



服务及运作  
**SERVICES** 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。

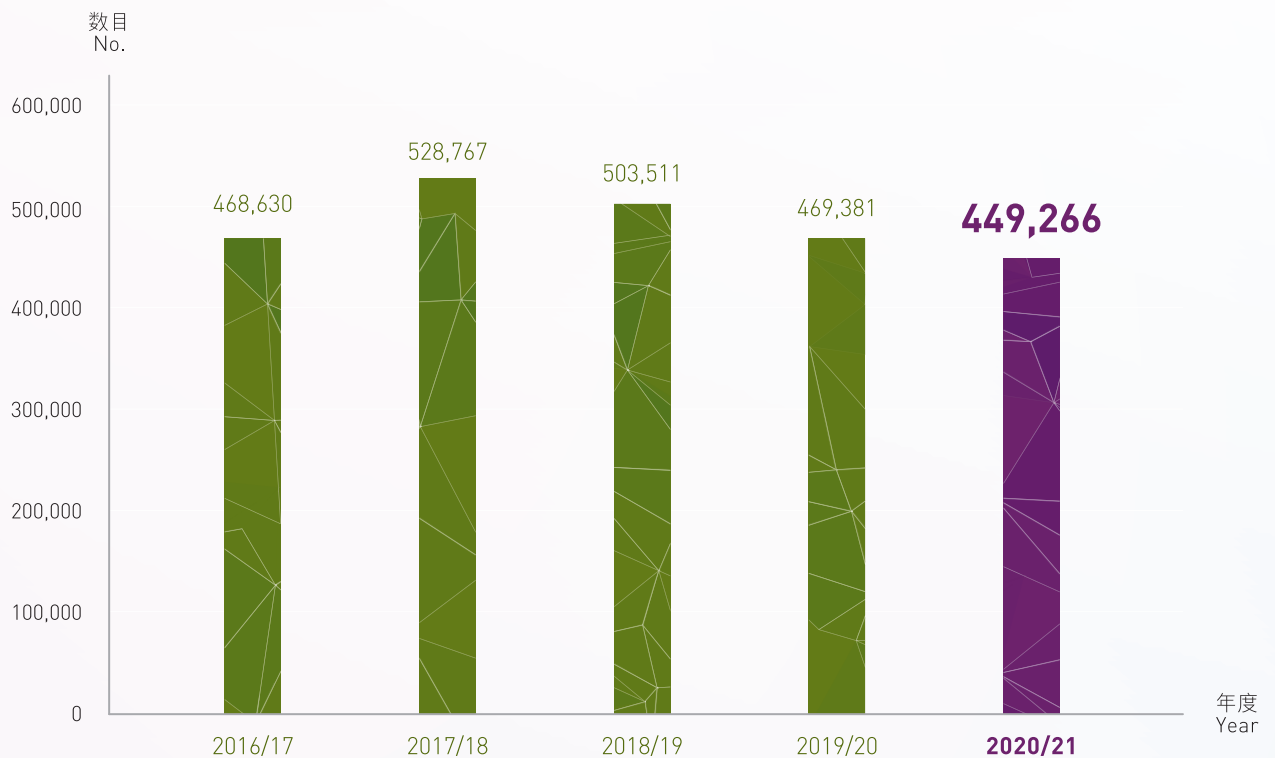
在2020/21年度，送交注册的土地文件共449,266份，较2019/20年度减少4.3%。

## REGISTRATION OF LAND DOCUMENTS

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

In 2020/21, 449,266 land documents were delivered for registration, representing a decrease of 4.3% when compared with 2019/20.

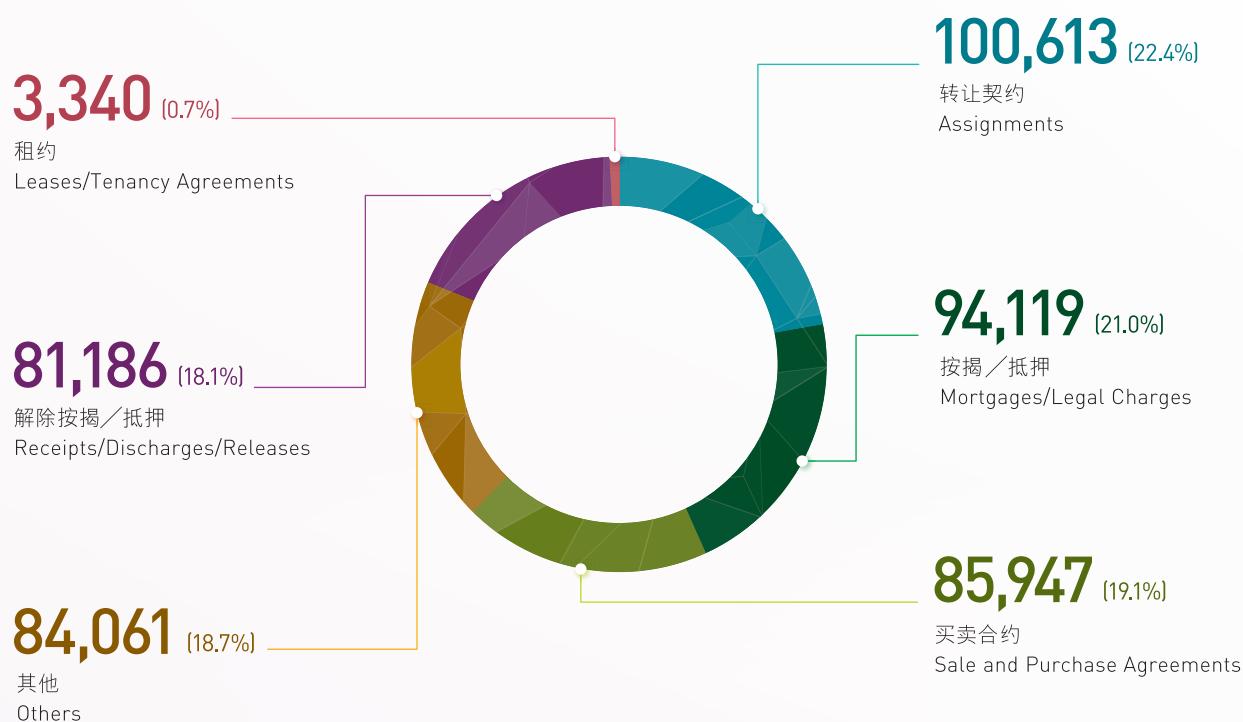
送交注册的土地文件数目  
NO. OF LAND DOCUMENTS DELIVERED FOR REGISTRATION



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／抵押及解除按揭／抵押，占全年收到文件总数的81%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 81% of all documents received during the year.

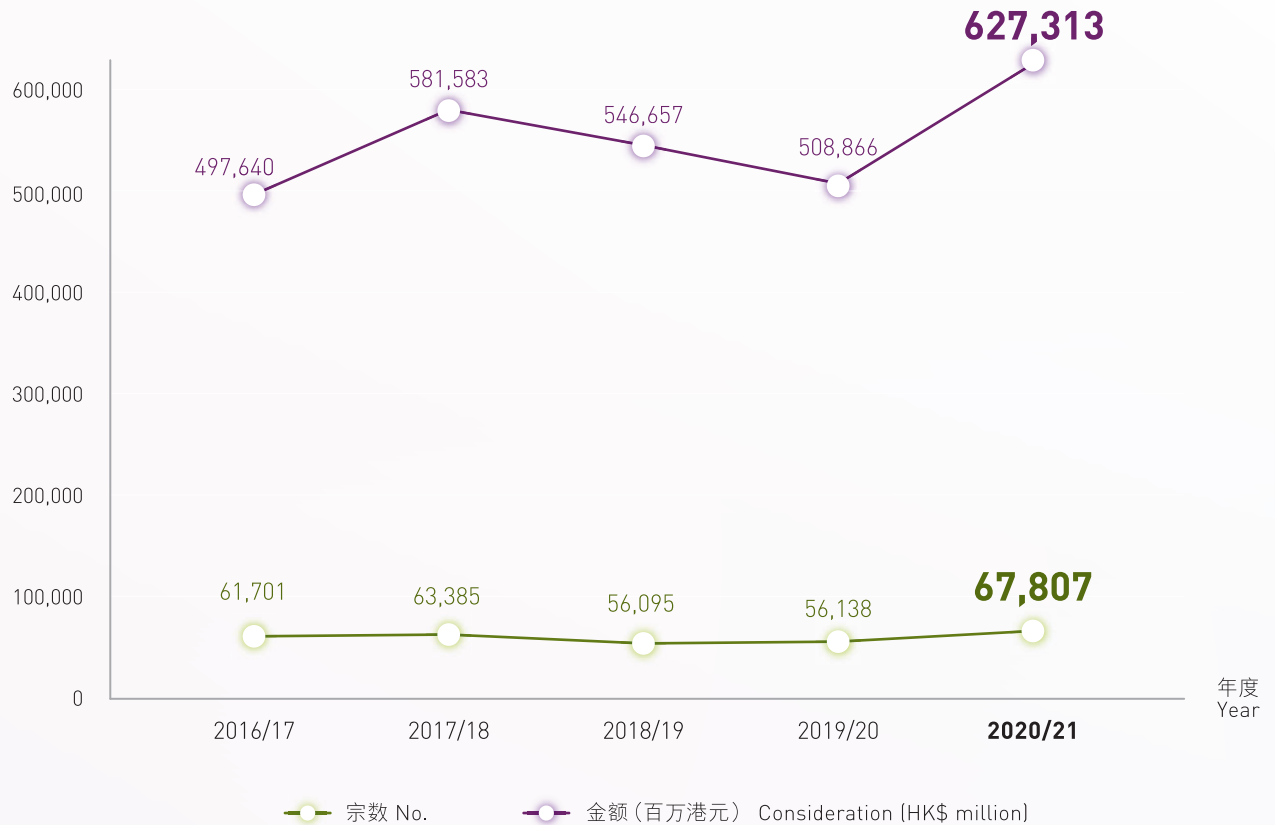
## 2020/21 年度送交注册的土地文件类别 DISTRIBUTION OF LAND DOCUMENTS LODGED FOR REGISTRATION IN 2020/21



在2020/21年度送交注册的所有楼宇买卖合同中，住宅楼宇买卖合约的宗数和总值分别是67,807份（较去年增加20.8%）及6,273.13亿元（较去年增加23.3%）。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 2020/21, the number of SPAs of residential units and its total consideration were 67,807 (+20.8% from last year) and \$627,313 million (+23.3% 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



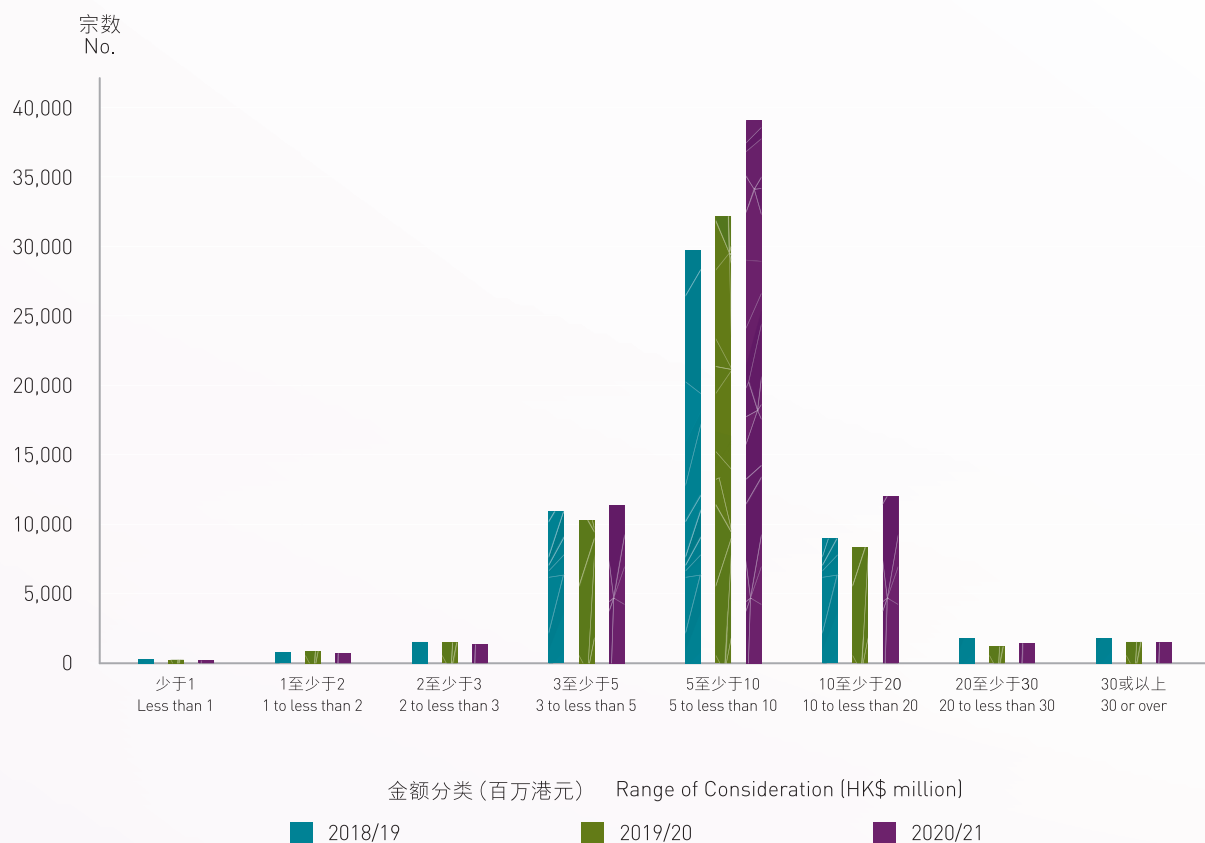
注：上述统计数字并不包括居者有其屋、私人机构参建居屋及租者置其屋等计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme, etc. unless the premium of the unit concerned has been paid after the sale restriction period.

在2020/21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 2020/21 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2020/21 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 AND PURCHASE AGREEMENTS OF  
RESIDENTIAL UNITS BY RANGE OF CONSIDERATION



金额分类 Range of Consideration (百万港元) (HK\$ million)		2018/19		2019/20		2020/21	
		宗数 No.	%	宗数 No.	%	宗数 No.	%
少于1	Less than 1	249	0.4	215	0.4	169	0.2
1至少于2	1 to less than 2	784	1.4	823	1.5	758	1.1
2至少于3	2 to less than 3	1,582	2.8	1,478	2.6	1,305	1.9
3至少于5	3 to less than 5	10,936	19.5	10,312	18.4	11,493	16.9
5至少于10	5 to less than 10	29,753	53.0	32,240	57.4	39,203	57.8
10至少于20	10 to less than 20	8,984	16.0	8,294	14.8	12,033	17.7
20至少于30	20 to less than 30	1,936	3.5	1,228	2.2	1,454	2.1
30或以上	30 or over	1,871	3.3	1,548	2.8	1,392	2.1
总数	Total	56,095	100.0	56,138	100.0	67,807	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.



本处的文件影像处理工作原先是在沙田的中央影像处理中心进行，与其他在金钟道政府合署进行的注册工序分开处理。随着中央影像处理中心在2020年10月迁回金钟道政府合署后，整个注册工作流程现可于同一办事处进行，有助提升服务效率、文件安全程度和成本效益。

Imaging of documents was previously processed at the Central Imaging Centre (CIC) in Sha Tin which was separated from other registration work processes conducted at the QGO. With the relocation of the CIC from Sha Tin to the QGO in October 2020, the whole registration work process is now conducted under one roof, thus enhancing efficiency, security and cost-effectiveness in service delivery.



中央影像处理中心备有先进设施，提供优质高效的电子影像处理服务，以便为客户提供快捷方便的文件检索服务。

The CIC is equipped with modern facilities to provide quality and efficient document imaging services which can offer our customers the benefits of fast and convenient document retrieval.



为增加公众对契约注册服务的认识，介绍相关工作的短片和文章已于2021年5月上载至[《发展局局长随笔》网志](#)。

To enhance public understanding of the deeds registration service, a video together with an article was posted on the [Blog of the Secretary for Development](#) in May 2021 to introduce our work.

## 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。

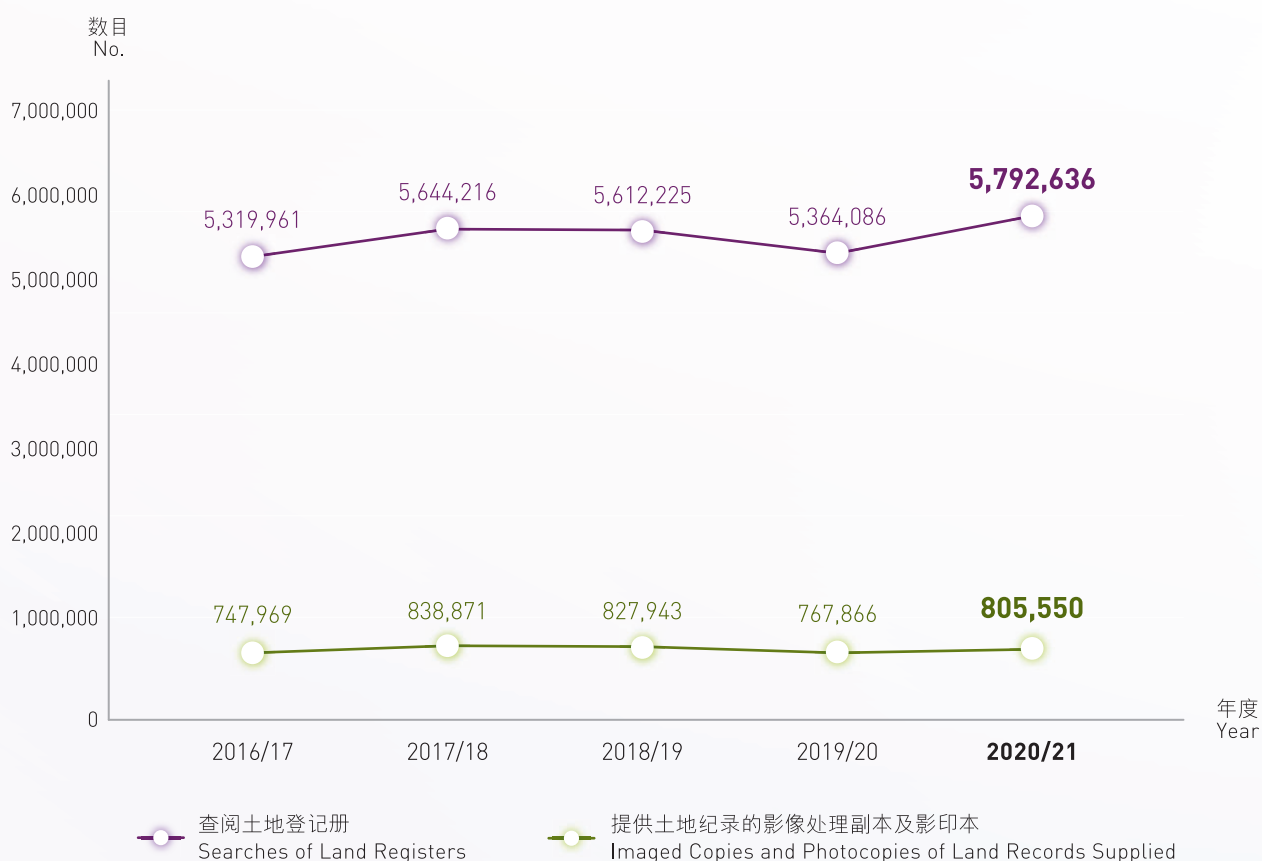
在2020/21年度，查阅土地登记册的宗数，以及提供土地纪录的影像处理副本和影印本的总数分别为5,792,636宗（较去年增加8.0%）及805,550份（较去年增加4.9%）。

## 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 2020/21, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,792,636 (+8.0% from previous year) and 805,550 (+4.9% from previous year) respectively.

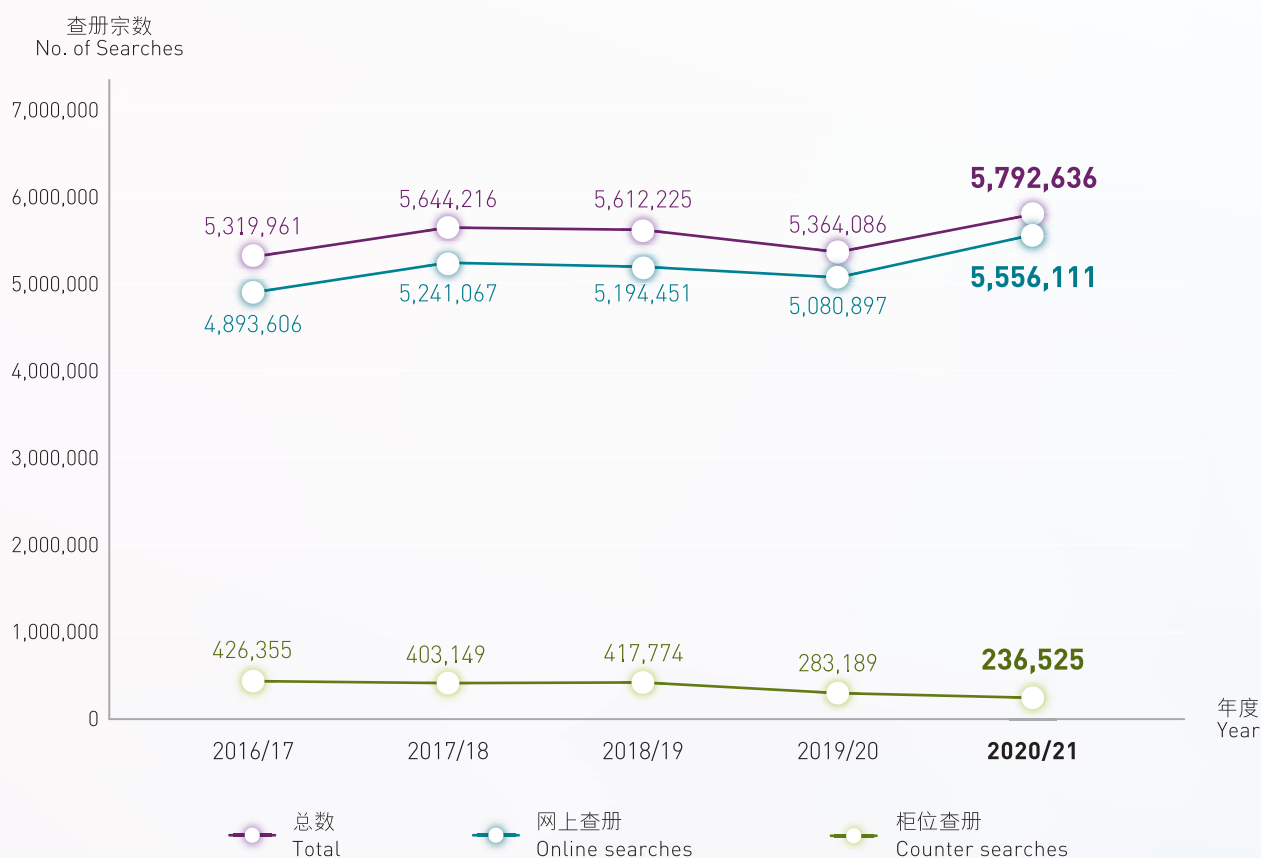
查阅土地登记册宗数和提供土地纪录的影像处理副本及影印本份数  
NO. OF SEARCHES OF LAND REGISTERS & IMAGED COPIES AND  
PHOTOCOPIES OF LAND RECORDS SUPPLIED



土地注册处透过互联网上的「综合注册资讯系统」([www.iris.gov.hk](http://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分进行查册。在2020/21年度,登记用户的数目增加了26个(上升1.8%),总数达1,442个。年内,网上查阅土地登记册约占总查册量的96%,其余约4%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 Integrated Registration Information System (IRIS) Online Services at [www.iris.gov.hk](http://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 26 (+1.8%) and reached 1,442 during 2020/21. Searches of land registers conducted online constituted about 96% of the total search volume in the year. The remaining 4% were conducted over the counter. Counter search service is available at our Customer Centre at the QGO and the New Territories Search Offices in Tai Po, Yuen Long and Tsuen Wan.

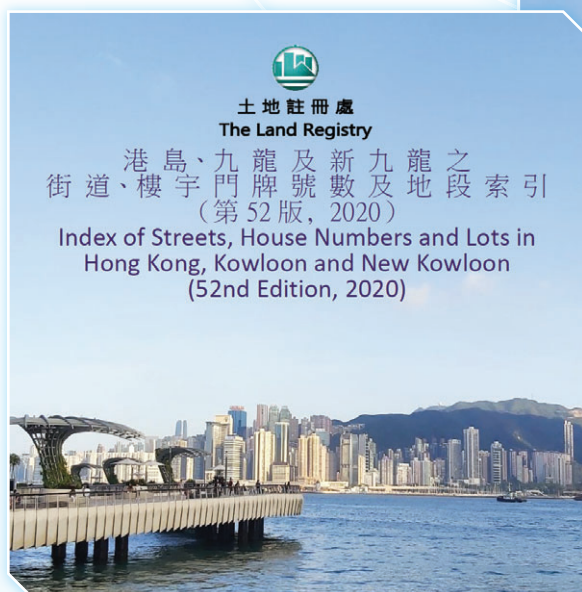
### 查阅土地登记册宗数 NO. OF SEARCHES OF LAND REGISTERS





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」网上服务网站的超连结，免费浏览《街道索引》及《对照表》的网上版本。截至2021年3月31日，在2020年4月29日推出的《街道索引》及《对照表》网上版本已录得超过25,000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 website. Up to 31 March 2021, over 25,000 visits to the online versions of the SI and the CRT released on 29 April 2020 were recorded.



## 业主立案法团服务

根据《建筑物管理条例》(第344章)，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2020/21年度，新注册的业主立案法团共有93个，全港的业主立案法团总数增至11,136个。

## OWNERS' CORPORATION (OC) SERVICES

The Land Registry is responsible for registration of OCs and provision of filing and search services for OC records under the Building Management Ordinance (Cap. 344). In 2020/21, 93 new OCs were registered. The total number of OCs in the territory reached 11,136.

## 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。

## 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.

## 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)。

## 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 Title Registration System (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。

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)。

## 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.

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 (私营机构)  
Customer Liaison Group (Private Sector)



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

## 访问

土地注册处与海外的同业机构维持紧密联系。在2020年11月，时任土地注册处处长张美珠女士、土地注册处经理方吴淑仪女士、副首席律师许国鸿先生和助理土地注册处经理邓慧颖女士参与以线上视像形式举行的第47届「业权注册处长会议」。是次虚拟活动为来自不同海外司法管辖区的注册处处长及其代表提供一个有效平台，与各海外伙伴建立联系，并因应2019冠状病毒病的疫情，就土地注册工作的创议、优良措施和最新发展互相交流意见及分享经验。

## Visits

The Land Registry maintains close connection with its overseas counterparts. In November 2020, Ms Doris CHEUNG, the then Land Registrar, Mrs Amy FONG, Registry Manager, Mr Joseph HUI, Deputy Principal Solicitor and Miss Cynthia TANG, Assistant Registry Manager attended the 47th Registrars of Title Conference held through an online video platform. The virtual event brought together Registrars and their delegates from various overseas jurisdictions, which provided an effective forum for the Conference participants to network with overseas counterparts as well as to exchange views and share experiences of the initiatives, best practices and latest development of land registration in face of the COVID-19 pandemic.



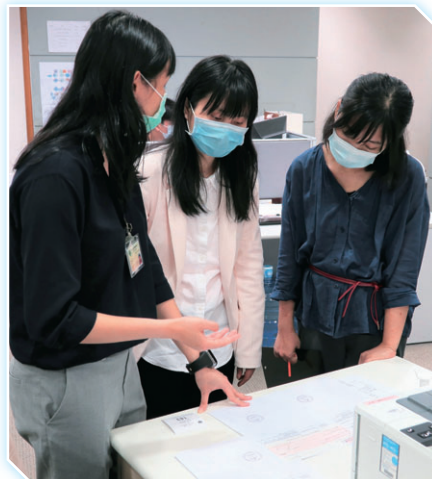
在加拿大卑斯省的土地业权及测量局的邀请下，本处于2020年6月16日与该局的土地业权总监Carlos MacDonald先生及其同事就土地注册办事处的运作和服务举行视像会议。是次会议提供了契机，让双方就土地注册办事处在2019冠状病毒病之下的运作情况分享经验，并就土地注册工作的未来发展交流意见。

As invited by Land Title and Survey Authority of British Columbia, Canada, a video conference on the operation and service delivery of the land registries was held on 16 June 2020 with the attendance of Mr Carlos MacDonald, Director of Land Titles, together with his colleagues. The conference provided a useful opportunity for sharing experiences in the operation of the land registries during the COVID-19 pandemic as well as exchanging insights into the future development of land registration work.



此外，江西省司法厅的蔡洁女士参加由律政司举办的「2019/20年度内地法律工作人员普通法训练计划」，在2020年5月25至29日暂驻本处的法律事务部。在暂驻期间，本处向蔡女士简介根据《土地业权条例》(第585章)实行业权注册制度的建议和该条例制定后的检讨工作，并安排她参观客户服务中心，以了解本处的注册、查册和业主立案法团服务。她认为是次暂驻为她提供了学习本处工作的宝贵经验。

Besides, Ms CAI Jie of the Department of Justice of Jiangxi Province was attached to the Legal Services Division of the Land Registry from 25 to 29 May 2020 under the Training Scheme in Common Law for Mainland Legal Officials 2019/20 organised by the Department of Justice. During the attachment, Ms CAI was briefed on the proposed introduction of TRS under the Land Titles Ordinance (Cap. 585) (LTO) and the post-enactment review of the LTO as well as attended a guided tour to our Customer Centre for familiarisation of our registration, search and OC services. She regarded the attachment a valuable learning experience about the Land Registry's work.



## 沟通渠道

### 土地注册处通函

在2020/21年度，我们发出了一份通函，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2020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。

## Communication Channels

### Land Registry Circular Memoranda

In 2020/21, we issued a Land Registry Circular Memorandum 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 2020 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.



## 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。

## 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.

## 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2020年12月发布第三个由2021至23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有用的原料。

## 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 third annual open data plan for 2021-23 was released in December 2020. 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 useful 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1,410万人次浏览本处网站，当中有68%的人次浏览中文网页，32%的人次浏览英文网页。

### Land Registry Website

During the year, there were 14.1 million visits (68% in the Chinese language and 32% in the English language) to the Land Registry website.

### 奖项

#### 2020年「公务员事务局局长嘉许状」

我们谨此祝贺本处的高级土地注册主任刘少雯女士获颁发2020年「公务员事务局局长嘉许状」，以嘉许她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 2020

Congratulations to our Senior Land Registration Officer, Ms LAU Siu-man, Eva, who was awarded "The Secretary for the Civil Service's Commendation Award 2020" for her consistently outstanding performance and firm commitment towards customer service.



#### 2020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昊箕女士及文书主任赵陈燕仪女士获颁发2020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优质及专业的服务。

#### The Ombudsman's Awards 2020

Congratulations to our Land Registration Officer I, Miss WONG Ho-kei, Ceci, and Clerical Officer, Mrs CHIU CHAN Yin-yi, Jessica, who were awarded "The Ombudsman's Awards 2020 for Officers of Public Organisations" for their dedication in providing high quality customer services and their professionalism in serving customers.



### 「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」，表扬在人才培训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" 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. 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2018/19年报》奖项

《土地注册处营运基金2018/19年报》荣获四个国际和本地奖项：

- 「2019/20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；
- the Honors Award in the Mercury Excellence Awards 2019/20 under the category of "Annual Reports – Overall Presentation – Government Agencies & Offices";

### Awards for Land Registry Trading Fund (LRTF) Annual Report 2018/19

The LRTF Annual Report 2018/19 won four international and local awards:





- 美国传媒专业联盟颁发的「2019 Vision Awards」之「印刷本年报—市／州／国家政府组别」的白金奖；
- the Platinum Award of the League of American Communications Professionals 2019 Vision Awards under the category of “Print-Based Annual Reports – Government – City/State/National”;

- 「2020国际年报比赛大奖」之「非牟利机构(印刷年报)—政府机构及办事处组别」的荣誉奖；以及
- the Honors Award in the International Annual Report Competition Awards 2020 under the category of “Non-Profit Organisations – Print Annual Reports – Government Agencies & Offices”; and



- 2020年香港管理专业协会「最佳年报奖」之「非牟利及慈善机构」组别的优异奖。
- the Honourable Mention in the category of “Non-profit making and charitable organisations” of the Hong Kong Management Association Best Annual Reports Awards 2020.

这些奖项肯定了我们在制作优质年报方面的努力。

These awards recognised our efforts in production of quality annual reports.



## 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拟备注册摘要。

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。

电子注册摘要表格的使用率正稳步上升，于2020/21年度，在所有连同文书一并递交注册的注册摘要中，该表格的使用率约为75%。本处会继续留意用户的回应，以期进一步优化服务。

### 电子提示服务

#### 物业把关易

自2019年1月推出的「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。

## 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.

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 (PRNs) from the IRIS for reference when they are filling out 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.

The usage of e-Memorial Form has been increasing steadily and has accounted for around 75% of the total number of memorials delivered with the instruments for registration in 2020/21. The Land Registry will continue to keep in view users' feedback to identify room for enhancements.

### e-Alert Service

#### Property Alert

Since service rollout in 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.



该服务的订购方法简单方便，业主除可亲临土地注册处各办事处递交服务申请外，亦可以邮寄方式递交，这方法尤其适合长期居于海外或逗留香港境外的人士。此外，业主若不知道相关物业土地登记册的物业参考编号，亦可在申请表格内填写该物业的地址。

鉴于2019冠状病毒病的疫情，本处于年内未有安排外展宣传活动，尽管如此，我们仍继续透过不同的渠道宣传该服务。

例如，我们在不同商会／工贸协会的协助下，透过电邮或协会的内部通讯／网站向其会员发送有关服务资料，并在一些大型的私人屋苑张贴海报／派发单张。

Subscription to the service is easy and convenient. Apart from submitting applications in person at the offices of the Land Registry, property owners may send in applications by post which is particularly suitable for those residing overseas or staying outside Hong Kong for extended periods of time. Besides, property owners can simply put down the address of the property concerned on the application form in case they do not know the PRN of the concerned land register.

During the year, though no outreaching promotional activities/programme could be arranged due to the COVID-19 pandemic, we continued to publicise the service through various channels.

For instance, we solicited the assistance of various chambers of commerce/industrial and trade associations to disseminate the service information to their members via email or by posting service message on their newsletters/websites and displayed posters/leaflets at some large-scale private residential developments.



在邮政局、公共图书馆及私人屋苑张贴海报，提升公众对该服务的认识。

Poster displayed at post offices, public libraries and private residential developments to raise public awareness of the service



在民政事务处的《大厦管理通讯》刊登该服务的宣传讯息，派发予区内的居民、业主立案法团和业主委员会等。

Service information was published in District Offices' Building Management Newsletter for distribution to residents, OCs, owners' committees, etc. in the districts



此外，本处在不同政府场所及设施播放宣传短片及张贴海报，并于香港警务处「反诈骗协调中心」的网页提供「物业把关易」服务的超连结，以便该网页的访客可容易浏览载于本处网站的相关服务资料。

Besides, promotional video and posters were displayed at various Government venues and facilities. A service hyperlink was posted on the “Anti-Deception Coordination Centre” webpage of the Hong Kong Police Force so as to facilitate visitors to the webpage to easily access information of the Property Alert service on the Land Registry website.



在公园及新世界第一渡轮的离岛线渡轮上播放短片。  
Video broadcasted at public parks and on board of outlying island ferry routes of New World First Ferry



我们亦与屋宇署和机电工程署等政府部门合作，透过有关建筑物管理事宜的网上讲座，向潜在客户简介「物业把关易」服务。我们会继续向市民广泛宣传该服务。

Moreover, we provided service briefings to potential customers at webinars on building management matters through collaboration with other Government departments such as the Buildings Department and the Electrical and Mechanical Services Department. We will continue the promotion efforts to widely publicise the service to the public.

在屋宇署的「楼宇安全进阶证书课程」网上讲座及机电工程署的网上「楼宇机电安全及能源效益讲座2020」简介该服务。  
Briefing session delivered at Buildings Department's webinar on “Building Safety Advanced Certificate Course” and Electrical and Mechanical Services Department's webinar on “Property Management Seminar 2020”



## 为认可机构提供的电子提示服务

本处在2017年2月推出了供《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](http://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。

第二阶段的电子渠道项目于2020年7月20日成功推出,进一步优化用户使用网上服务的体验。认可机构可经电子渠道提交其他服务申请(例如把服务订单由一间分行转帐至另一分行、更改帐户/服务订单的资料等)及可享受更多网上新增的用户功能(例如管理和查询帐户/服务订单的资料、以电子支票付款等),为认可机构在使用该服务时带来更多方便和更大灵活性。年内,电子渠道的使用率稳步上升,截至2021年1月31日,大约90%的服务订单是经由电子渠道提交。

## *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) in 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.

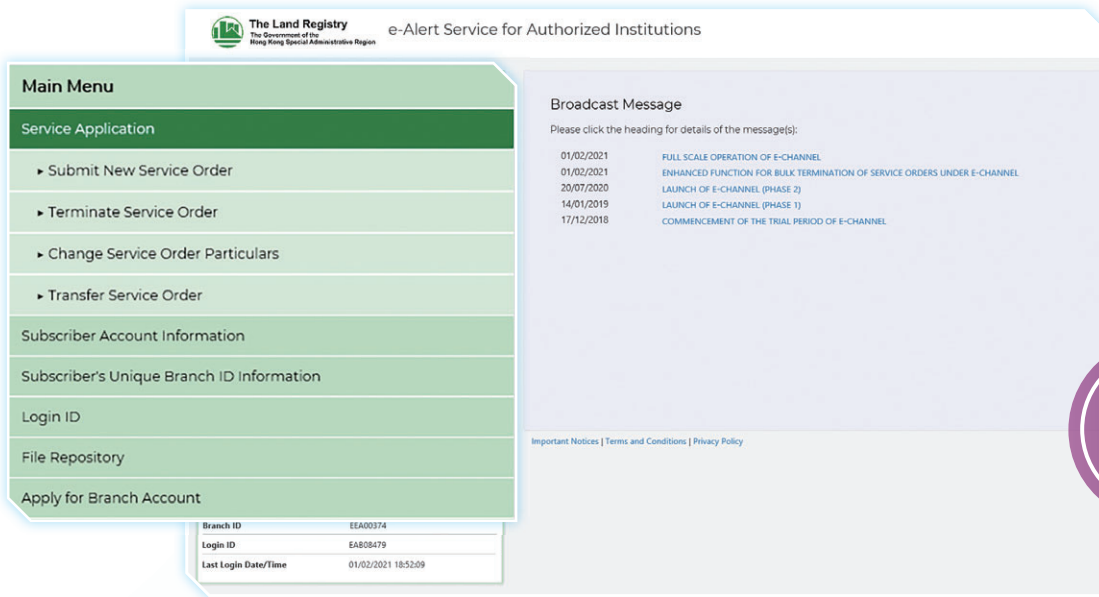
To provide greater security and convenience to the AIs for submission of service applications for the e-Alert Service as well as to increase operational efficiency, the Land Registry launched the e-Channel (Phase one) on 14 January 2019. Since then, subscriber AIs can submit their applications for subscription of service orders through the e-Channel website at [www.ealert-ai.landreg.gov.hk](http://www.ealert-ai.landreg.gov.hk). The initiative has been well received by the AIs.

The e-Channel (Phase two), successfully rolled out on 20 July 2020, has further enhanced user experience of the online service. AIs can further submit other service applications (e.g. transfer of service orders from one branch account to another, change of account/service order particulars, etc.) through the e-Channel. Besides, more user functions (e.g. maintenance and enquiry of account/service order information, payment by e-Cheque, etc.) are available, offering subscriber AIs greater convenience and flexibility. The usage of the e-Channel has been increasing steadily and around 90% of the subscription of service orders were submitted through the e-Channel during 2020/21 as of 31 January 2021.



为进一步提升认可机构和土地注册处的运作效率，我们于2021年2月1日全面推行电子渠道服务，令提交和处理服务申请的程序达至全面「无纸化」。认可机构用户经互联网便可轻易提交其所有服务申请并得知有关申请的最新状况。

To further enhance the operational efficiency of both the AIs and the Land Registry, full implementation of the e-Channel was launched on 1 February 2021 achieving a complete paperless application submission and handling process. Subscriber AIs can then easily submit all their service applications and get status update through the Internet.



**Main Menu**

- Service Application
  - ▶ Submit New Service Order
  - ▶ Terminate Service Order
  - ▶ Change Service Order Particulars
  - ▶ Transfer Service Order
- Subscriber Account Information
- Subscriber's Unique Branch ID Information
- Login ID
- File Repository
- Apply for Branch Account

**Broadcast Message**

Please click the heading for details of the message(s):

01/02/2021	FULL SCALE OPERATION OF E-CHANNEL
01/02/2021	ENHANCED FUNCTION FOR BULK TERMINATION OF SERVICE ORDERS UNDER E-CHANNEL
20/07/2020	LAUNCH OF E-CHANNEL (PHASE 2)
14/01/2019	LAUNCH OF E-CHANNEL (PHASE 1)
17/12/2018	COMMENCEMENT OF THE TRIAL PERIOD OF E-CHANNEL

Important Notices | Terms and Conditions | Privacy Policy

Branch ID: EEA00374  
Login ID: EAB08479  
Last Login Date/Time: 01/02/2021 18:52:09

认可机构的订购用户可方便地经电子渠道网站提交所有服务申请  
Subscriber AIs can conveniently submit all service applications through the e-Channel website of the e-Alert Service for AIs

## 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。为更方便客户申请该服务，我们计划于2021年中旬增设网上订购服务申请的选项。至于为认可机构提供的电子提示服务，我们会继续留意有关机构的意见，以进一步优化该服务。

## FUTURE PLAN

### e-Alert Service

We will continue the efforts in publicising and promoting the Property Alert service to owners of Hong Kong properties. To bring more convenience to applicants of the Service, it is planned to provide an additional option of online application for subscription to the Service in mid 2021. Regarding the e-Alert Service for AIs, we will continue to keep in view AIs' feedback to identify room for service enhancements.