

附件I **ANNEX I**

(a) 2018/19年度服務承諾 Performance Pledges 2018/19

				服務指標 (達到服務標準的 百分比)	實際表現 (達到服務標準的 百分比)
		服務標	準	Performance	Actual
		Service St	andard	Target	Performance
務類 別	N .	工作天	分鐘	(% meeting	(% meeting
ervice	Туре	Working Day(s)	Minutes	service standard)	service standard
	里土地文件註冊	15 (a+b)		92	99.7 ^(註2 See Note 2)
	gistration of land documents				
(a)	由收到文書至根據已註冊的文書更新土地 登記冊 ^(註1) ;以及	(a) 11			
	From receipt of an instrument to updating				
	the land register with the registered instrument (See Note 1); and				
(b)	完成影像處理程序並把已註冊的文書送回	(b) 4			
	交契人士(註1)				
	Completion of imaging and return of the				
	registered instrument to the lodging party (See Note 1)				
. 在相	置位查閱土地登記冊		15	97	99.8
Co	unter search of land registers				
. 提信	共土地紀錄影像處理副本				
Sup	oply of imaged copies of land records 在櫃位索取				
1.7	Over the counter				
	(i) 不連過大圖則		15	97	99.5
	Without oversized plans				
	(ii) 附連過大圖則	5		97	100
	With oversized plans				
(b)	透過網上服務訂購				
	Order via online services				
	(i) 親身領取				
	Collection in person				
	• 不連顏色圖則	1		97	100
	Without coloured plans				
	• 附連顏色圖則	3		97	100
	With coloured plans				
	● 附連過大圖則	5		97	100
	With oversized plans				

服務類別			服務 模 Service S 工作天		服務指標 (達到服務標準的 百分比) Performance Target (% meeting	實際表現 (達到服務標準的 百分比) Actual Performance (% meeting
Service			Working Day(s)	Minutes		service standard)
			2 3 4 7		,	,
	(ii)	郵寄或由傳遞公司送遞				
		Delivery by post or courier				
		• 不連顏色圖則				
		Without coloured plans	4		07	100
		一 下午6時前訂購	1		97	100
		Orders placed before 6 pm	0		07	100
		一 下午6時後或在星期六、星期日及公眾假期訂購	2		97	100
		Orders placed after 6 pm or on Saturdays, Sundays &				
		public holidays				
		附連顏色圖則	3		97	100
		With coloured plans	0		01	100
		• 附連過大圖則	5		97	100
		With oversized plans	· ·		01	100
	在植	of certified copies of land records 價位辦理				
		er the counter		0.5	07	00.0
	(i)	土地登記冊		35	97	99.3
	(")	Land registers		0.5	07	00.0
	(ii)	不連過大圖則的影像處理副本		35	97	99.6
	/:::\	Imaged copies without oversized plans	Г		07	100
	(iii)	附連過大圖則的影像處理副本	5		97	100
		Imaged copies with oversized plans				
(b)	透過	<i>圆網上服務訂購</i>				
. ,		ler via online services				
	(i)	親身領取				
		Collection in person				
		• 土地登記冊	1		97	100
		Land registers				
		● 影像處理副本				
		Imaged copies				
		一 不連過大圖則	3		97	100
		Without oversized plans	_			a
		一 附連過大圖則	5		97	99.5
		With oversized plans				

마 장 녹조			服務標 Service St	andard	百分比) Performance Target	實際表現 (達到服務標準的 百分比) Actual Performance
服務類 Service)	工作天 Working Day(s)	分鐘 Minutes	(% meeting service standard)	(% meeting service standard)
	(ii)	郵寄或由傳遞公司送遞 Delivery by post or courier ● 土地登記冊 Land registers ─ 下午6時前訂購 Orders placed before 6 pm ─ 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays ● 不連過大圖則的影像處理副本			97 97 97	100
		 个建過大圖則的影像處理副本 Imaged copies without oversized plans 附連過大圖則的影像處理副本 Imaged copies with oversized plans 	3 5		97	100
	ale of 批閱	H摘要日誌 Memorial Day Book (MDB) 慰註冊摘要日誌的申請 proval of MDB applications	2		98	100
(b)	送》	氪註冊摘要日誌資料檔案 very of MDB data files	1		98	100
Sa	nle of Mort 批阝	B註冊摘要月誌 Monthly Memorial Information gage Transactions (MMIM) 即接揭註冊摘要月誌的申請 proval of MMIM applications	2		98	100
(b)		髭按揭註冊摘要月誌資料檔案 very of MMIM data files	4		98	100
	辦 2	可服務 ne enquiry services 公時間收到留言 be mail left during office hours	收到留言後40% Return calls within after receiving th	n 40 minute		98
(b)		幹公時間收到留言 ce mail left after office hours	下一個工作天早_ Return calls be on the next w	fore 10 am	夏 94	100

	·類別 vice		服務標 Service St 工作天 Working Day(s)		服務指標 (達到服務標準的 百分比) Performance Target (% meeting service standard)	實際表現 (達到服務標準的 百分比) Actual Performance (% meeting service standard)
8.		J土地登記冊資料 endment of registered data 一般個案(即根據註冊摘要資料更正土地登記冊) Simple cases (i.e. Rectification of land registers based on Memorial information)	3		94	96.8
	(b)	複雜個案 Complicated cases	10		93	97.9
9.	Reg	京文付註冊的中止註冊文書辦理註冊 gistration of withheld instruments redelivered registration 由收到再交付註冊的中止註冊文書至根據 已註冊的文書更新相關土地登記冊;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)	完成影像處理程序並把已註冊的文書送回交契人士 Completion of imaging and return of the registered instrument to the lodging party	(b) 4			
10.			本處會在收到建的十天內答覆。 在這限期內討 也會給予初: Replies to sug complaints will b 10 calendar da receipt. If this is an interim reply within this	如果不可能 盡作覆, 步回覆。 gestions or e sent within ays of their not possible, will be sent	_	_

註1: 不包括複雜個案及被中止註冊的文書
Note 1: Excluding complicated cases and instruments withheld from registration 註2: 實際表現是根據每個月最後一個工作天將已註冊的文書送回交契人士作計算

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年度服務承諾(生效日期為2019年4月1日起) Performance Pledges 2019/20 (with effect from 1 April 2019)

服務	系類 別		服務模 Service S 工作天		服務指標 (達到服務標準的 百分比) Performance Target (% meeting
Ser	vice ⁻	Гуре	Working Day(s)	Minutes	service standard)
1.	姚 珥	· · 土地文件註冊	15 (a+b)		92
••		istration of land documents	10 (a+b)		92
	(a)	由收到文書至根據已註冊的文書更新土地 登記冊 ^(註1) :以及	(a) 11		
		From receipt of an instrument to updating the land register with the registered instrumer (See Note 1); and	nt		
	(b)	完成影像處理程序並把已註冊的文書送回交契人士(註1)	(b) 4		
		Completion of imaging and return of the registered instrument to the lodging party (See Note 1)			
2.		【位查閱土地登記冊 Inter search of land registers		15	97
3.	提供	t土地紀錄影像處理副本 ply of imaged copies of land records 在櫃位索取			
	. ,	Over the counter			
		(i) 不連過大圖則		15	97
		Without oversized plans			
		(ii) 附連過大圖則	5		97
		With oversized plans			
	(b)	透過網上服務訂購			
		Order via online services			
		(i) 親身領取			
		Collection in person			
		● 不連顏色圖則	1		97
		Without coloured plans	•		
		 附連顏色圖則 	3		97
		With coloured plans	9		01
		► 附連過大圖則	5		97
		With oversized plans			

			服務標	펼淮	服務指標 (達到服務標準的 百分比) Performance
			Service St	Target	
服務類別			工作天	分鐘	(% meeting
Service			Working Day(s)	Minutes	service standard)
	(ii)	郵寄或由傳遞公司送遞			
	. ,	Delivery by post or courier			
		• 不連顏色圖則			
		Without coloured plans			
		一 下午6時前訂購	1		97
		Orders placed before 6 pm			
		一 下午6時後或在星期六、	2		97
		星期日及公眾假期訂購			
		Orders placed after 6 pm			
		or on Saturdays, Sundays &			
		public holidays ● 附連顏色圖則	3		97
		With coloured plans	3		91
		● 附連過大圖則	5		97
		With oversized plans	O		01
	ply o <i>在植</i>	紀錄認證本 of certified copies of land records 置位辦理 or the counter			
	(i)	the counter 土地登記冊		35	97
	(1)	Land registers		00	51
	(ii)	不連過大圖則的影像處理副本		35	97
	()	Imaged copies without oversized plans			
	(iii)	・ 附連過大圖則的影像處理副本	5		97
		Imaged copies with oversized plans			
(b)		题 <i>網上服務訂購</i>			
		ler via online services			
	(i)	親身領取			
		Collection in person 土地登記冊	1		97
		Land registers	1		97
		● 影像處理副本			
		Imaged copies			
		一 不連過大圖則	3		97
		Without oversized plans	-		
		· 一 附連過大圖則	5		97
		With oversized plans			

服務指標

(達到服務標準的

百分比)

미근 3사	ᄝᅑᅓ		服務橋 Service St	Performance Target		
服務類別 Service Type			工作天 Working Day(s)	分鐘 Minutes	(% meeting service standard)	
		> 1> 1				
		(ii) 郵寄或由傳				
		● 土地登	post or courier 紀記冊			
			registers			
			下午6時前訂購	1		97
			Orders placed before 6 pm			
			下午6時後或在星期六、	2		97
			星期日及公眾假期訂購			
			Orders placed after 6 pm			
			or on Saturdays, Sundays &			
		•	oublic holidays	0		07
			量大圖則的影像處理副本 d copies without oversized	3		97
		plans	d copies without oversized			
			品大圖則的影像處理副本 	5		97
			d copies with oversized plans			Ç.
5.		註冊摘要日誌	Daala (MDD)			
	(a)	e of Memorial Da 批閱註冊摘要日詞		2		98
	(a)	Approval of MDB		2		90
		Approval of MBB	аррноанопо			
	(b)	送遞註冊摘要日詞	志資料檔案	1		98
		Delivery of MDB	data files			
6.	銷售	按揭註冊摘要月詞	₺			
		_	norial Information			
		Mortgage Transa				
	(a)	批閱按揭註冊摘到		2		98
		Approval of MMIN	A applications			
	(b)	送遞按揭註冊摘	要月誌資料檔案	4		98
		Delivery of MMIM	data files			
7.	雷託	查詢服務				
		phone enquiry s	ervices			
	(a)	辦公時間收到留		收到留言後40	分鐘內回覆	94
	. ,	Voice mail left du	ring office hours	Return calls with	in 40 minutes	3
				after receiving the	ne voice mail	
	(b)	非辦公時間收到領	留言	下一個工作天早	上10時前回覆	94
	(∼)	Voice mail left aft		Return calls be		, JT
		. Sido maii fore are	S. S.1100 110010	on the next w		
					J,	

服務	類別		服 務 橋 Service St 工作天		服務指標 (達到服務標準的 百分比) Performance Target (% meeting
Serv			Working Day(s)	Minutes	service standard)
8.		「土地登記冊資料 endment of registered data 一般個案(即根據註冊摘要資料更正土地 登記冊) Simple Cases (i.e. Rectification of land registers based on Memorial information)	3		94
	(b)	複雜個案 Complicated Cases	10		93
9.	Reg rede	京交付註冊的中止註冊文書辦理註冊 pistration of withheld instruments elivered for registration	16 (a+b)		92
	(a)	由收到再交付註冊的中止註冊文書至根據已註冊的文書更新相關土地登記冊;以及From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and	(a) 12		
	(b)	完成影像處理程序並把已註冊的文書送回交契人士 Completion of imaging and return of the registered instrument to the lodging party	(b) 4		
10.		e立案法團服務 ners' corporation services 辦理業主立案法團註冊 ^(註2) Registration of owners' corporations ^(See Note 2)	30		90
	(b)	提供業主立案法團紀錄副本 Supply of copies of owners' corporation records		30	90
11.		望議/投訴 idling of suggestions/complaints	本處會在收 投訴後的十天內 不可能在這限期 也會給予初 Replies to sug complaints will b 10 calendar d receipt. If this is an interim reply within this	可答覆。如果 內詳盡作覆, 步回覆。 gestions or be sent within ays of their not possible, will be sent	

Note 1: Excluding complicated cases and instruments withheld from registration

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

註1: 不包括複雜個案及被中止註冊的文書

註2: 不包括複雜個案或需要提供附加證明文件的申請