

附件
ANNEXES



(a) 2019/20 年度服务承诺
PERFORMANCE PLEDGES 2019/20

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)	实际表现 (达到服务标准的百分比) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
	工作天 Working Day(s)	分钟 Minutes		
1. 办理土地文件注册 Registration of land documents	15 (a+b)		92	85.3
(a) 由收到文书至根据已注册的文书更新土地登记册 ^(注2) ；以及 From receipt of an instrument to updating the land register with the registered instrument ^(See Note 2) ; 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 ^(注2) Completion of imaging and return of the registered instrument to the lodging party ^(See Note 2)	(b) 4			
2. 在柜位查阅土地登记册 Counter search of land registers		15	97	97.3
3. 提供土地纪录影像处理副本 Supply of imaged copies of land records				
(a) 在柜位索取 Over the counter				
(i) 不连过大图则 Without oversized plans		15	97	98
(ii) 附连过大图则 With oversized plans	5		97	100
(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 Without coloured plans	1		97	100
• 附连颜色图则 With coloured plans	3		97	100
• 附连过大图则 With oversized plans	5		97	100

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target	实际表现 (达到服务标准的百分比) ^(注1) Actual Performance
	工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)	(% meeting service standard) (See Note 1)
(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				
	– 下午6时前订购 Orders placed before 6 pm	1	97	100
	– 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	2	97	100
• 附连颜色图则 With coloured plans				
		3	97	100
• 附连过大图则 With oversized plans				
		5	97	100
4. 提供土地纪录认证本 Supply of certified copies of land records				
(a) 在柜位办理 Over the counter				
	(i) 土地登记册 Land registers	35	97	99.3
	(ii) 不连过大图则的影像处理副本 Imaged copies without oversized plans	35	97	98.9
	(iii) 附连过大图则的影像处理副本 Imaged copies with oversized plans	5	97	97.8

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target	实际表现 (达到服务标准的百分比) ^(注1) Actual Performance
	工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)	(% meeting service standard) (See Note 1)
(b) 透过网上服务订购 Order via online services				
(i) 亲身领取 Collection in person				
	• 土地登记册 Land registers	1	97	100
	• 影像处理副本 Imaged copies			
	– 不连过大图则 Without oversized plans	3	97	100
	– 附连过大图则 With oversized plans	5	97	95
(ii) 邮寄或由传递公司递送 Delivery by post or courier				
	• 土地登记册 Land registers			
	– 下午6时前订购 Orders placed before 6 pm	1	97	100
	– 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	2	97	100
	• 不连过大图则的影像处理副本 Imaged copies without oversized plans	3	97	100
	• 附连过大图则的影像处理副本 Imaged copies with oversized plans	5	97	99.3
5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)				
	(a) 批阅注册摘要日志的申请 Approval of MDB applications	2	98	100
	(b) 递送注册摘要日志资料档案 Delivery of MDB data files	1	98	100

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target	实际表现 (达到服务标准的百分比) ^(注1) Actual Performance
	工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)	(% meeting service standard) (See Note 1)
6. 销售按揭注册摘要月志				
Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)				
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98	100
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98	100
7. 电话查询服务				
Telephone enquiry services				
(a) 办公时间收到留言 Voice mail left during office hours	收到留言后40分钟内回复 Return calls within 40 minutes after receiving the voice mail		94	99.3
(b) 非办公时间收到留言 Voice mail left after office hours	下一个工作天早上10时前回复 Return calls before 10 am on the next working day		94	100
8. 修订土地登记册资料				
Amendment of registered data				
(a) 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)	3		94	94.2
(b) 复杂个案 Complicated cases	10		93	91

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比)	实际表现 (达到服务标准的百分比) ^(注1)
	工作天 Working Day(s)	分钟 Minutes	Performance Target (% meeting service standard)	Actual Performance (% meeting service standard) (See Note 1)
9. 为再交付注册的中止注册文书办理注册 Registration of withheld instruments redelivered for registration	16 (a+b)		92	87.5
(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. 业主立案法团服务 Owners' corporation services				
(a) 办理业主立案法团注册 ^(注3) Registration of owners' corporations ^(See Note 3)		30	90	100
(b) 提供业主立案法团纪录副本 Supply of copies of owners' corporation records		30	90	100

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target	实际表现 (达到服务标准的百分比) ^(注1) Actual Performance
	工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)	(% meeting service standard) (See Note 1)

11. 处理建议 / 投诉

Handling of suggestions/complaints

本处会在收到建议或投诉后的十天内答复。如果不可能在这限期内详尽作复，也会给予初步回复。

Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.

-

-

注1：为减低2019冠状病毒病在社区扩散的风险，2020年2月3日至3月31日在特别工作安排下仅维持有限度的公共服务，个别项目的实际服务表现因而受到影响。

Note 1: The actual performance of individual items was affected given that public services were provided on a limited scale under the special work arrangement from 3 February 2020 to 31 March 2020 to reduce the risk of the spread of COVID-19 in the community

注2：不包括复杂个案及被中止注册的文书

Note 2: Excluding complicated cases and instruments withheld from registration

注3：不包括复杂个案或需要提供附加证明文件的申请

Note 3: Excluding complicated cases and applications that require further supporting documents for processing

(b) 2020/21年度服务承诺 (生效日期为2020年4月1日起)
PERFORMANCE PLEDGES 2020/21 (WITH EFFECT FROM 1 APRIL 2020)

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
1. 办理土地文件注册 Registration of land documents	15 (a+b)		92
(a) 由收到文书至根据已注册的文书更新土地登记册 ^(注1) ; 以及 From receipt of an instrument to updating the land register with the registered instrument ^(See Note 1) ; 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 ^(注1) Completion of imaging and return of the registered instrument to the lodging party ^(See Note 1)	(b) 4		
2. 在柜位查阅土地登记册 Counter search of land registers		15	97
3. 提供土地纪录影像处理副本 Supply of imaged copies of land records			
(a) 在柜位索取 Over the counter			
(i) 不连过大图则 Without oversized plans		15	97
(ii) 附连过大图则 With oversized plans	5		97
(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 Without coloured plans	1		97
• 附连颜色图则 With coloured plans	3		97
• 附连过大图则 With oversized plans	5		97

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
(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			
– 下午6时前订购 Orders placed before 6 pm	1		97
– 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	2		97
• 附连颜色图则 With coloured plans	3		97
• 附连过大图则 With oversized plans	5		97
4. 提供土地纪录认证本 Supply of certified copies of land records			
(a) 在柜位办理 Over the counter			
(i) 土地登记册 Land registers		35	97
(ii) 不连过大图则的影像处理副本 Imaged copies without oversized plans		35	97
(iii) 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97
(b) 透过网上服务订购 Order via online services			
(i) 亲身领取 Collection in person			
• 土地登记册 Land registers	1		97
• 影像处理副本 Imaged copies			
– 不连过大图则 Without oversized plans	3		97
– 附连过大图则 With oversized plans	5		97

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
(ii) 邮寄或由传递公司送递 Delivery by post or courier			
• 土地登记册 Land registers			
– 下午6时前订购 Orders placed before 6 pm	1		97
– 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	2		97
• 不连过大图则的影像处理副本 Imaged copies without oversized plans	3		97
• 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97
5. 销售注册摘要日志 Sale of Memorial Day Book (MDB)			
(a) 批阅注册摘要日志的申请 Approval of MDB applications	2		98
(b) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98
6. 销售按揭注册摘要月志 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)			
(a) 批阅按揭注册摘要月志的申请 Approval of MMIM applications	2		98
(b) 送递按揭注册摘要月志资料档案 Delivery of MMIM data files	4		98

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
7. 电话查询服务			
Telephone enquiry services			
(a) 办公时间收到留言 Voice mail left during office hours	收到留言后40分钟内回复 Return calls within 40 minutes after receiving the voice mail		94
(b) 非办公时间收到留言 Voice mail left after office hours	下一个工作天早上10时前回复 Return calls before 10 am on the next working day		94
8. 修订土地登记册资料			
Amendment of registered data			
(a) 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)	3		94
(b) 复杂个案 Complicated Cases	10		93
9. 为再交付注册的中止注册文书办理注册			
Registration of withheld instruments redelivered for registration			
(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		92
(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		

服务类别 Service Type	服务标准 Service Standard		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分钟 Minutes	
10. 业主立案法团服务 Owners' corporation services			
(a) 办理业主立案法团注册 ^(注2) Registration of owners' corporations ^(See Note 2)	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. 处理建议 / 投诉
Handling of suggestions/complaints

本处会在收到建议或投诉后的十天内答复。如果不可能在这限期内详尽作复，也会给予初步回复。
Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.

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

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