

附件  
ANNEXES



(a) 2019/20年度服務承諾  
PERFORMANCE PLEDGES 2019/20

服務類別 Service Type	服務標準 Service Standard		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) <sup>(註1)</sup>
	工作天 Working Day(s)	分鐘 Minutes	Performance Target (% meeting service standard)	Actual Performance (% meeting service standard) (See Note 1)
<b>1. 辦理土地文件註冊</b> <b>Registration of land documents</b>	15 (a+b)		92	85.3
(a) 由收到文書至根據已註冊的文書更新土地登記冊 <sup>(註2)</sup> ；以及 From receipt of an instrument to updating the land register with the registered instrument <sup>(See Note 2)</sup> ; and	(a) 11			
(b) 完成影像處理程序並把已註冊的文書送回交契人士 <sup>(註2)</sup> Completion of imaging and return of the registered instrument to the lodging party <sup>(See Note 2)</sup>	(b) 4			
<b>2. 在櫃位查閱土地登記冊</b> <b>Counter search of land registers</b>		15	97	97.3
<b>3. 提供土地紀錄影像處理副本</b> <b>Supply of imaged copies of land records</b>				
<b>(a) 在櫃位索取</b> <b>Over the counter</b>				
(i) 不連過大圖則 Without oversized plans		15	97	98
(ii) 附連過大圖則 With oversized plans	5		97	100
<b>(b) 透過網上服務訂購</b> <b>Order via online services</b>				
(i) 親身領取 Collection in person				
• 不連顏色圖則 Without coloured plans	1		97	100
• 附連顏色圖則 With coloured plans	3		97	100
• 附連過大圖則 With oversized plans	5		97	100

服務類別 Service Type	服務標準 Service Standard		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) <sup>(註1)</sup>
	工作天 Working Day(s)	分鐘 Minutes	Performance Target (% meeting service standard)	Actual Performance (% meeting service standard) (See Note 1)
(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				
	– 下午6時前訂購 Orders placed before 6 pm	1	97	100
	– 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	2	97	100
• 附連顏色圖則 With coloured plans				
		3	97	100
• 附連過大圖則 With oversized plans				
		5	97	100
<b>4. 提供土地紀錄認證本</b> <b>Supply of certified copies of land records</b>				
<b>(a) 在櫃位辦理</b> <b>Over the counter</b>				
	(i) 土地登記冊 Land registers	35	97	99.3
	(ii) 不連過大圖則的影像處理副本 Imaged copies without oversized plans	35	97	98.9
	(iii) 附連過大圖則的影像處理副本 Imaged copies with oversized plans	5	97	97.8

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	工作天 Working Day(s)	分鐘 Minutes	(% meeting service standard)	(% meeting service standard) (See Note 1)
<b>(b) 透過網上服務訂購</b>				
<b>Order via online services</b>				
(i) 親身領取				
Collection in person				
	1		97	100
• 土地登記冊 Land registers				
• 影像處理副本 Imaged copies				
	3		97	100
– 不連過大圖則 Without oversized plans				
	5		97	95
– 附連過大圖則 With oversized plans				
(ii) 郵寄或由傳遞公司送遞				
Delivery by post or courier				
• 土地登記冊 Land registers				
	1		97	100
– 下午6時前訂購 Orders placed before 6 pm				
	2		97	100
– 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				
	3		97	100
• 不連過大圖則的影像處理副本 Imaged copies without oversized plans				
	5		97	99.3
• 附連過大圖則的影像處理副本 Imaged copies with oversized plans				
<b>5. 銷售註冊摘要日誌</b>				
<b>Sale of Memorial Day Book (MDB)</b>				
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98	100
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98	100

服務類別 Service Type	服務標準 Service Standard		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) <sup>(註1)</sup>
	工作天 Working Day(s)	分鐘 Minutes	Performance Target (% meeting service standard)	Actual Performance (% meeting service standard) (See Note 1)
<b>6. 銷售按揭註冊摘要月誌</b>				
<b>Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>				
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98	100
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98	100
<b>7. 電話查詢服務</b>				
<b>Telephone enquiry services</b>				
(a) 辦公時間收到留言 Voice mail left during office hours	收到留言後40分鐘內回覆 Return calls within 40 minutes after receiving the voice mail		94	99.3
(b) 非辦公時間收到留言 Voice mail left after office hours	下一個工作天早上10時前回覆 Return calls before 10 am on the next working day		94	100
<b>8. 修訂土地登記冊資料</b>				
<b>Amendment of registered data</b>				
(a) 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	94.2
(b) 複雜個案 Complicated cases	10		93	91

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target	實際表現 (達到服務標準的百分比) <sup>(註1)</sup> Actual Performance
	工作天 Working Day(s)	分鐘 Minutes	(% meeting service standard)	(% meeting service standard) (See Note 1)
<b>9. 為再交付註冊的中止註冊文書辦理註冊</b> <b>Registration of withheld instruments redelivered for registration</b>	16 (a+b)		92	87.5
(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			
<b>10. 業主立案法團服務</b> <b>Owners' corporation services</b>				
(a) 辦理業主立案法團註冊 <sup>(註3)</sup> Registration of owners' corporations <sup>(See Note 3)</sup>	30		90	100
(b) 提供業主立案法團紀錄副本 Supply of copies of owners' corporation records	30		90	100

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target	實際表現 (達到服務標準的百分比) <sup>(註1)</sup> Actual Performance
	工作天 Working Day(s)	分鐘 Minutes	(% meeting service standard)	(% meeting service standard) (See Note 1)

### 11. 處理建議／投訴

#### Handling of suggestions/complaints

本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。

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.

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註1： 為減低2019冠狀病毒病在社區擴散的風險，2020年2月3日至3月31日在特別工作安排下僅維持有限度的公共服務，個別項目的實際服務表現因而受到影響。

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

註2： 不包括複雜個案及被中止註冊的文書

Note 2: Excluding complicated cases and instruments withheld from registration

註3： 不包括複雜個案或需要提供附加證明文件的申請

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

**(b) 2020/21 年度服務承諾 (生效日期為 2020 年 4 月 1 日起)**  
**PERFORMANCE PLEDGES 2020/21 (WITH EFFECT FROM 1 APRIL 2020)**

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>1. 辦理土地文件註冊</b> <b>Registration of land documents</b>	15 (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 <sup>(註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) 完成影像處理程序並把已註冊的文書送回交契人士 <sup>(註1)</sup> Completion of imaging and return of the registered instrument to the lodging party <sup>(See Note 1)</sup>	(b) 4		
<b>2. 在櫃位查閱土地登記冊</b> <b>Counter search of land registers</b>		15	97
<b>3. 提供土地紀錄影像處理副本</b> <b>Supply of imaged copies of land records</b>			
<b>(a) 在櫃位索取</b> <b>Over the counter</b>			
(i) 不連過大圖則 Without oversized plans		15	97
(ii) 附連過大圖則 With oversized plans	5		97
<b>(b) 透過網上服務訂購</b> <b>Order via online services</b>			
(i) 親身領取 Collection in person			
• 不連顏色圖則 Without coloured plans	1		97
• 附連顏色圖則 With coloured plans	3		97
• 附連過大圖則 With oversized plans	5		97



服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
(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			
– 下午6時前訂購 Orders placed before 6 pm	1		97
– 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	2		97
• 附連顏色圖則 With coloured plans			
	3		97
• 附連過大圖則 With oversized plans			
	5		97
<b>4. 提供土地紀錄認證本</b> <b>Supply of certified copies of land records</b>			
<b>(a) 在櫃位辦理</b> <b>Over the counter</b>			
(i) 土地登記冊 Land registers			
		35	97
(ii) 不連過大圖則的影像處理副本 Imaged copies without oversized plans			
		35	97
(iii) 附連過大圖則的影像處理副本 Imaged copies with oversized plans			
	5		97
<b>(b) 透過網上服務訂購</b> <b>Order via online services</b>			
(i) 親身領取 Collection in person			
• 土地登記冊 Land registers			
	1		97
• 影像處理副本 Imaged copies			
– 不連過大圖則 Without oversized plans	3		97
– 附連過大圖則 With oversized plans	5		97

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(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	1		97
– 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	2		97
• 不連過大圖則的影像處理副本 Imaged copies without oversized plans	3		97
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<b>5. 銷售註冊摘要日誌 Sale of Memorial Day Book (MDB)</b>			
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98
<b>6. 銷售按揭註冊摘要月誌 Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)</b>			
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98

服務類別 Service Type	服務標準 Service Standard		服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard)
	工作天 Working Day(s)	分鐘 Minutes	
<b>7. 電話查詢服務</b>			
<b>Telephone enquiry services</b>			
(a) 辦公時間收到留言 Voice mail left during office hours		收到留言後40分鐘內回覆 Return calls within 40 minutes after receiving the voice mail	94
(b) 非辦公時間收到留言 Voice mail left after office hours		下一個工作天早上10時前回覆 Return calls before 10 am on the next working day	94
<b>8. 修訂土地登記冊資料</b>			
<b>Amendment of registered data</b>			
(a) 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
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<b>9. 為再交付註冊的中止註冊文書辦理註冊</b>			
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(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	
	16 (a+b)		92

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	工作天 Working Day(s)	分鐘 Minutes	
<b>10. 業主立案法團服務</b> <b>Owners' corporation services</b>			
(a) 辦理業主立案法團註冊 <sup>(註2)</sup> Registration of owners' corporations <sup>(See Note 2)</sup>	30		90
(b) 提供業主立案法團紀錄副本 Supply of copies of owners' corporation records		30	90

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**Handling of suggestions/complaints**

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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： 不包括複雜個案或需要提供附加證明文件的申請

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