戶滿意度意見調查，以了解客戶對本處服務的滿意程度，並收集其意見以提升服務。是項調查分別透過電話訪問、實地訪問及網上／郵寄問卷方式進行，受訪者的回應非常正面和令人鼓舞。他們對本處服務的整體滿意度達89%。

### Customer Satisfaction Survey

With a view to gauging the customer satisfaction level of the Land Registry's services and collecting feedback for service improvement, the Land Registry commissioned a consultant to conduct a customer satisfaction survey from November to December 2018. The survey included telephone interviews, field surveys and online/postal questionnaires. The feedback from the respondents was very positive and encouraging. The overall satisfaction rate for our services is 89%.



## 獎項

### 2018年「申訴專員嘉許獎」

本處的高級文書主任文淑儀女士及文書主任張德聰先生獲頒發2018年「申訴專員嘉許獎－公職人員獎」，以表揚他們致力為客戶提供優質及專業的服務。



## Awards

### The Ombudsman's Awards 2018

Congratulations to our Senior Clerical Officer, Ms MAN Shuk-yi, and Clerical Officer, Mr CHEUNG Tak-chung, who were awarded “The Ombudsman's Awards 2018 for Officers of Public Organisations” for their dedication in delivering high quality services and their professionalism in serving customers.



### 「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」，表揚在人才培訓及發展工作有卓越表現的機構，並授予「人才企業」的尊稱。本處自2012年參與該計劃以來，一直獲嘉許為「人才企業」。而由2017年4月1日至2019年3月31日，本處獲授予該兩年期的「人才企業」嘉許。



### ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the “ERB Manpower Developer Award Scheme” (the Scheme) in 2009 to recognise organisations which demonstrate outstanding achievements in manpower training and development as Manpower Developers.



The Land Registry has been accredited “Manpower Developer” since its participation in the Scheme in 2012. We were accredited “Manpower Developer” for two consecutive years from 1 April 2017 to 31 March 2019.

《土地註冊處營運基金2016/17年報》  
獎項

《土地註冊處營運基金2016/17年報》榮獲三個國際／本地獎項，包括美國傳媒專業聯盟(LACP)就「印刷本年報 — 市／州／國家政府組別」頒發的「2017 Vision Awards」銀獎、「2018國際年報比賽獎項」就「非牟利機構(印刷年報) — 政府機構及辦事處組別」頒發的銅獎，以及「2018年香港管理專業協會最佳年報比賽」就「非牟利及慈善機構」組別頒發的優異獎。這些獎項對我們在製作優質年報方面的努力給予榮譽和肯定。

Awards for Land Registry Trading Fund (LRTF) Annual Report 2016/17

The LRTF Annual Report 2016/17 won three international and local awards i.e. the Silver Award of the League of American Communications Professionals (LACP) 2017 Vision Awards under the category of “Print-Based Annual Reports — Government — City/State/National”, the Bronze Award in the International Annual Report Competition (ARC) Awards 2018 under the category of “Non-Profit Organization (Print A.R.) — Government Agencies and Offices” and an Honourable Mention in the category of “Non-profit making and Charitable Organisations” of the Hong Kong Management Association (HKMA) Best Annual Reports Competition 2018. These awards give honor and recognition to 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

電子註冊摘要表格是土地註冊處為方便用戶更有效率擬備註冊摘要而提供的電子範本，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。兩者均有內置自動填寫功能，讓用戶在填寫註冊摘要表格時，可從「綜合註冊資訊系統」以物業參考編號檢索所屬的物業資料作參考，有助用戶加快註冊摘要的擬備工作。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更方便將下載於電腦試算表的相關資料，同時匯入並製備多份註冊摘要表格。

自從本處於2018年3月推出加強版電子註冊摘要表格後，其使用率正穩步上升。於2018/19年度，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70%。本處會繼續留意用戶的回應，以期進一步改善服務。

## 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 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. Both versions have an auto-fill function enabling users to retrieve property particulars by Property Reference Numbers from the IRIS for reference when they are filling in the memorial form. This can help users speed up the preparation of memorials. For users handling a series of transactions or property projects with the same set of basic information, the version with data import function would be even more convenient as it enables the transfer of relevant information from a computer spreadsheet to multiple memorial forms simultaneously.

The usage of e-Memorial Form has been increasing steadily since the enhancements were released in March 2018 and has accounted for over 70% of the total number of memorials delivered with the instruments for registration in 2018/19. The Land Registry will continue to monitor users' feedback to identify room for further improvement.

**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 交付文書律師行的律師代號	Registration Fee 註冊費用	Please tick the appropriate box 請選擇合適方格				Other (please specify) 其他 (請註明)	
12345678		<input type="checkbox"/> \$210	<input type="checkbox"/> \$230	<input checked="" type="checkbox"/> \$450	<input type="checkbox"/> \$1000	<input type="checkbox"/> \$2000	\$
Nature and object of the instrument 文書的性質及目的							
Agreement For Sale and Purchase							
Property Reference Number (if any) 物業參考編號 (如有的話) <small>Get Address/Share/Lot 檢索地址/份數/地戶</small> <small>By text 輸入文字</small>							
+	D3940657	D3940664	D3940670	D3940686	D3940693		
+	D3940703	D3940759	D3940807	D3940850	D3940957		
+	D3941023	A8093024	A7537189	B4319582	B3138502		
+	C1328872	B3293288	B3291078	B3103312	B3133960		
+	B7000647	A7537175	B7704535	B5014185	B3106173		
+	C0060082	C0680866	B0559105	A9874929	A9812691		
+	B4601905	B7723606	A9815014	A9815308	B4387756		
+	A7537006	A7537292	B3135713	C0380668	B5984429		

最多可檢索多達100個物業參考編號的地址、地段號碼及所佔的不可分割份數，並自動填入電子註冊摘要表格。  
The address, lot number(s) and undivided shares of up to 100 PRNs can be retrieved and auto-filled in the e-Memorial Form.



## 電子提示服務

### 物業把關易

本處於2019年1月28日把為業主提供的「電子提示服務」易名為「物業把關易」，並進一步優化服務。「物業把關易」是業主的好幫手，有助他們以相宜的費用和簡易的方式掌握其物業狀況，及早發現涉及其物業但屬預期之外或可疑的文書交付本處註冊，以便他們迅速採取跟進行動及／或徵詢法律意見。

## e-Alert Service

### Property Alert

The Land Registry's e-Alert Service for property owners has been renamed as "Property Alert" service with the introduction of service enhancements since 28 January 2019. Property Alert is an affordable smart tool for all property owners to stay vigilant of their properties at ease. It helps property owners detect unexpected or suspicious instruments delivered for registration against their properties early to allow prompt follow-up actions and/or seek legal advice.



是項服務的優化措施包括可讓客戶選擇一次過訂購方式，服務有效期至物業轉手為止，可免卻業主為服務申請續期。業主除可親臨本處各辦事處辦理申請手續外，亦可採用郵遞方式遞交申請。這些優化服務便利了各業主，尤其是長期居於香港境外的人士。

Major service enhancements include the introduction of a new one-off subscription option which remains valid until a change of property ownership. This subscription option will obviate the need for property owners to renew subscription. Apart from submitting applications for the Property Alert service in person at the Land Registry's offices, property owners may also send in their applications by post. These service enhancements can benefit all property owners, in particular those staying outside Hong Kong for extended periods of time.

## 服務及運作 SERVICES AND OPERATIONS

自服務推出後，本處已安排一連串宣傳活動，包括推出電台宣傳聲帶；在發展局局長的網誌放上貼文及一段介紹「物業把關易」服務的三分鐘短片 ([https://www.devb.gov.hk/en/home/my\\_blog/index\\_id\\_324.html](https://www.devb.gov.hk/en/home/my_blog/index_id_324.html))；以及向主要持份者、專業團體和其他組織發出宣傳信件和電郵。本處亦透過香港經濟貿易辦事處和環球香港商業協會聯盟的會員協會，向居於海外的香港物業業主宣傳該服務。

Since service launch, a series of promotional activities have been conducted including the broadcast of a Radio Announcement in the Public Interest (API), release of a Blog post of the Secretary for Development together with a three-minute publicity video ([https://www.devb.gov.hk/en/home/my\\_blog/index\\_id\\_324.html](https://www.devb.gov.hk/en/home/my_blog/index_id_324.html)) and the issue of promotional letters and emails to major stakeholders, professional bodies and other organisations. Assistance from the Hong Kong Economic and Trade Offices and member associations of the Federation of Hong Kong Business Associations Worldwide has also been solicited to publicize the service to owners of Hong Kong properties staying overseas.



土地註冊處處長及兩位年青的土地註冊主任粉墨登場，拍攝三分鐘的短片宣傳「物業把關易」服務，向觀眾介紹服務的優點。  
A three-minute video, starred by the Land Registrar and two young Land Registration Officers, was produced to publicize the “Property Alert” and introduce its benefits to the audience.



部門的製作團隊及演員皆全情投入拍攝短片，充分發揮團隊精神。  
The in-house production crew and the cast showed passion and excellent team work in making the video.

## 為認可機構提供的電子提示服務

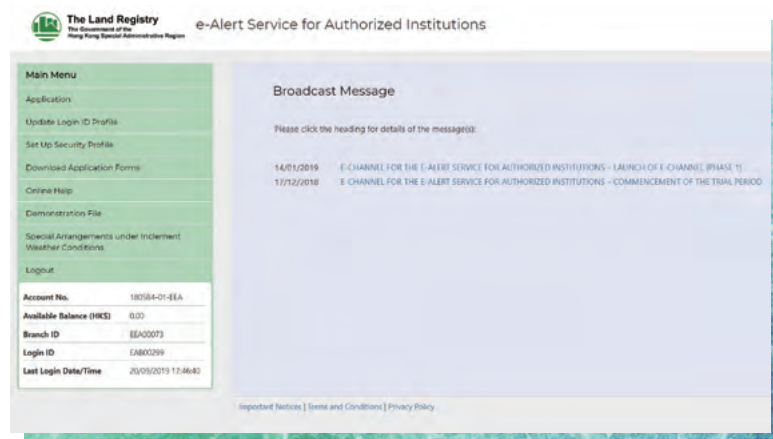
本處在2017年2月1日推出了供《銀行業條例》(第155章)下的認可機構(即持牌銀行、有限制牌照銀行及接受存款公司)訂購的電子提示服務，以助認可機構更有效管理按揭貸款的信貸風險。該等認可機構在相關業主的同意下訂購這項服務後，每當已承按的物業有再按揭記／按揭文件交付本處辦理註冊時，便會收到本處發出的電子提示訊息。

為令認可機構更可靠和方便地遞交電子提示服務的申請，以及提升運作效率，本處分兩階段為認可機構提供的電子提示服務開設電子渠道。第一階段已於2019年1月14日實施，認可機構可於電子渠道網頁(www.ealert-ai.landreg.gov.hk)提交網上服務訂單的申請。認可機構對此新猷表示歡迎。現時大部份的服務訂單申請均經由電子渠道提交。

## e-Alert Service for Authorized Institutions

The Land Registry launched the e-Alert Service for Authorised Institutions (AIs) under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) on 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.

To provide greater security and convenience to the AIs for submission of service applications for the e-Alert Service as well as to increase operational efficiency, the Land Registry has been developing an e-Channel for the e-Alert Service for AIs under a two-phase approach. The e-Channel (Phase one) was launched on 14 January 2019 for online submission of applications for subscription of service orders through the e-Channel website at www.ealert-ai.landreg.gov.hk. The initiative is welcomed by the AIs. Majority of the service orders are now submitted through the e-Channel.



## 未來計劃

### 電子提示服務

本處會繼續致力向香港物業的業主宣傳「物業把關易」服務。至於為認可機構提供的電子提示服務，我們預計於2020年中旬推出第二階段的電子渠道項目，把網上提交申請的設施擴展至其他服務申請，並會引入更多用戶功能，例如管理和查詢帳戶資料。

## Future Plan

### e-Alert Service

We will continue the efforts in publicising and promoting Property Alert to owners of Hong Kong properties. Regarding the e-Alert Service for AIs, we will develop the e-Channel (Phase two) which is scheduled for launch tentatively in mid-2020 to provide a facility for online submission of other service applications and introduce more user functions e.g. maintenance and enquiry of account information.