

服务
及运作

ervices and Operations



办理土地文件注册

影响土地的文件均送交本处位于金钟道政府合署的客户服务中心办理注册。

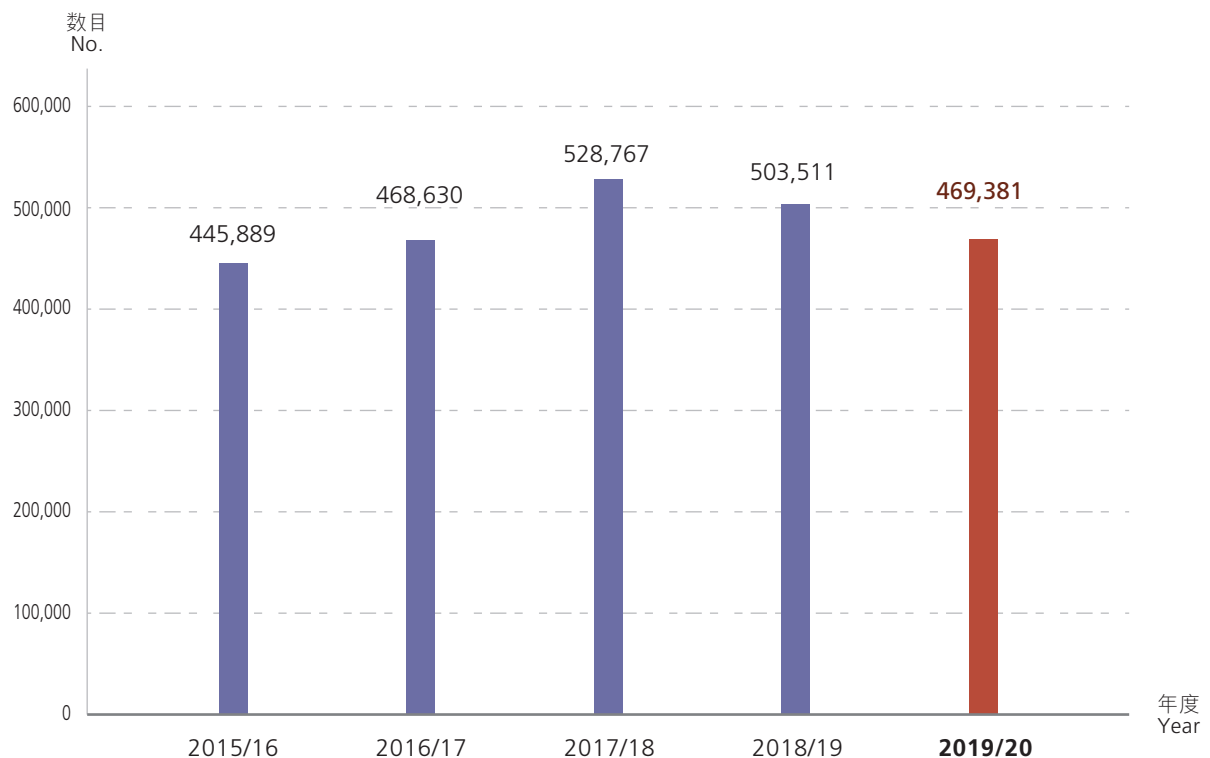
在2019/20年度，送交注册的土地文件共469,381份，较2018/19年度减少6.8%。

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.

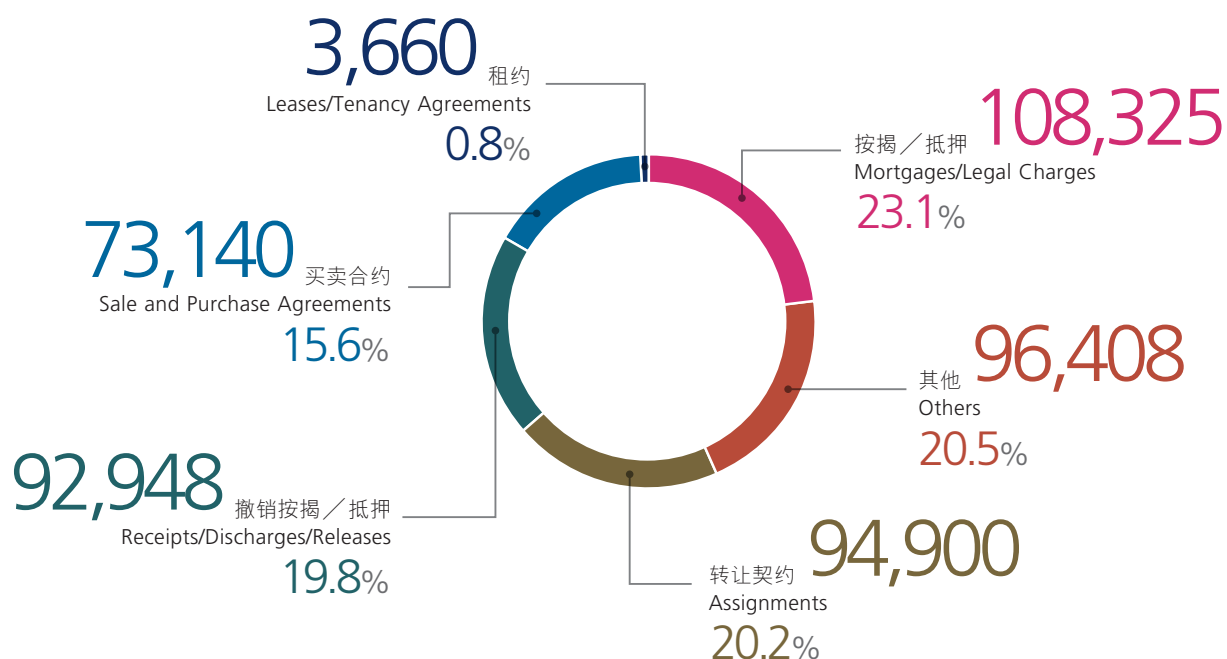
送交注册的土地文件数目
NO. OF LAND DOCUMENTS DELIVERED FOR REGISTRATION



年内收到的主要文件类别包括楼宇买卖合约、转让契约、按揭／抵押及撤销按揭／抵押，占全年收到文件总数的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.

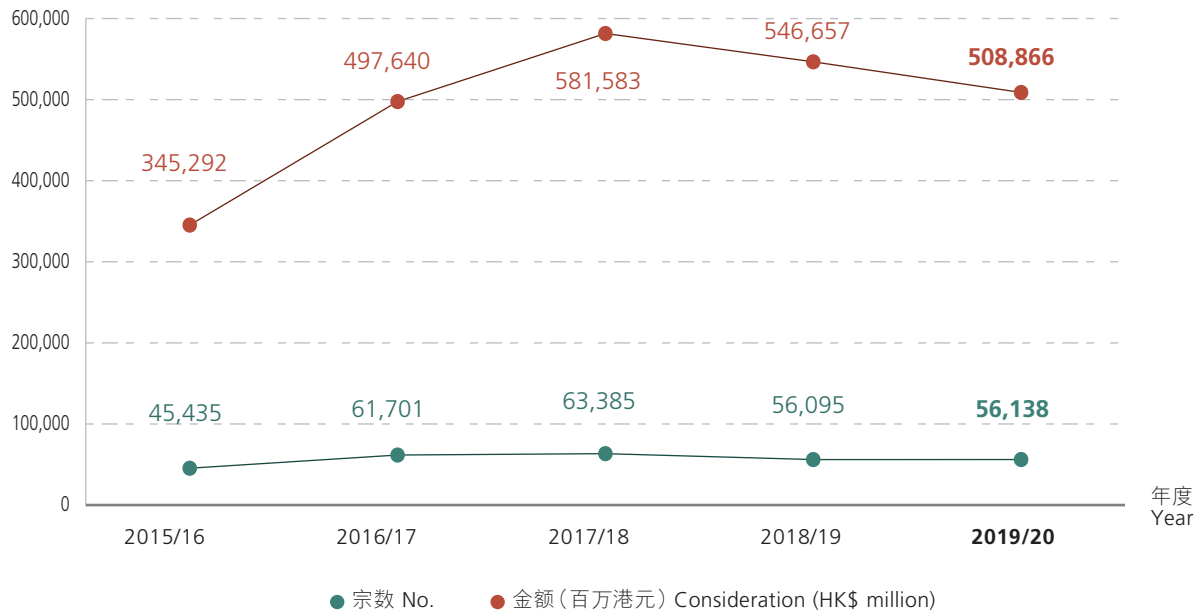
2019/20年度送交注册的土地文件类别
DISTRIBUTION OF LAND DOCUMENTS LODGED FOR REGISTRATION IN 2019/20



在2019/20年度送交注册的所有楼宇买卖合约中，住宅楼宇买卖合约的宗数和总值分别是56,138份（较去年增加0.1%）及5,088.66亿元（较去年减少6.9%）。一般而言，这类合约的数量是反映物业市场交投情况的重要指标。

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.

送交注册的住宅楼宇买卖合同宗数和金额 NO. AND CONSIDERATION OF SALE AND PURCHASE AGREEMENTS OF RESIDENTIAL UNITS DELIVERED FOR REGISTRATION



注： 上述统计数字并不包括居者有其屋、私人机构参建居屋及租者置其屋计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

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.

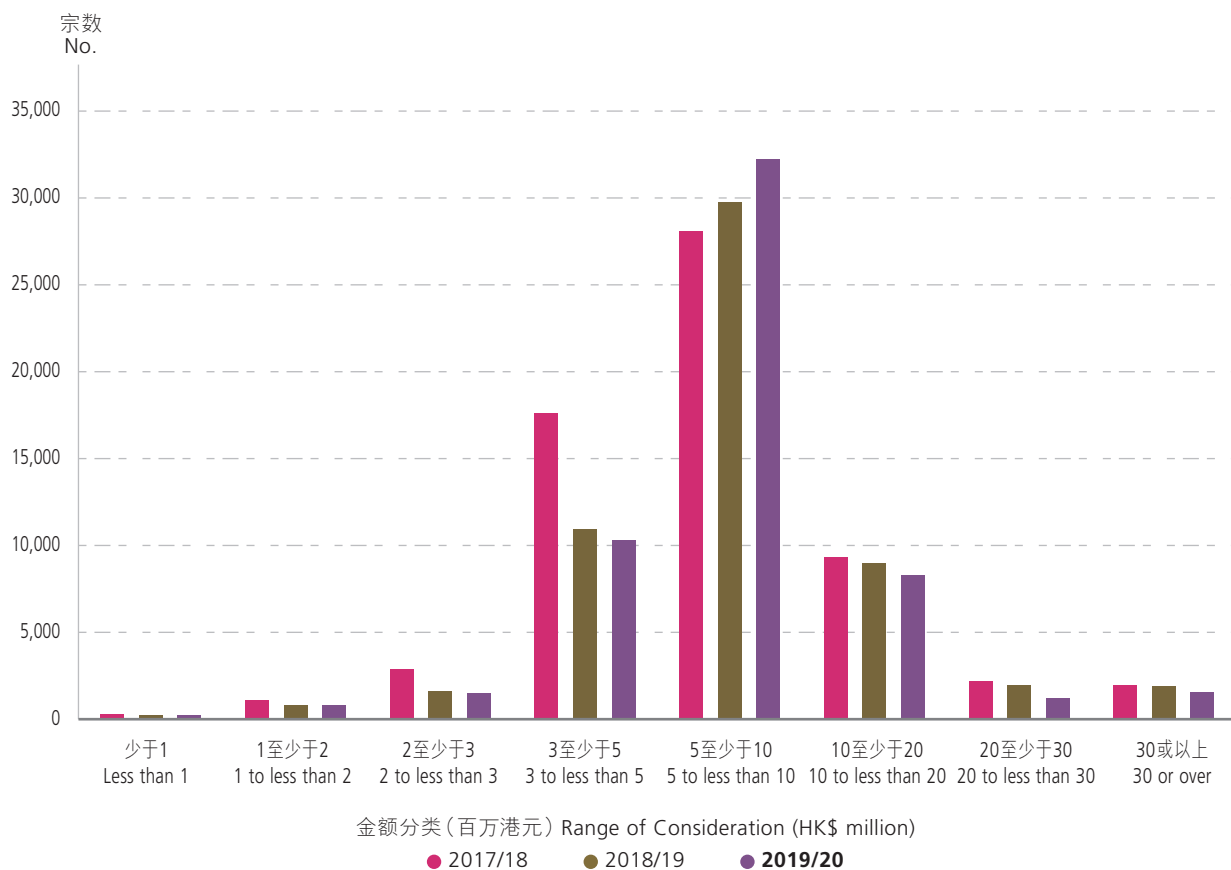
在2019/20年度，大多数住宅楼宇的交易金额是介乎500万至1,000万港元之间。年内交易金额超过500万港元的住宅楼宇交易则显著增加。

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.



按金额分类的住宅楼宇买卖合约宗数

NO. OF SALE & PURCHASE AGREEMENTS OF RESIDENTIAL UNITS BY RANGE OF CONSIDERATION



金额分类		2017/18		2018/19		2019/20	
Range of Consideration							
(百万港元)		宗数No.	%	宗数No.	%	宗数No.	%
(HK\$ million)							
少于1	Less than 1	282	0.4	249	0.4	215	0.4
1至少于2	1 to less than 2	1,075	1.7	784	1.4	823	1.5
2至少于3	2 to less than 3	2,882	4.5	1,582	2.8	1,478	2.6
3至少于5	3 to less than 5	17,595	27.8	10,936	19.5	10,312	18.4
5至少于10	5 to less than 10	28,081	44.3	29,753	53.0	32,240	57.4
10至少于20	10 to less than 20	9,302	14.7	8,984	16.0	8,294	14.8
20至少于30	20 to less than 30	2,190	3.5	1,936	3.5	1,228	2.2
30或以上	30 or over	1,978	3.1	1,871	3.3	1,548	2.8
总数	Total	63,385	100.0	56,095	100.0	56,138	100.0

注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

Note: Figures in percentage for individual items may not add up to 100% due to rounding.

查阅土地纪录服务

土地注册处备存土地纪录，旨在提供一个关于物业拥有权的资讯平台，以方便物业交易。

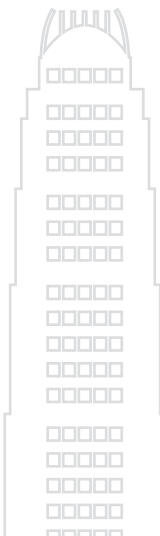
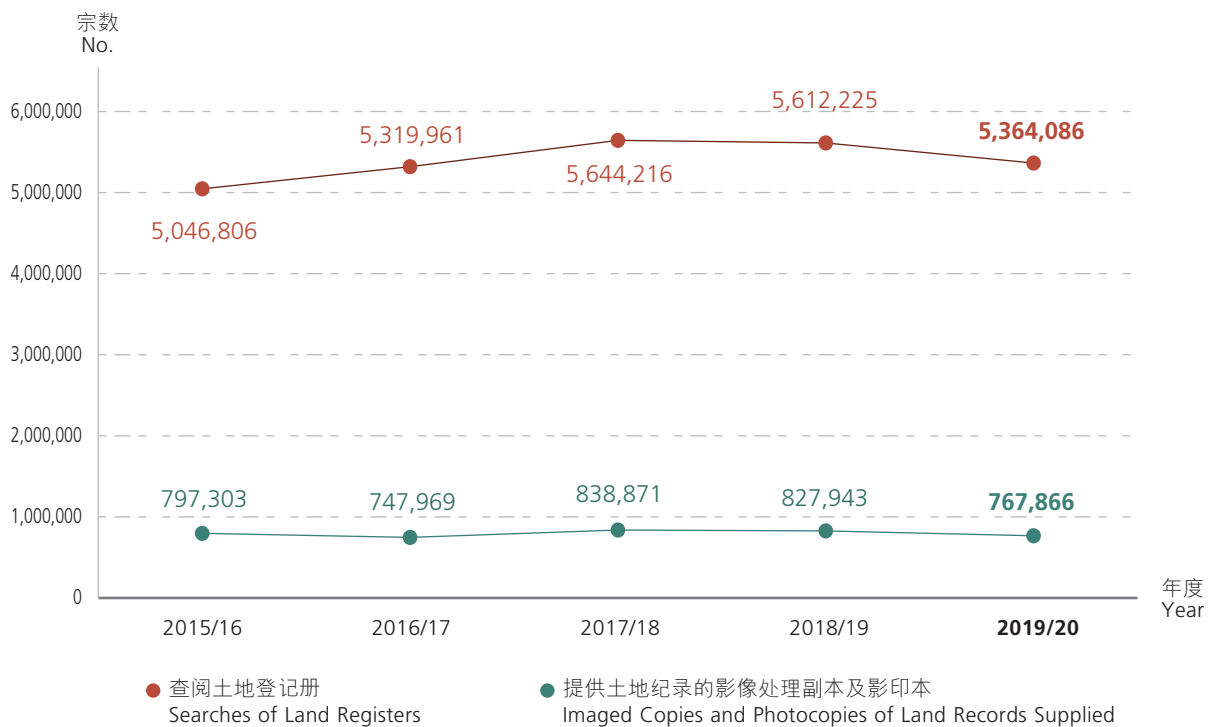
在2019/20年度，查阅土地登记册的宗数，以及提供土地纪录的影像处理副本和影印本的总数分别为5,364,086宗（较去年减少4.4%）及767,866份（较去年减少7.3%）。

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.

查阅土地登记册宗数和提供土地纪录的影像处理副本及影印本份数
NO. OF SEARCHES OF LAND REGISTERS & IMAGED COPIES AND PHOTOCOPIES OF LAND RECORDS SUPPLIED

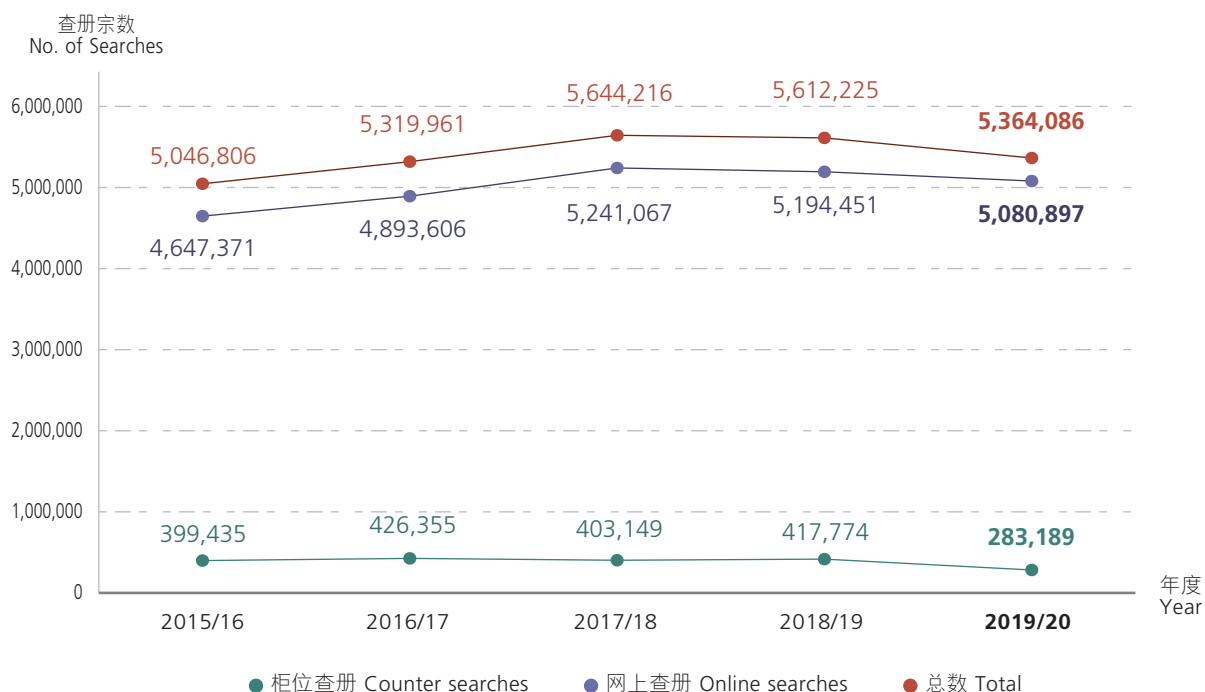


土地注册处透过互联网上的「综合注册资讯系统」(www.iris.gov.hk)提供每星期7天、每天20小时(由上午7时30分至翌日上午3时30分)的查册服务。公众人士可以非经常用户或登记用户身份进行查册。在2019/20年度, 登记用户的数目增加了32个(上升2.3%), 总数达1,416个。现时网上查册约占总查册量的95%, 其余约5%是在本处设于金钟道政府合署的客户服务中心, 以及位于大埔、元朗和荃湾的新界查册中心透过柜位查册服务进行。

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.

查阅土地登记册宗数

NO. OF SEARCHES OF LAND REGISTERS



本处每年均会推出新版的《街道索引》及《新界地段／地址对照表》(《对照表》)，方便公众以本港的物业地址或楼宇名称查阅相关的地段编号。为配合网上查册服务，公众可在本处网站或透过「综合注册资讯系统」网上服务的超连结，免费浏览《街道索引》及《对照表》的网上版本。截至2020年3月31日，在2019年4月30日推出的《街道索引》及《对照表》网上版本已录得超过10,200浏览人次。

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.



业主立案法团服务

根据《建筑物管理条例》，土地注册处负责办理业主立案法团的注册事宜，并就业主立案法团的纪录提供存档和查阅服务。在2019/20年度，新注册的业主立案法团共有104个，全港的业主立案法团总数增至11,043个。

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.

客户服务

本处的管理及客户服务部专责策划及统筹客户服务，以促进卓越服务，满足客户对服务质素的殷切期望。我们善用各种渠道与客户联络和沟通，以提升部门服务。

联络客户

土地注册处联合常务委员会

土地注册处联合常务委员会的成员包括土地注册处处长、其下的高级管理团队，以及香港律师会的代表。委员会定期举行会议，就土地注册事宜、本处向法律界人士所提供的服务，以及拟备推行业权注册制度等进行商讨和交流意见。委员会成员名单见附件 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).



客户联络小组

本处透过两个客户联络小组（私营机构和公营机构）与客户保持联络，让客户了解本处的最新计划、服务和工作程序，在业务运作和服务提供事宜上促进意见交流，以及就客户的意见作出回应。

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.



▲ 客户联络小组（私营机构）
Customer Liaison Group (Private Sector)

私营机构客户联络小组的成员来自法律界、专业机构及工商团体；公营机构客户联络小组的成员则来自政府部门及公营机构。两个小组的成员名单分别见附件 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.



▲ 客户联络小组（公营机构）
Customer Liaison Group (Public Sector)

访问

土地注册处继续与海外的同业机构保持紧密联系。在2019年9月，土地注册处处长张美珠女士、副土地注册处经理梁慧娴女士和助理土地注册处经理刘少雯女士出席在澳洲悉尼举行的第46届「业权注册处长会议」。是次会议为来自不同海外司法管辖区的注册处处长及其代表就服务的提供和业权注册的最新发展提供了互相交流知识、创议及优良措施的宝贵机会。

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，副土地注册处经理林谢淑仪女士和高级律师李宝君女士亦出席在澳洲墨尔本举行的2019年「土地注册处处长发展事务人员会议」。该会议共有25名来自澳洲不同州份、新西兰和香港的代表参加，有助促进本处与海外土地注册机关的沟通和联系。

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，本处也与内地的相关机构保持紧密联系。由巡视员邓又林先生率领的江西省自然资源厅的代表团于2019年6月14日到访本处。我们除了向他们简介本处的角色及职能外，也就土地注册事宜进行讨论，双方均获益良多。我们亦安排他们参观本处的客户服务中心，以了解本处的收契和查册服务。



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.



沟通渠道

土地注册处通函

在2019/20年度，我们发出了两份通函，让法律界人士和客户知悉本处推出的新产品／服务。

《土地注册处通讯》

本处分别在2019年6月及12月发布了两期的《土地注册处通讯》电子版，向客户介绍部门的新猷、服务和活动。

资料单张

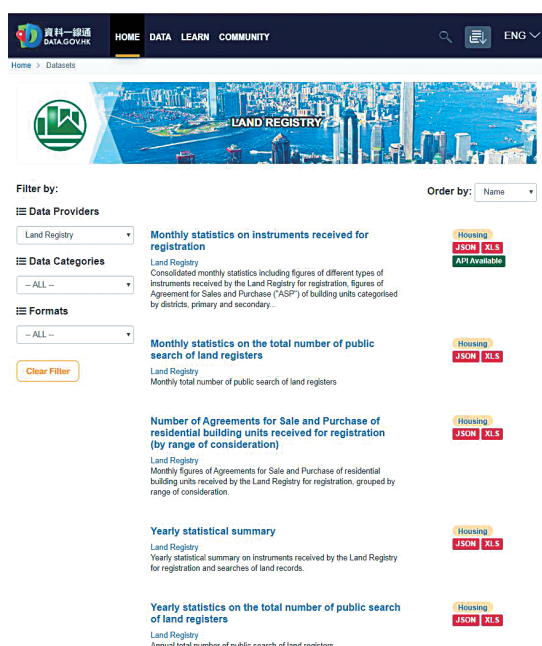
年内，我们更新了资料单张的内容，以提供本处服务的最新资讯。

新闻稿

我们不时发放新闻稿公布本处的最新服务资讯，以及提供土地注册及查册的定期统计数字。

年度开放数据计划

鉴于行政长官的2017年施政报告及政府于2017年12月公布的「香港智慧城市蓝图」，本处在2018年12月首次发布年度开放数据计划，并于2019年12月发布第二个由2020至22年度的开放数据计划。该计划列出将于未来三年，透过「资料一线通」网站发放供公众人士免费使用的注册和查册服务相关数据集，该等数据集可为科研及创新提供原料。



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.

客户服务热线

本处的客户服务热线由互动语音系统支援，透过预录讯息和职员接听服务提供全面的资讯。当系统接驳至个别支援服务小组时，会提供轮候次序的服务。透过与效率促进办公室辖下的1823电话中心合作，本处提供每天24小时的热线查询服务。

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.

土地注册处网站

年内，共超逾810万人次浏览本处网站，当中有63%的人次浏览中文网页，37%的人次浏览英文网页。

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.

奖项

2019年「公务员事务局局长嘉许状」

我们谨此祝贺本处的文书主任张德聪先生获颁发2019年「公务员事务局局长嘉许状」，以嘉许他持续表现优秀及竭诚提供客户服务。

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「申诉专员嘉许奖」

我们谨此祝贺本处的一级土地注册主任黄嘉敏女士及高级文书主任陈娟娟女士获颁发2019年「申诉专员嘉许奖－公职人员奖」，以表扬她们致力为客户提供高水平及专业的服务。



「2019年公务员优质服务奖励计划」

本处以「为认可机构提供电子提示服务」参加由公务员事务局每两年举办的「2019年公务员优质服务奖励计划」，荣获「部门精进服务奖（小部门组别）」银奖。本处致力推动优质服务文化及持续提升服务的努力再次备受肯定。正如发展局局长于2020年1月5日在其网志发表一篇题为「四方共赢－土地注册处「电子提示服务」」的文章所述，该服务对香港金融管理局、认可机构、物业业主和土地注册处来说，都是四方共赢的新猷。



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.



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人才企业嘉许计划」

雇员再培训局于2009年推出「ERB人才企业嘉许计划」，表扬在人才培养及发展工作有卓越表现的机构，并授予「人才企业」的尊称。本处自2012年参与该计划以来，一直获嘉许为「人才企业」；而由2019年4月1日至2021年3月31日，本处再次获授予该两年期的「人才企业」嘉许。



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.

《土地注册处营运基金2017/18年报》奖项

《土地注册处营运基金2017/18年报》荣获两个国际奖项。除了获颁「2018/19年度Mercury Excellence Awards」之「年报整体表现－政府机构及办事处」组别的荣誉奖外，还夺得美国传媒专业联盟(LACP)颁发的「2018 Vision Awards」之「印刷本年报－市／州／国家政府组别」的白金奖。我们很荣幸能获得Vision Awards这项最高殊荣，肯定了我们在制作优质年报上的努力。

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.



项目发展与新服务

电子注册摘要表格

电子注册摘要表格是土地注册处透过其网站供用户在网上填写及打印注册摘要的电子范本，以使用户可更快捷和有效率地制备注册摘要。

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.



E-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry. Lodging solicitors and government departments can download the forms below free of charge and save into their computer for preparing memorials for registration.

Please refer to the [Workstation Requirements](#) and the [Disclaimer](#) for using the e-Memorial Form.

You can click here [[Demo file for e-Memorial Form](#)] and [[Demo file for e-Memorial Form \(Data Import\)](#)] to view online demonstration on how to use the e-Memorial Form.

Sample of a printed copy of the completed e-Memorial Form can be viewed [here](#).

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

电子注册摘要表格备有基本版和具资料汇入功能两个版本。两者均内置自动填写功能，让用户在填写注册摘要表格时，可从「综合注册资讯系统」以物业参考编号检索所属的物业资料作参考。若用户须以同一套基本资料处理一连串交易或物业项目，具备资料汇入功能的电子注册摘要表格可更方便将载于电脑试算表的相关资料下载并同时汇入电子表格以制备多份注册摘要表格。

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.

电子注册摘要表格的使用率正稳步上升，于2019/20年度，在所有连同文书一并递交注册的注册摘要中，该表格的使用率已超逾72%。本处会继续留意用户的回应，以期进一步优化服务。

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.

电子提示服务

物业把关易

在2019年1月28日推出的「物业把关易」是业主的好帮手，有助他们以相宜的费用和简易的方式掌握其物业状况，及早发现涉及其物业但属预期之外或可疑的文书交付本处注册，以便他们迅速采取跟进行动及／或征询法律意见。

本处提供两种订购方式让客户选择。与24个月的订购期相比，一次过订购方式的服务有效期会直至物业转手为止，免却业主要为服务申请续期，因此深受新用户欢迎。现时逾90%的服务订单均选用一次过订购方式。此外，业主可采用新推出的邮递方式递交服务申请（亲临本处办理亦可），这对拥有香港物业的业主甚为便利，尤其是长期居于海外或逗留香港境外的人士。

为了不断优化「物业把关易」服务，本处已由2020年1月31日起简化其申请手续，取消业主必须于申请表格内提供相关物业土地登记册的物业参考编号的规定，令订购该服务更为简便。

自服务推出以来，本处亦安排了一连串宣传活动以推广服务，包括在不同电视频道播放宣传短片。该短片亦经其他政府部门的网页和设施，以及公园的电视幕墙等途径播放。



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.



◀ 「物业把关易」宣传短片
Promotional video for Property Alert

此外，除了向主要持份者、专业团体和其他组织发出宣传信件和电邮外，本处亦分别向本地及海外拥有香港物业的业主展开多项宣传活动，包括在政府合署举办路演，为潜在客户（透过与其他政府部门合作）、私人屋苑的业主立案法团／业主委员会、主要持份者如新界乡议局以及香港地产代理商总会等举行简介会。

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.



▲ 在新界乡议局第35届第五次执行委员会会议向委员简介该服务
Briefing session delivered to committee members at the 5th Executive Committee Meeting under the 35th Term of the Heung Yee Kuk



▲ 在长沙湾政府合署举办路演
Roadshow held at the Cheung Sha Wan Government Offices



▲ 在交通枢纽张贴海报以提升公众对该服务的认识
Poster displayed at transportation hub to raise public awareness of the service



▲ 与屋宇署合作在其「楼宇安全进阶证书课程」中举办服务简介会和设立宣传摊位
Briefing session cum promotion booth held in collaboration with the Buildings Department during its Building Safety Advanced Certificate Course



为认可机构提供的电子提示服务

本处在2017年2月1日推出了供《银行业条例》(第155章)下的认可机构(即持牌银行、有限牌照银行及接受存款公司)订购的电子提示服务,以助认可机构更有效管理按揭贷款的信贷风险。该等认可机构在相关业主的同意下订购这项服务后,每当已承按的物业有再按揭记/按揭文件交付本处办理注册时,便会收到本处发出的电子提示讯息。

为令认可机构更可靠和方便地递交电子提示服务的申请,以及提升运作效率,本处已于2019年1月14日实施第一阶段电子渠道项目。自此,认可机构用户可于电子渠道网页 www.ealert-ai.landreg.gov.hk 提交网上服务订单的申请。认可机构对此新猷表示欢迎。在2019/20年度,大约75%的服务订单申请均经由电子渠道提交。

为给认可机构带来更方便的服务,本处的目标是于2020年第三季实施第二阶段电子渠道项目,把网上提交申请的设施扩展至其他服务申请,例如终止/转移服务订单、更改资料等;以及新增更多用户功能,包括帐户资料管理及查询等,相关的开发工作现正进行中。

未来计划**电子提示服务**

本处会继续致力向香港物业的业主宣传「物业把关易」服务。至于为认可机构提供的电子提示服务,我们于2020年第三季推出第二阶段的电子渠道项目,进一步加强电子渠道的功能,以及提升认可机构和土地注册处的运作效率。

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.