

附件 ANNEXES



(a) 2020/21年度服务承诺
PERFORMANCE PLEDGES 2020/21

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	24.3
(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	99.8
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	99.8
(ii) 附连过大图则 With oversized plans	5		97	98.9
(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	98.1

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		
(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	99.8
(ii) 不连过大图则的影像处理副本 Imaged copies without oversized plans		35	97	99.8
(iii) 附连过大图则的影像处理副本 Imaged copies with oversized plans	5		97	99.1

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		

(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	99.3
• 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	97.8

(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	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	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 (% 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		
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) 送递注册摘要日志资料档案 Delivery of MDB data files	1		98	100
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	99.4
(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

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		
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	98.5
(b) 复杂个案 Complicated cases	10		93	94.1
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				
(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	16 (a+b)		92	20.8
(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	(a) 12 (b) 4			
10. 业主立案法团服务				
Owners' corporation (OC) services				
(a) 办理业主立案法团注册 ^(注3) Registration of OCs ^(See Note 3)	30		90	100
(b) 提供业主立案法团纪录副本 Supply of copies of OC records		30	90	99.7

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		

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.

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注1：为减低2019冠状病毒病在社区扩散的风险，2020年4月至2021年3月期间部门在数轮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 several rounds of special work arrangement from April 2020 to March 2021 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) 2021/22年度服务承诺(生效日期为2021年4月1日起)
PERFORMANCE PLEDGES 2021/22 (WITH EFFECT FROM 1 APRIL 2021)

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

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	工作天 Working Day(s)	分钟 Minutes	
(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
(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

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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
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	16 (a+b)		92

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	
(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 (OC) services			
(a) 办理业主立案法团注册 ^(注2) Registration of OCs ^(See Note 2)	30		90
(b) 提供业主立案法团纪录副本 Supply of copies of OC records		30	90
11. 处理建议／投诉			
Handling of suggestions/complaints			
<p>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。</p> <p>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.</p>			

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