

服務  
及運作

# ervices

and Operations



## 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。

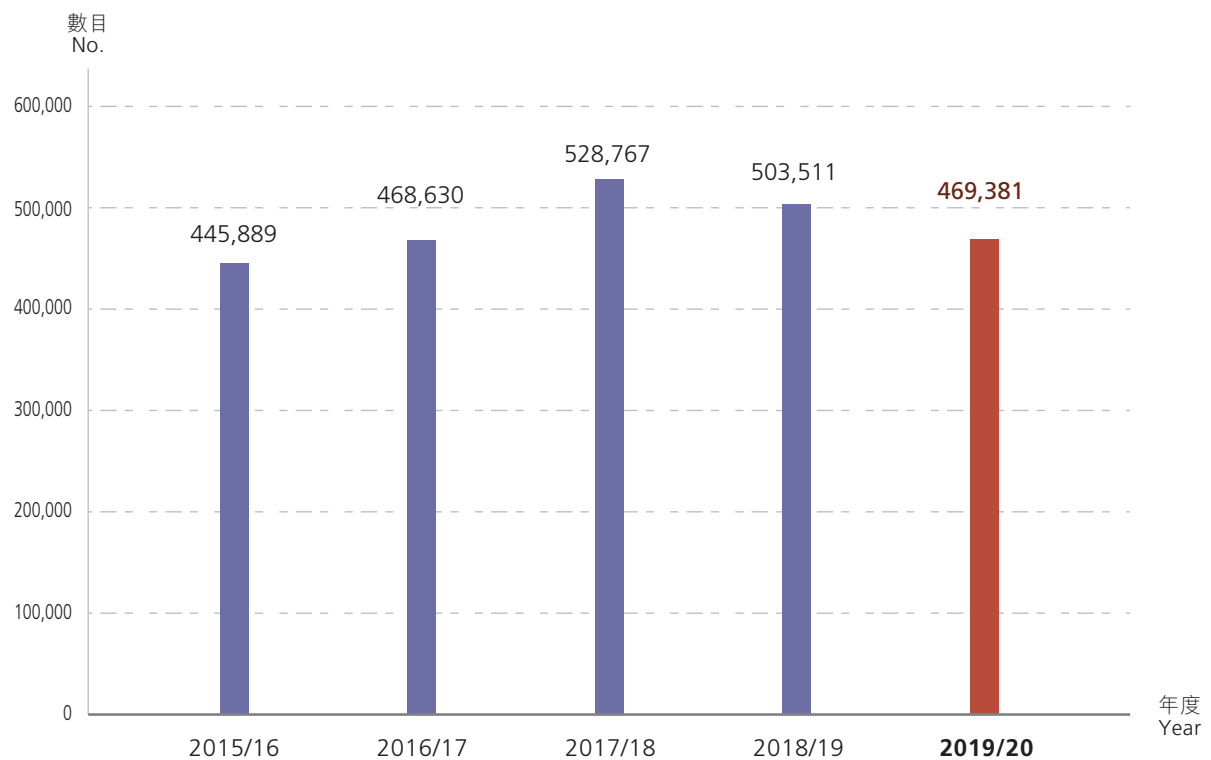
在2019/20年度，送交註冊的土地文件共469,381份，較2018/19年度減少6.8%。

## REGISTRATION OF LAND DOCUMENTS

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

In 2019/20, 469,381 land documents were delivered for registration, representing a decrease of 6.8% when compared with 2018/19.

送交註冊的土地文件數目  
NO. OF LAND DOCUMENTS DELIVERED FOR REGISTRATION

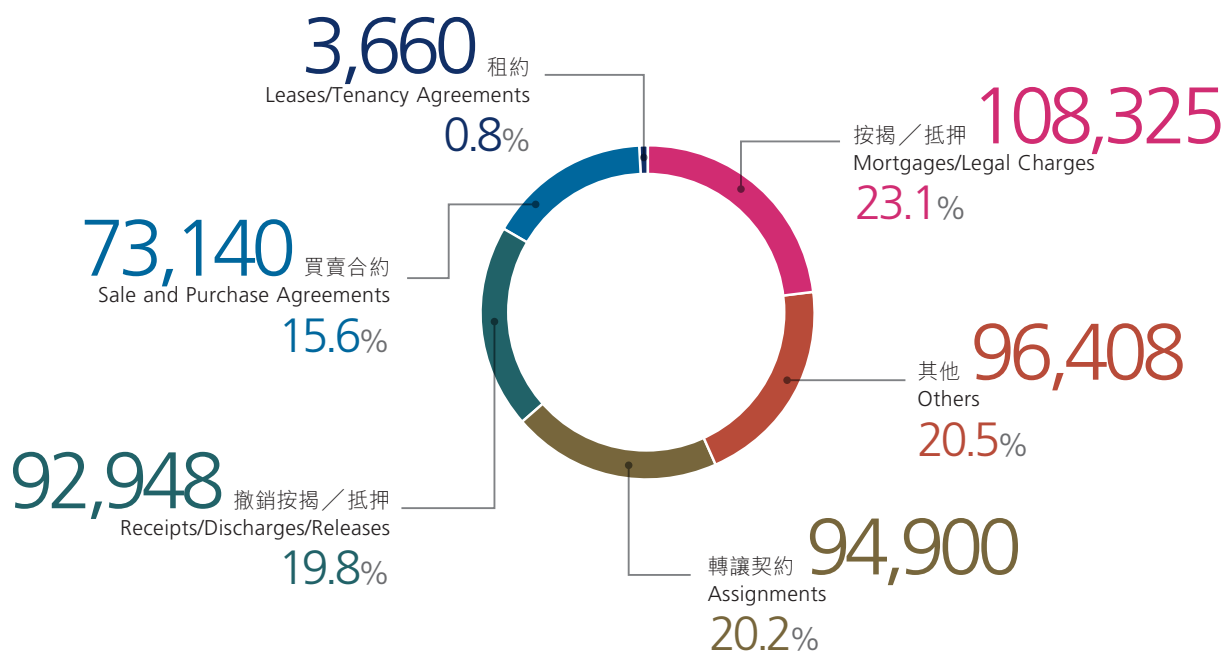


年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及撤銷按揭／抵押，佔全年收到文件總數的79%。

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.

2019/20年度送交註冊的土地文件類別

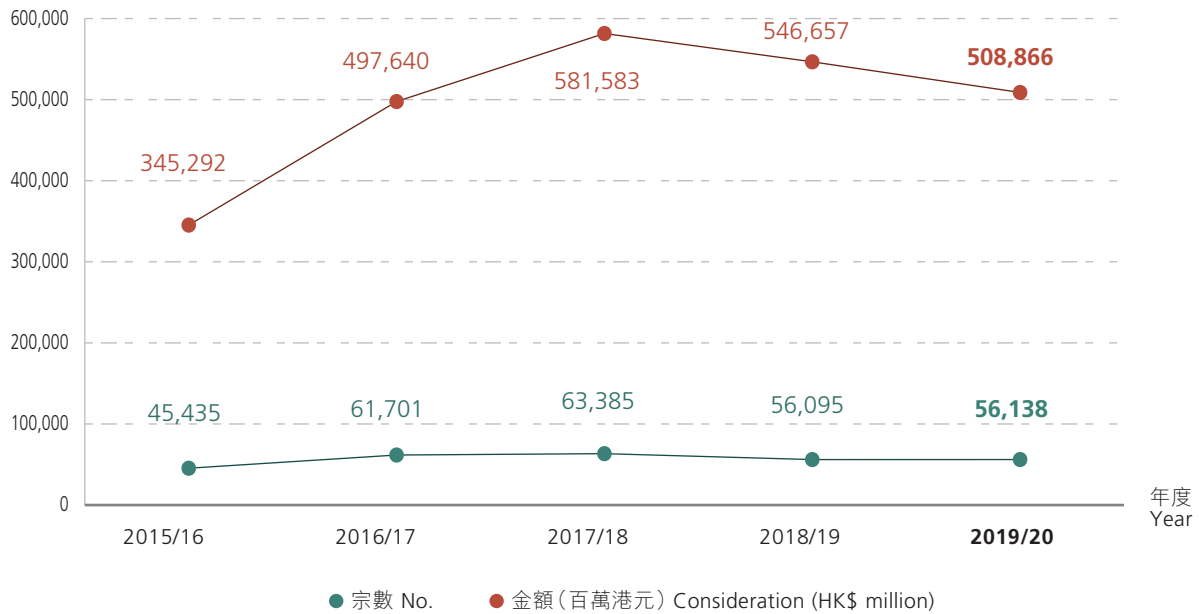
DISTRIBUTION OF LAND DOCUMENTS LODGED FOR REGISTRATION IN 2019/20



在2019/20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56,138份（較去年增加0.1%）及5,088.66億元（較去年減少6.9%）。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 2019/20, the number of SPAs of residential units and its total consideration were 56,138 (+0.1% from last year) and \$508,866 million (-6.9% 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.

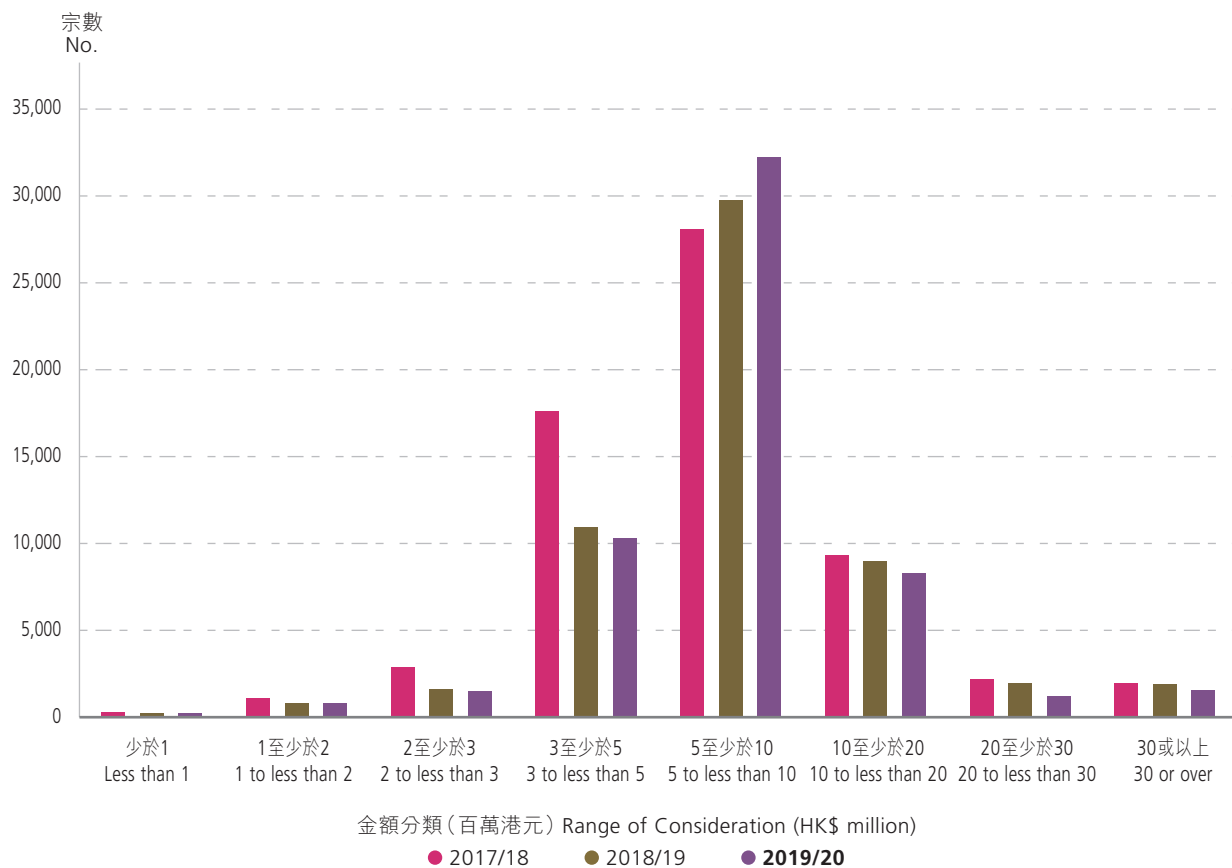
在2019/20年度，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元之間。年內交易金額超過500萬港元的住宅樓宇交易則顯著增加。

The majority of the transactions in residential units in 2019/20 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2019/20 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		2017/18		2018/19		2019/20	
Range of Consideration		宗數No.	%	宗數No.	%	宗數No.	%
(百萬港元)							
(HK\$ million)							
少於1	Less than 1	282	0.4	249	0.4	<b>215</b>	<b>0.4</b>
1至少於2	1 to less than 2	1,075	1.7	784	1.4	<b>823</b>	<b>1.5</b>
2至少於3	2 to less than 3	2,882	4.5	1,582	2.8	<b>1,478</b>	<b>2.6</b>
3至少於5	3 to less than 5	17,595	27.8	10,936	19.5	<b>10,312</b>	<b>18.4</b>
5至少於10	5 to less than 10	28,081	44.3	29,753	53.0	<b>32,240</b>	<b>57.4</b>
10至少於20	10 to less than 20	9,302	14.7	8,984	16.0	<b>8,294</b>	<b>14.8</b>
20至少於30	20 to less than 30	2,190	3.5	1,936	3.5	<b>1,228</b>	<b>2.2</b>
30或以上	30 or over	1,978	3.1	1,871	3.3	<b>1,548</b>	<b>2.8</b>
總數	Total	63,385	100.0	56,095	100.0	<b>56,138</b>	<b>100.0</b>

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。

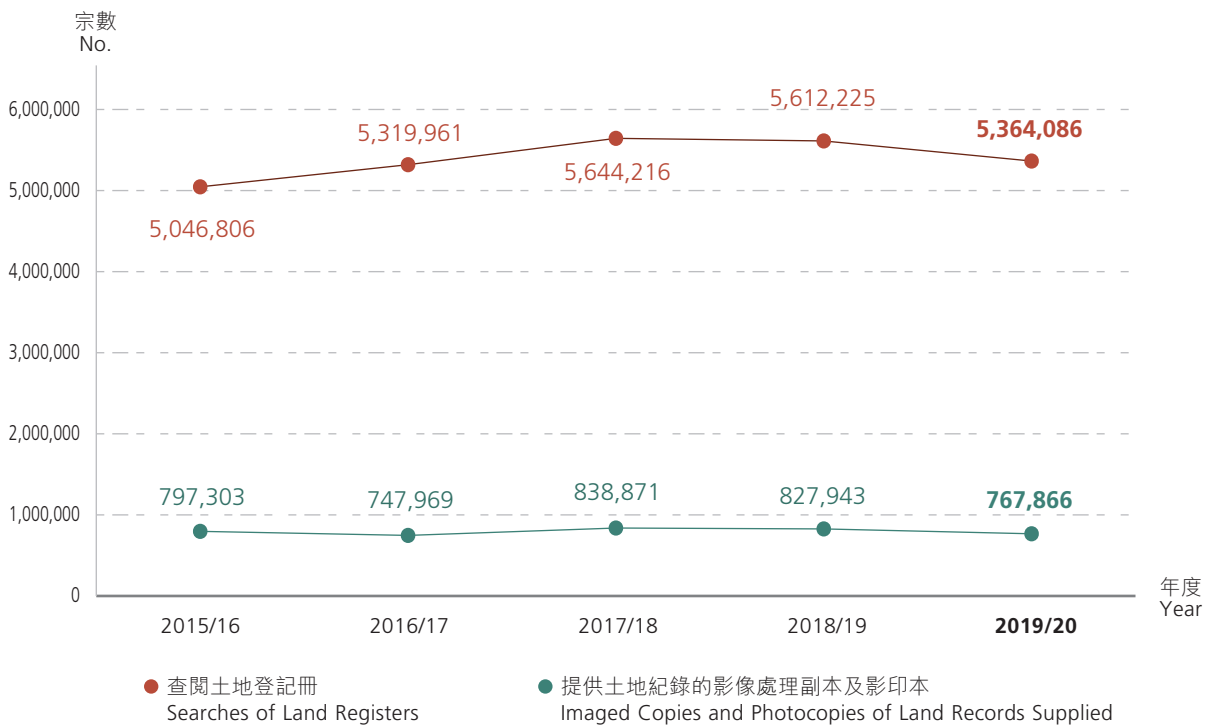
在2019/20年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像處理副本和影印本的總數分別為5,364,086宗（較去年減少4.4%）及767,866份（較去年減少7.3%）。

## 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 2019/20, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,364,086 (-4.4% from previous year) and 767,866 (-7.3% 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

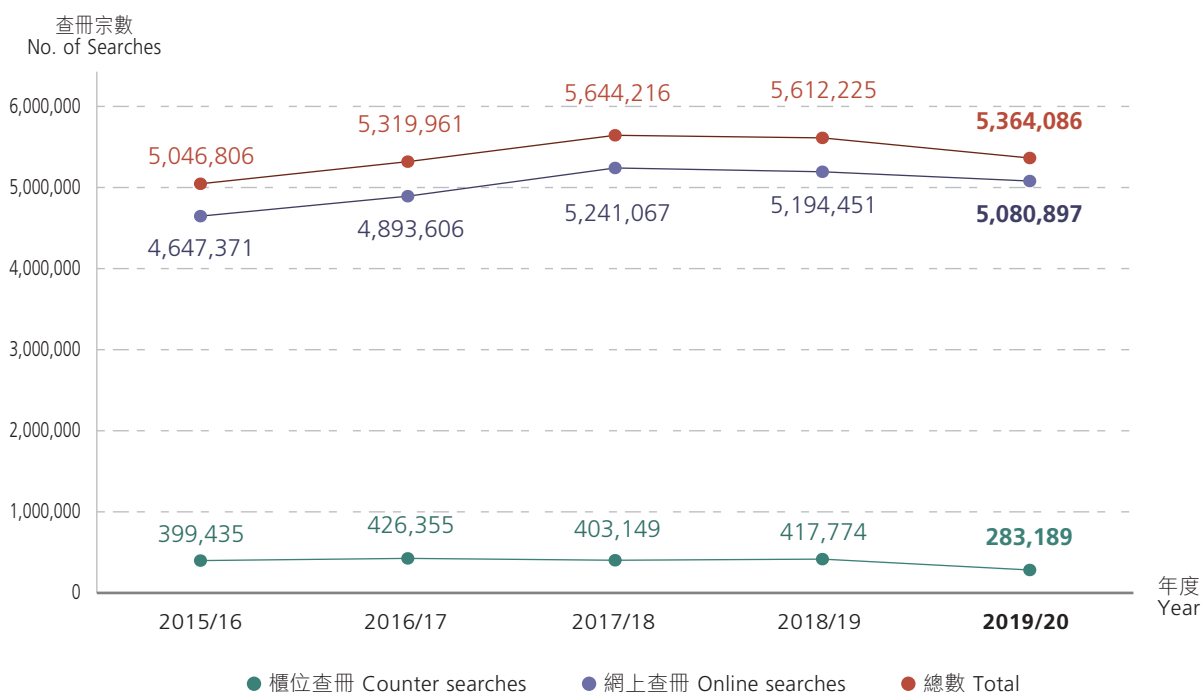


土地註冊處透過互聯網上的「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期7天、每天20小時(由上午7時30分至翌日上午3時30分)的查冊服務。公眾人士可以非經常用戶或登記用戶身分進行查冊。在2019/20年度，登記用戶的數目增加了32個(上升2.3%)，總數達1,416個。現時網上查冊約佔總查冊量的95%，其餘約5%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

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 32 (+2.3%) and reached 1,416 during 2019/20. Currently, searches conducted online constituted about 95% of the total search volume. The remaining 5% 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2020年3月31日，在2019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10,200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 2020, over 10,200 visits to the online versions of the SI and the CRT released on 30 April 2019 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2019/20年度，新註冊的業主立案法團共有104個，全港的業主立案法團總數增至11,043個。

## OWNERS' CORPORATION (OC) SERVICES

The Land Registry is responsible for registration of OCs and provision of filing and search service for OC records under the BMO. In 2019/20, 104 new OCs were registered. The total number of OCs in the territory reached 11,043.



## 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。

### 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)。

## 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.

### 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.



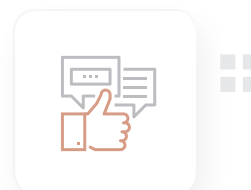
▲ 客戶聯絡小組（公營機構）  
Customer Liaison Group (Public Sector)

**訪問**

土地註冊處繼續與海外的同業機構保持緊密聯繫。在2019年9月，土地註冊處處長張美珠女士、副土地註冊處經理梁慧嫻女士和助理土地註冊處經理劉少雯女士出席在澳洲悉尼舉行的第46屆「業權註冊處長會議」。是次會議為來自不同海外司法管轄區的註冊處處長及其代表就服務的提供和業權註冊的最新發展提供了互相交流知識、創議及優良措施的寶貴機會。

**Visits**

The Land Registry continues to maintain close connection with its overseas counterparts. In September 2019, Ms Doris CHEUNG, the Land Registrar, Ms Alice LEUNG, Deputy Registry Manager and Ms Eva LAU, Assistant Registry Manager participated in the 46th Registrars of Title Conference held in Sydney, Australia. The Conference brought together Registrars and their delegates from various overseas jurisdictions, which provided a fruitful opportunity for the Conference participants to exchange knowledge, initiatives and best practices in service delivery as well as the latest developments in title registration.



在2019年5月15至17日，副土地註冊處經理林謝淑儀女士和高級律師李寶君女士亦出席在澳洲墨爾本舉行的2019年「土地註冊處處長發展事務人員會議」。該會議共有25名來自澳洲不同州份、新西蘭和香港的代表參加，有助促進本處與海外土地註冊機關的溝通和聯繫。

Besides, Mrs Cindy LAM, Deputy Registry Manager and Ms Shirley LEE, Senior Solicitor took part in the Land Registrars Development Officers Conference 2019 held in Melbourne, Australia from 15 to 17 May 2019. The Conference was attended by 25 delegates from different states of Australia as well as New Zealand and Hong Kong. It fostered communication and strengthened our network with overseas land registries.



此外，本處也與內地的相關機構保持緊密聯繫。由巡視員鄧又林先生率領的江西省自然資源廳的代表團於2019年6月14日到訪本處。我們除了向他們簡介本處的角色及職能外，也就土地註冊事宜進行討論，雙方均獲益良多。我們亦安排他們參觀本處的客戶服務中心，以了解本處的收契和查冊服務。

In addition, the Land Registry maintains a close relationship with its Mainland associates. A delegation from the Department of Natural Resources of Jiangxi Province led by Inspector Mr DENG You-lin visited us on 14 June 2019. We briefed them on the roles and functions of the Land Registry and had a useful discussion with them on land registration matters. A guided tour to the Customer Centre on our deeds lodgement and search services was also arranged.



## 溝通渠道

### 土地註冊處通函

在2019/20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2019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。

### 資料單張

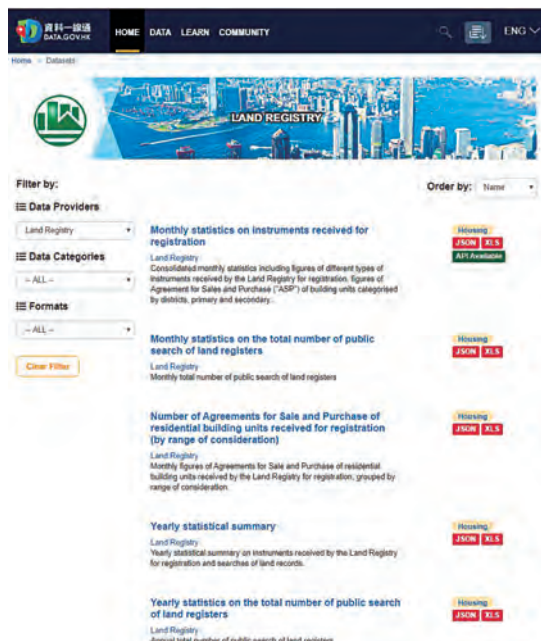
年內，我們更新了資料單張的內容，以提供本處服務的最新資訊。

### 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。

### 年度開放數據計劃

鑒於行政長官的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，並於2019年12月發布第二個由2020至22年度的開放數據計劃。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。



## Communication Channels

### Land Registry Circular Memoranda

In 2019/20, 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 2019 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.



### 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 second annual open data plan for 2020-22 was released in December 2019. 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。

### 土地註冊處網站

年內，共超逾810萬人次瀏覽本處網站，當中有63%的人次瀏覽中文網頁，37%的人次瀏覽英文網頁。

### 獎項

#### 2019年「公務員事務局局長嘉許狀」

我們謹此祝賀本處的文書主任張德聰先生獲頒發2019年「公務員事務局局長嘉許狀」，以嘉許他持續表現優秀及竭誠提供客戶服務。

### 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.

### Land Registry Website

During the year, there were 8.1 million visits (63% in the Chinese language and 37% in the English language) to the Land Registry website.

### Awards

#### The Secretary for the Civil Service's Commendation Award 2019

Congratulations to our Clerical Officer, Mr CHEUNG Tak-chung, who was awarded "The Secretary for the Civil Service's Commendation Award 2019" for his consistently outstanding performance and firm commitment towards customer service.



### 2019年「申訴專員嘉許獎」

我們謹此祝賀本處的一級土地註冊主任黃嘉敏女士及高級文書主任陳娟娟女士獲頒發2019年「申訴專員嘉許獎－公職人員獎」，以表揚她們致力為客戶提供高水平及專業的服務。



### The Ombudsman's Awards 2019

Congratulations to our Land Registration Officer I, Ms WONG Ka-man, Carmen, and Senior Clerical Officer, Ms CHAN Kuen-kuen, Meibo, who were awarded "The Ombudsman's Awards 2019 for Officers of Public Organisations" for their dedication in delivering high standard of services and their professionalism in serving customers.



### 「2019年公務員優質服務獎勵計劃」

本處以「為認可機構提供電子提示服務」參加由公務員事務局每兩年舉辦的「2019年公務員優質服務獎勵計劃」，榮獲「部門精進服務獎（小部門組別）」銀獎。本處致力推動優質服務文化及持續提升服務的努力再次備受肯定。正如發展局局長於2020年1月5日在其網誌發表一篇題為「四方共贏－土地註冊處「電子提示服務」」的文章所述，該服務對香港金融管理局、認可機構、物業業主和土地註冊處來說，都是四方共贏的新猷。

### Civil Service Outstanding Service Award Scheme 2019

The Land Registry was awarded the Silver Prize of the Departmental Service Enhancement Award (Small Department Category) in the Civil Service Outstanding Service Award Scheme 2019 organised by the Civil Service Bureau biennially by presenting the "e-Alert Service for Authorized Institutions (AIs)". Our commitment to promoting a culture of quality service and pursuing continuous service improvement has once again won recognition. As the Secretary for Development said in his Blog on 5 January 2020 entitled "Land Registry's e-Alert Service – A 4-win service initiative", the service is a 4-win initiative for the Hong Kong Monetary Authority, AIs, property owners and the Land Registry.



**「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2019年4月1日至2021年3月31日，本處再次獲授予該兩年期的「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. Once again, we were accredited “Manpower Developer” for two consecutive years from 1 April 2019 to 31 March 2021.

**《土地註冊處營運基金2017/18年報》獎項**

《土地註冊處營運基金2017/18年報》榮獲兩個國際獎項。除了獲頒「2018/19年度Mercury Excellence Awards」之「年報整體表現－政府機構及辦事處」組別的榮譽獎外，還奪得美國傳媒專業聯盟(LACP)頒發的「2018 Vision Awards」之「印刷本年報－市／州／國家政府組別」的白金獎。我們很榮幸能獲得Vision Awards這項最高殊榮，肯定了我們在製作優質年報上的努力。

**Awards for Land Registry Trading Fund (LRTF) Annual Report 2017/18**

The LRTF Annual Report 2017/18 won two international awards. In addition to an Honors Award in the Mercury Excellence Awards 2018/19 under the category of “Annual Reports – Overall Presentation – Government Agencies & Offices”, we achieved the Platinum Award of the League of American Communications Professionals (LACP) 2018 Vision Awards under the category of “Print-Based Annual Reports – Government – City/State/National”. We are proud to reach the highest level of the Vision Awards with the recognition of our pursuit for quality production of the annual report.





## 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透過其網站供用戶在網上填寫及打印註冊摘要的電子範本，以使用戶可更快捷和有效率地擬備註冊摘要。

## 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 on our homepage for online completion and printing to facilitate users to prepare the memorials in a more speedy and efficient way.



	Form/File Name	Form No.	Download Form
<b>For Lodging Solicitors</b>			
1.	e-Memorial Form	L.R. 152A	
2.	e-Memorial Form (Data Import)	L.R. 152A	
3.	Template for e-Memorial Form (Data Import)	-	
<b>For Government Departments</b>			
1.	e-Memorial Form	L.R. 152B	
2.	e-Memorial Form (Data Import)	L.R. 152B	
3.	Template for e-Memorial Form (Data Import)	-	



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。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載於電腦試算表的相關資料下載並同時匯入電子表格以製備多份註冊摘要表格。

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. 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.

電子註冊摘要表格的使用率正穩步上升，於2019/20年度，在所有連同文書一併遞交註冊的註冊摘要中，該表格的使用率已超逾72%。本處會繼續留意用戶的回應，以期進一步優化服務。

The usage of e-Memorial Form has been increasing steadily and has accounted for over 72% of the total number of memorials delivered with the instruments for registration in 2019/20. The Land Registry will continue to keep in view users' feedback to identify room for enhancements.

## 電子提示服務

### 物業把關易

在2019年1月28日推出的「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。

本處提供兩種訂購方式讓客戶選擇。與24個月的訂購期相比，一次過訂購方式的服務有效期會直至物業轉手為止，免卻業主要為服務申請續期，因此深受新用戶歡迎。現時逾90%的服務訂單均選用一次過訂購方式。此外，業主可採用新推出的郵遞方式遞交服務申請（親臨本處辦理亦可），這對擁有香港物業的業主甚為便利，尤其是長期居於海外或逗留香港境外的人士。

為了不斷優化「物業把關易」服務，本處已由2020年1月31日起簡化其申請手續，取消業主必須於申請表格內提供相關物業土地登記冊的物業參考編號的規定，令訂購該服務更為簡便。

自服務推出以來，本處亦安排了一連串宣傳活動以推廣服務，包括在不同電視頻道播放宣傳短片。該短片亦經其他政府部門的網頁和設施，以及公園的電視幕牆等途徑播放。



## e-Alert Service

### Property Alert

Launched on 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.

The Land Registry offers two subscription options. Comparing to the 24-month subscription, the one-off subscription option which remains valid until a change of property ownership is most popular among the new subscribers as it will obviate the need for property owners to renew subscription. Over 90% of the orders received have opted for one-off subscription. Besides, the new channel of application by post (in addition to application in person) has benefited owners of properties in Hong Kong, in particular those residing overseas or staying outside Hong Kong for extended periods of time.

For continuous improvement, the Land Registry has streamlined the application procedure by removing the mandatory requirement for property owners to provide the Property Reference Number (PRN) of the land register of the property concerned in the application form from 31 January 2020, making it more convenient to subscribe to the service.

Since service rollout, a series of promotional activities have been conducted including the launch of an Announcement in the Public Interest (API) on various television channels. The API has also been disseminated via other channels including Government departments' websites and facilities, video walls in public parks, etc.



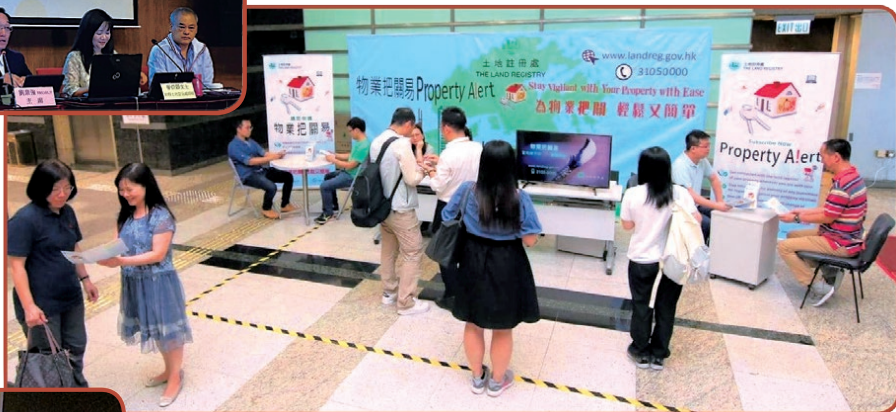
◀ 「物業把關易」宣傳短片  
Promotional video for Property Alert

此外，除了向主要持份者、專業團體和其他組織發出宣傳信件和電郵外，本處亦分別向本地及海外擁有香港物業的業主展開多項宣傳活動，包括在政府合署舉辦路演，為潛在客戶（透過與其他政府部門合作）、私人屋苑的業主立案法團／業主委員會、主要持份者如新界鄉議局以及香港地產代理商總會等舉行簡介會。

In addition to publicizing through promotional letters and emails to major stakeholders, professional bodies and other organisations, ongoing “out-reaching” publicity programmes targeted at property owners in Hong Kong and overseas owners of Hong Kong properties respectively have also been kicked-off. The programme activities held included roadshows at Government buildings, briefing sessions for potential customers (through collaboration with other Government departments), OCs/owners’ committees of private property developments and major stakeholders such as the Heung Yee Kuk and the Hong Kong Real Estate Agencies General Association, etc.



▲ 在新界鄉議局第35屆第五次執行委員會會議向委員簡介該服務  
Briefing session delivered to committee members at the 5th Executive Committee Meeting under the 35th Term of the Heung Yee Kuk



▲ 在長沙灣政府合署舉辦路演  
Roadshow held at the Cheung Sha Wan Government Offices



▲ 在交通樞紐張貼海報以提升公眾對該服務的認識  
Poster displayed at transportation hub to raise public awareness of the service



▲ 與屋宇署合作在其「樓宇安全進階證書課程」中舉辦服務簡介會和設立宣傳攤位  
Briefing session cum promotion booth held in collaboration with the Buildings Department during its Building Safety Advanced Certificate Course



**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押記/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,本處已於2019年1月14日實施第一階段電子渠道項目。自此,認可機構用戶可於電子渠道網頁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。在2019/20年度,大約75%的服務訂單申請均經由電子渠道提交。

為給認可機構帶來更方便的服務,本處的目標是於2020年第三季實施第二階段電子渠道項目,把網上提交申請的設施擴展至其他服務申請,例如終止/轉移服務訂單、更改資料等;以及新增更多用戶功能,包括帳戶資料管理及查詢等,相關的開發工作現正進行中。

**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,我們將於2020年第三季推出第二階段的電子渠道項目,進一步加強電子渠道的功能,以及提升認可機構和土地註冊處的運作效率。

**e-Alert Service for Authorized Institutions (AIs)**

The Land Registry launched the e-Alert Service for 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 launched the e-Channel (Phase one) on 14 January 2019. Since then, subscriber AIs can submit their applications for subscription of service orders through the e-Channel website at www.ealert-ai.landreg.gov.hk. The initiative has been well received by the AIs. Around 75% of the service orders have been submitted through the e-Channel during 2019/20.

To bring more convenience to AIs, the Land Registry will add the facilities for online submission of other service applications such as termination/transfer of service orders, change of particulars; and more user functions including maintenance and enquiry of account information to the e-Channel under Phase two of the project which is targeted to be implemented in third quarter of 2020. The relevant development work is now underway.

**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 launch the e-Channel (Phase two) in the third quarter of 2020 to further strengthen the functions of the e-Channel and to enhance operational efficiency of both the AIs and the Land Registry.