

## 附件I **ANNEX I**

## (a) 2018/19年度服务承诺 Performance Pledges 2018/19

服孕	<b>5类别</b>		服务材 Service St 工作天		服务指标 (达到服务标准的 百分比) Performance Target (% meeting	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting
		Туре	Working Day(s)	Minutes	,	service standard)
1.		L土地文件注册	15 (a+b)		92	99.7 <sup>(注2 See Note 2)</sup>
	(a)	pistration of land documents 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 From receipt of an instrument to updating the land register with the registered instrument <sup>(See Note 1)</sup> ; and	(a) 11			
	(b)	完成影像处理程序并把已注册的文书送回 交契人士 <sup>(注1)</sup> Completion of imaging and return of the registered instrument to the lodging party (See Note 1)	(b) 4			
2.		巨位查阅土地登记册 unter search of land registers		15	97	99.8
3.	Sup	t土地纪录影像处理副本 pply of imaged copies of land records <i>在柜位索取</i>				
	1-7	Over the counter  (i) 不连过大图则 Without oversized plans  (ii) 附连过大图则	5	15	97 97	99.5 100
	(b)	With oversized plans  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 Without coloured plans	1		97	100
		<ul> <li>附连颜色图则</li> <li>With coloured plans</li> </ul>	3		97	100
		<ul> <li>附连过大图则</li> <li>With oversized plans</li> </ul>	5		97	100

服务类别			服务标 Service St 工作天		服务指标 (达到服务标准的 百分比) Performance Target (% meeting	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting
Service	Туре		Working Day(s)	Minutes		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> <li>Without coloured plans</li> </ul>				
		<ul><li>一 下午6时前订购</li><li>Orders placed before 6 pm</li></ul>	1		97	100
		<ul><li>一 下午6时后或在星期六、</li><li>星期日及公众假期订购</li></ul>	2		97	100
		Orders placed after 6 pm or on Saturdays, Sundays & public holidays				
		<ul> <li>附连颜色图则</li> <li>With coloured plans</li> </ul>	3		97	100
		<ul> <li>附连过大图则</li> <li>With oversized plans</li> </ul>	5		97	100
Sup	ply o <i>在柜</i>	纪录认证本 f certified copies of land records <i>位办理</i> r the counter				
	(i)	土地登记册		35	97	99.3
	(-)	Land registers			O.	00.0
	(ii)	不连过大图则的影像处理副本 Imaged copies without oversized plans		35	97	99.6
	(iii)	附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97	100
(b)		· 网上服务订购				
	Ordo (i)	er via online services 亲身领取				
		Collection in person  tue  tue  tue  tue  tue  tue  tue  tu	1		97	100
		Imaged copies 一 不连过大图则	3		97	100
		Without oversized plans 一 附连过大图则 With oversized plans	5		97	99.5

			服务标 Service Sta	andard	百分比) Performance Target	<b>实际表现</b> (达到服务标准的 百分比) Actual Performance
服务类别 Service			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  ー 下午6时前订购 Orders placed before 6 pm  ー 下午6时后或在星期六、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 Imaged copies without oversized plans	1 2		97 97 97	100
		● 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97	100
		商要日志 lemorial Day Book (MDB)				
(a)	批阅	注册摘要日志的申请 pval of MDB applications	2		98	100
(b)		注册摘要日志资料档案 ery of MDB data files	1		98	100
Sale	e of M Mortq 批阅	注册摘要月志 Ionthly Memorial Information age Transactions (MMIM) 按揭注册摘要月志的申请 oval of MMIM applications	2		98	100
(b)		按揭注册摘要月志资料档案 ery of MMIM data files	4		98	100
	查询					
Tele (a)	办公	e enquiry services 时间收到留言 · mail left during office hours	收到留言后40分 Return calls within after receiving th	n 40 minute		98
(b)		公时间收到留言 mail left after office hours	下一个工作天早」 Return calls be on the next we	fore 10 am	₹ 94	100

	5类别 vice	Type	<b>服务标</b> <b>Service St</b> 工作天 Working Day(s)		服 <b>务指标</b> (达到服务标准的 百分比) <b>Performance</b> <b>Target</b> (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
8.		J土地登记册资料 nendment 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)			94	96.8
	(b)	复杂个案 Complicated cases	10		93	97.9
9.	Reg	再交付注册的中止注册文书办理注册 gistration of withheld instruments redelivered 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		92	99.9
	(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.		里建议/投诉 ndling of suggestions/complaints	本处会在收到建的十天内答复。 在这限期内详也会给予初 Replies to sug complaints will b 10 calendar da receipt. If this is an interim reply within this	如果不可能 样尽作复, 步回复。 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 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) 2019/20年度服务承诺(生效日期为2019年4月1日起) Performance Pledges 2019/20 (with effect from 1 April 2019)

					<b>服务指标</b> (达到服务标准的 百分比)
			服务标	<b>示准</b>	Performance
			Service S	Target	
服务	类别		工作天	分钟	(% meeting
Serv	vice '	Туре	Working Day(s)	Minutes	service standard)
1.	办理	!土地文件注册	15 (a+b)		92
	Reg	istration 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	:		
	(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)			
2.	ᅔᄠ	[位查阅土地登记册		15	97
۷.		nter search of land registers		10	91
3.	提供	生土地纪录影像处理副本			
	Sup <i>(a)</i>	ply of imaged copies of land records <i>在柜位索取</i>			
		Over the counter			
		(i) 不连过大图则		15	97
		Without oversized plans			
		(ii) 附连过大图则	5		97
		With oversized plans			
	(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			
		<ul><li>● 附连颜色图则</li></ul>	3		97
		With coloured plans			
		• 附连过大图则	5		97
		With oversized plans			

				- 10-	服务指标 (达到服务标准的 百分比)
			服务标 Service St		Performance
服务类别			工作天	didard 分钟	Target (% meeting
Service 1	Type		Working Day(s)	Minutes	service standard)
	7   0		77 67 mily 2 dy (6)		con more oran and an
	(ii)	邮寄或由传递公司送递			
	( )	Delivery by post or courier			
		• 不连颜色图则			
		Without coloured plans			
		一 下午6时前订购	1		97
		Orders placed before 6 pm	_		
		一 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			
		<ul><li>● 附连颜色图则</li></ul>	3		97
		With coloured plans			
		• 附连过大图则	5		97
		With oversized plans			
. 19 /11	. 1 1.1				
		纪录认证本			
Sup <i>(a)</i>		f certified copies of land records 位办理			
(4)		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)	附连过大图则的影像处理副本	5		97
		Imaged copies with oversized plans			
(1-)	2条 2-	+网上吧夕江贴			
(b)		世网上服务订购 er via online services			
	(i)	er via online services 亲身领取			
	(1)	Collection in person			
		<ul><li>土地登记册</li></ul>	1		97
		Land registers			
		● 影像处理副本			
		Imaged copies			
		- 不连过大图则	3		97
		Without oversized plans			
		一 附连过大图则	5		97
		With oversized plans			

服务指标

(达到服务标准的 百分比)

服务类别			服务材 Service St 工作天	Performance Target  (% meeting	
Service			Working Day(s)	分钟 Minutes	service standard)
	` '	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 Orders placed before 6 pm	1		97
		<ul> <li>下午6时后或在星期六、</li> <li>星期日及公众假期订购</li> <li>Orders placed after 6 pm</li> <li>or on Saturdays, Sundays &amp;</li> </ul>	2		97
	•	public holidays 不连过大图则的影像处理副本 Imaged copies without oversized plans	3		97
	•		5		97
	批阅注	i <b>要日志</b> e <b>morial Day Book (MDB)</b> 注册摘要日志的申请 val of MDB applications	2		98
(b)		注册摘要日志资料档案 ry of MDB data files	1		98
Sa	le of Mo	:册摘要月志 onthly Memorial Information ge Transactions (MMIM)			
(a)		皮揭注册摘要月志的申请 val of MMIM applications	2		98
(b)		安揭注册摘要月志资料档案 ry of MMIM data files	4		98
	话查询服 lephone	务 enquiry services			
(a)	办公时	时间收到留言 mail left during office hours	收到留言后40 Return calls with after receiving the	in 40 minute	
(b)		公时间收到留言 mail left after office hours	下一个工作天早. Return calls be on the next w	efore 10 am	94

			服务材	⋷准	<b>服务指标</b> (达到服务标准的 百分比) <b>Performance</b>
			Service St	Target	
	·类别 vice <sup>-</sup>		工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)
8.		** 土地登记册资料  **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	3		94
	(b)	registers based on Memorial information) 复杂个案 Complicated Cases	10		93
9.	Reg rede	交付注册的中止注册文书办理注册 istration of withheld instruments elivered for registration	16 (a+b)		92
	(a)	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		
	(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.		立案法团服务			
	Owr (a)	ners' corporation services 办理业主立案法团注册 <sup>(注2)</sup> Registration of owners' corporations <sup>(See Note 2)</sup>	30		90
	(b)	提供业主立案法团纪录副本 Supply of copies of owners' corporation records		30	90
11.		是建议/投诉 idling of suggestions/complaints	本处会在收 投诉后的十天内 不可能在这限期 也会给予初 Replies to sug complaints will b 10 calendar d receipt. If this is an interim reply within this	內答复。如果 内详尽作复, 步回复。 gestions or be sent within ays of their not possible will be sent	

Note 1: Excluding complicated cases and instruments withheld from registration 注2: 不包括复杂个案或需要提供附加证明文件的申请

Note 2: Excluding complicated cases and applications that require further supporting documents for processing