



服務及運作
SERVICES and
OPERATIONS

辦理土地文件註冊

影響土地的文件均送交本處位於金鐘道政府合署的客戶服務中心辦理註冊。

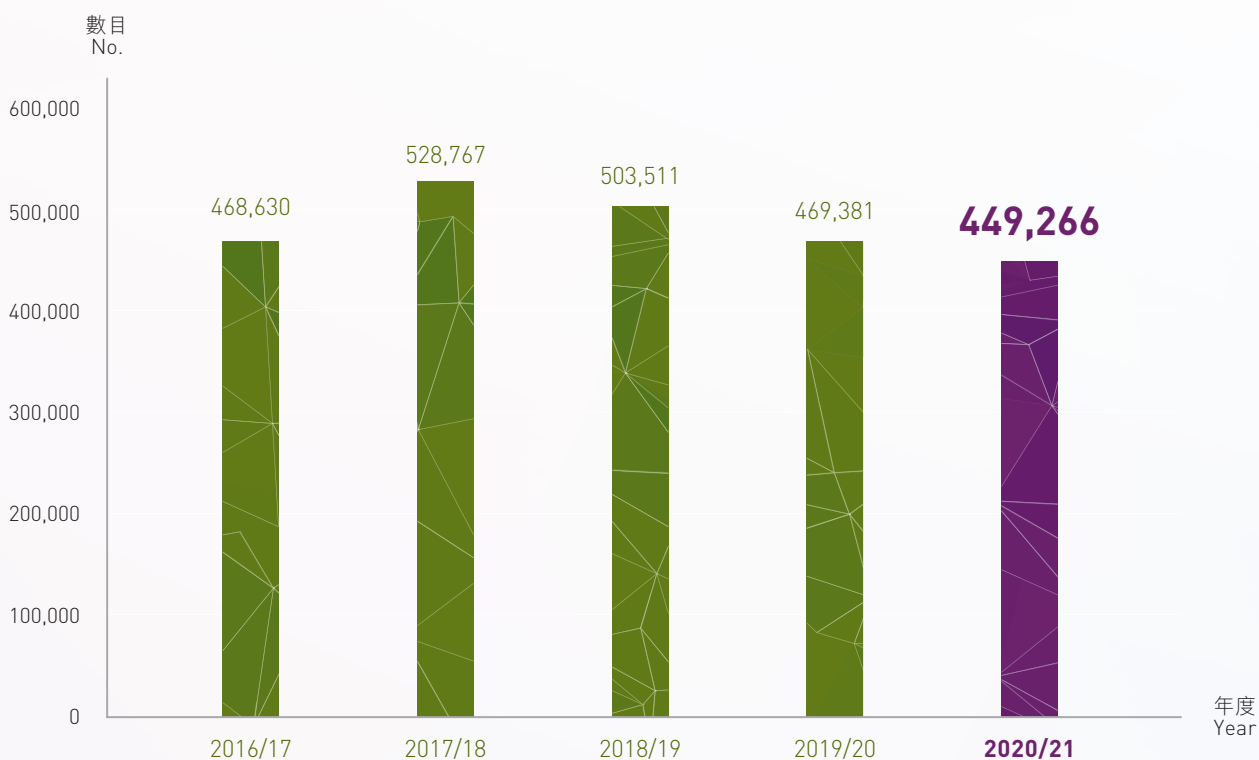
在2020/21年度，送交註冊的土地文件共449,266份，較2019/20年度減少4.3%。

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.

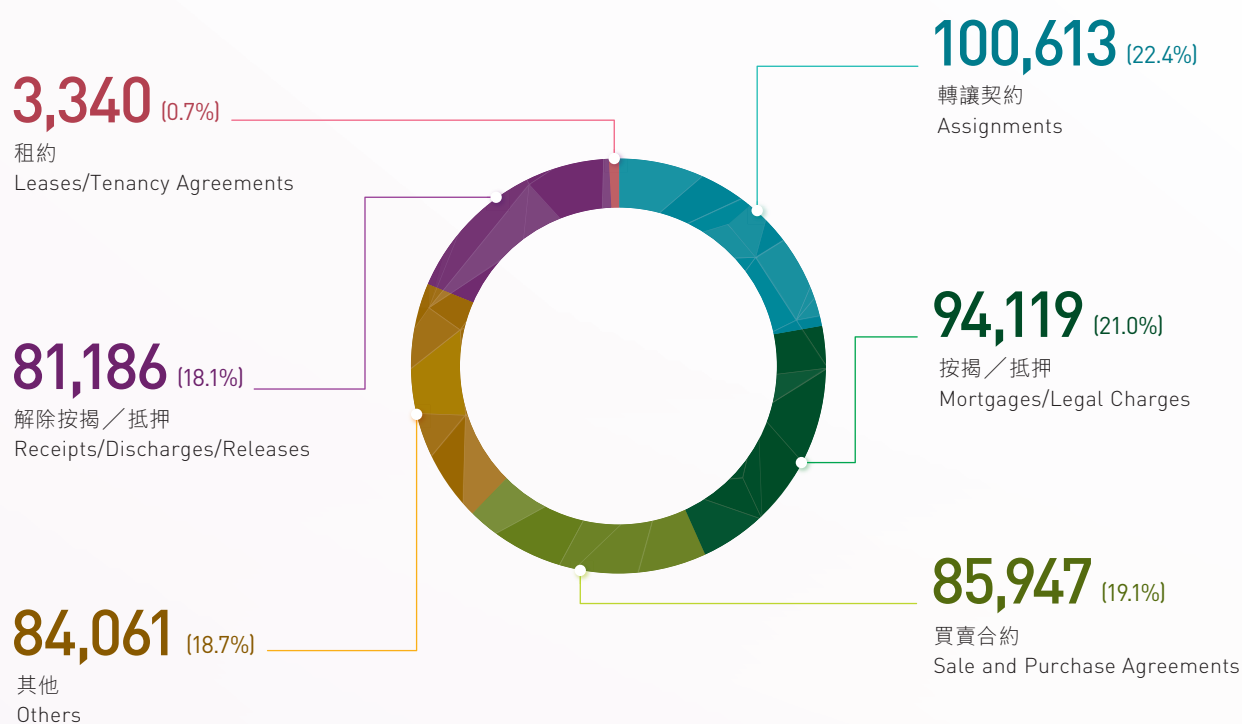
送交註冊的土地文件數目
NO. OF LAND DOCUMENTS DELIVERED FOR REGISTRATION



年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及解除按揭／抵押，佔全年收到文件總數的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.

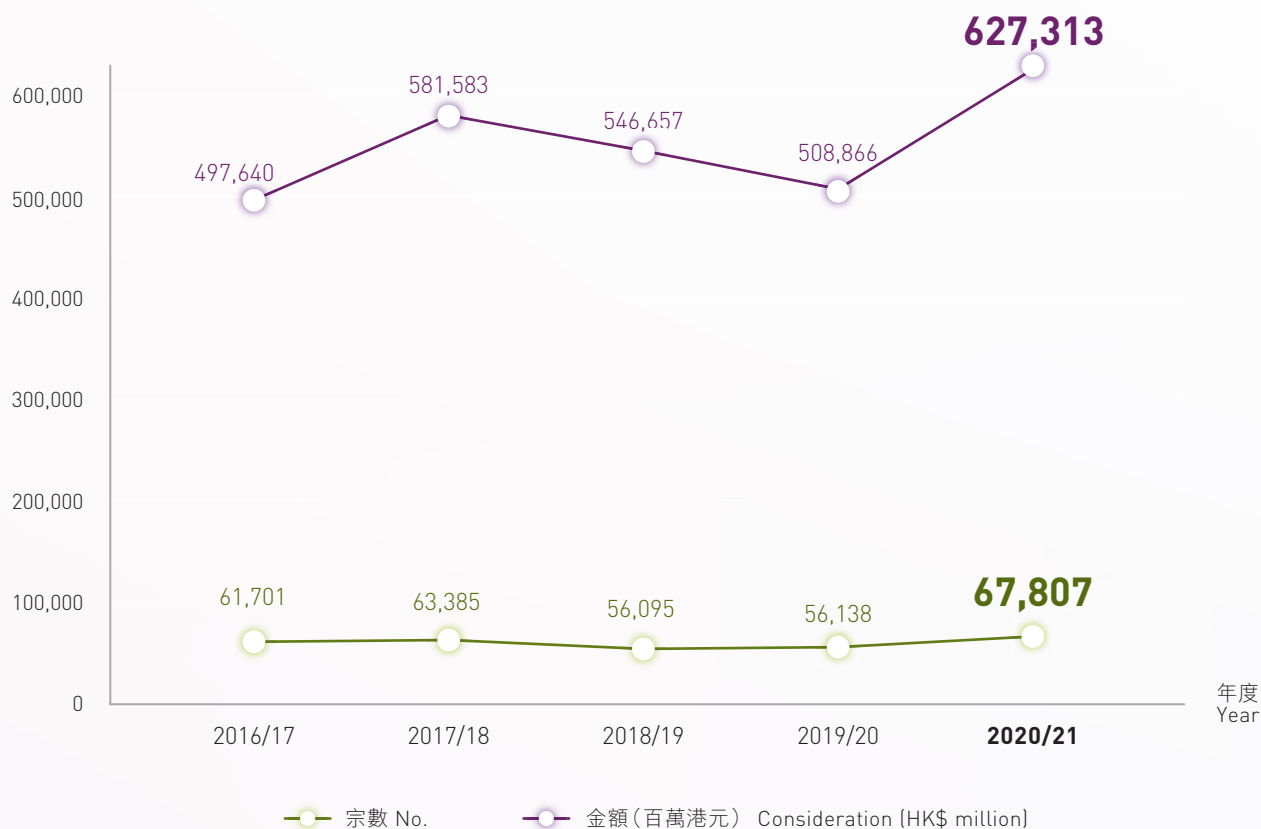
2020/21 年度送交註冊的土地文件類別
DISTRIBUTION OF LAND DOCUMENTS LODGED FOR REGISTRATION IN 2020/21



在2020/21年度送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別是67,807份（較去年增加20.8%）及6,273.13億元（較去年增加23.3%）。一般而言，這類合約的數量是反映物業市場交投情況的重要指標。

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.

送交註冊的住宅樓宇買賣合約宗數和金額
NO. AND CONSIDERATION OF SALE AND PURCHASE AGREEMENTS OF
RESIDENTIAL UNITS DELIVERED FOR REGISTRATION



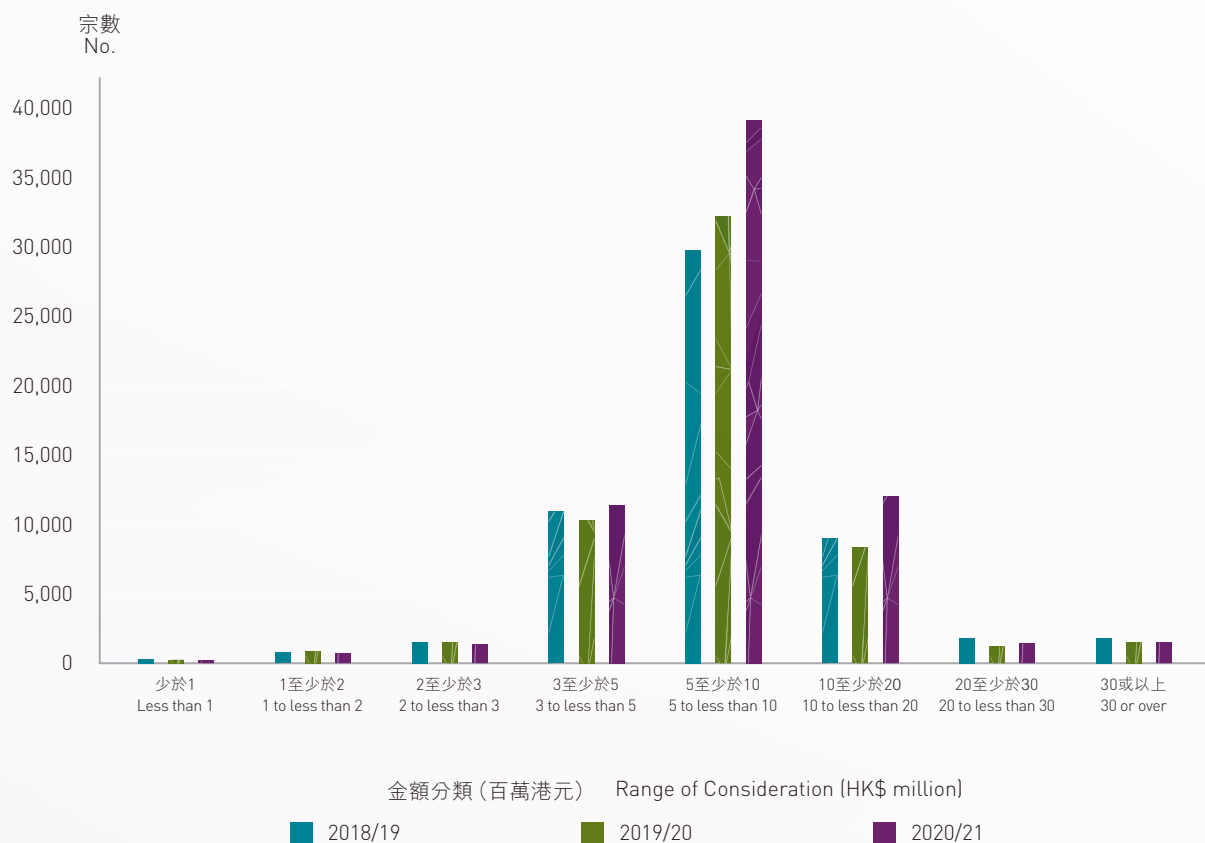
註：上述統計數字並不包括居者有其屋、私人機構參建居屋及租者置其屋等計劃下的住宅買賣，除非有關單位轉售限制期屆滿並已補償差價。

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，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元之間。年內交易金額超過500萬港元的住宅樓宇交易則顯著增加。

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.

按金額分類的住宅樓宇買賣合約宗數
NO. OF SALE AND PURCHASE AGREEMENTS OF
RESIDENTIAL UNITS BY RANGE OF CONSIDERATION



金額分類 Range of Consideration (百萬港元) (HK\$ million)		2018/19 宗數 No.		2019/20 宗數 No.		2020/21 宗數 No.	
		%		%		%	
少於1	Less than 1	249	0.4	215	0.4	169	0.2
1至少於2	1 to less than 2	784	1.4	823	1.5	758	1.1
2至少於3	2 to less than 3	1,582	2.8	1,478	2.6	1,305	1.9
3至少於5	3 to less than 5	10,936	19.5	10,312	18.4	11,493	16.9
5至少於10	5 to less than 10	29,753	53.0	32,240	57.4	39,203	57.8
10至少於20	10 to less than 20	8,984	16.0	8,294	14.8	12,033	17.7
20至少於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
總數	Total	56,095	100.0	56,138	100.0	67,807	100.0

註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

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

本處的文件影像處理工作原先是在沙田的中央影像處理中心進行，與其他在金鐘道政府合署進行的註冊工序分開處理。隨著中央影像處理中心在2020年10月遷回金鐘道政府合署後，整個註冊工作流程現可於同一辦事處進行，有助提升服務效率、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.



中央影像處理中心備有先進設施，提供優質高效的電子影像處理服務，以便為客戶提供快捷方便的文件檢索服務。

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.



為增加公眾對契約註冊服務的認識，介紹相關工作的短片和文章已於2021年5月上載至[《發展局局長隨筆》網誌](#)。

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.

查閱土地紀錄服務

土地註冊處備存土地紀錄，旨在提供一個關於物業擁有權的資訊平台，以方便物業交易。

在2020/21年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像處理副本和影印本的總數分別為5,792,636宗（較去年增加8.0%）及805,550份（較去年增加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.

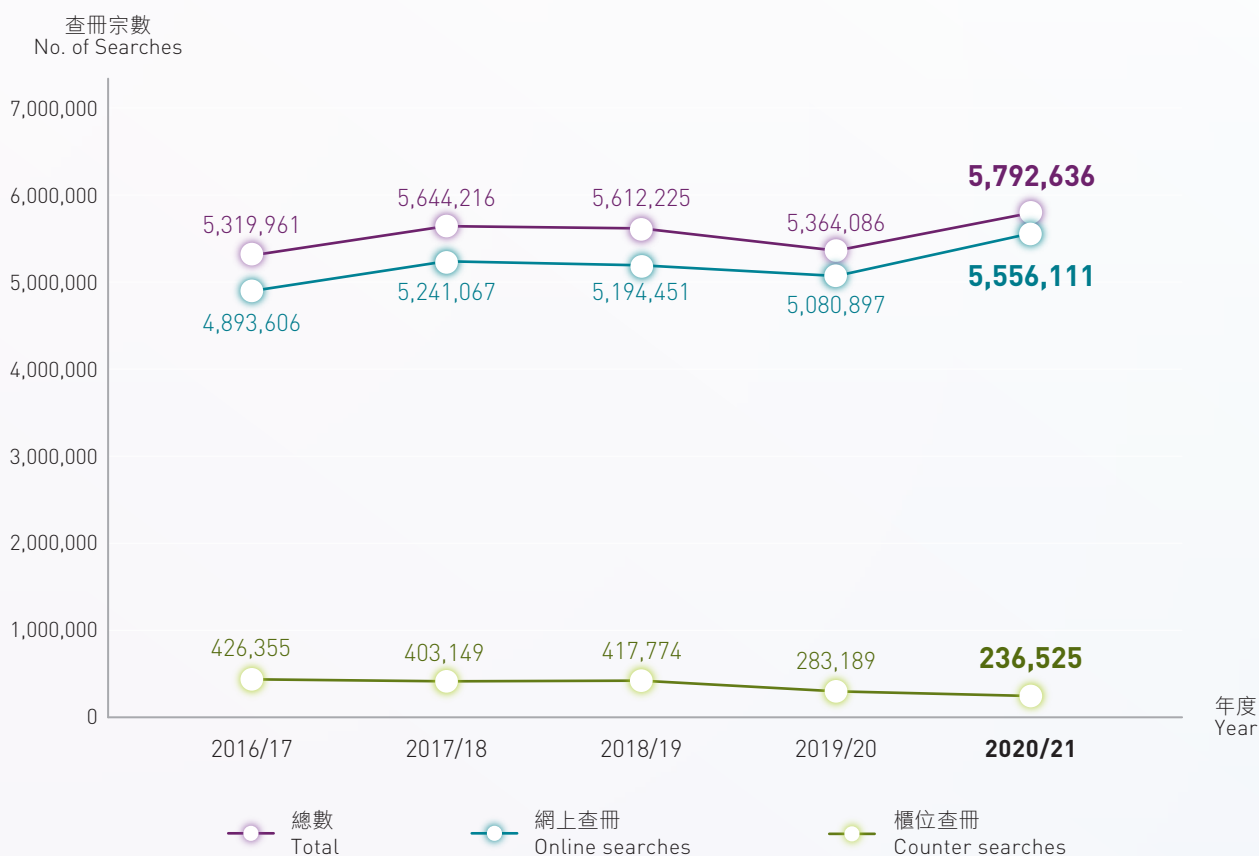
查閱土地登記冊宗數和提供土地紀錄的影像處理副本及影印本份數
NO. OF SEARCHES OF LAND REGISTERS & IMAGED COPIES AND PHOTOCOPIES OF LAND RECORDS SUPPLIED



土地註冊處透過互聯網上的「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期7天、每天20小時(由上午7時30分至翌日上午3時30分)的查冊服務。公眾人士可以非經常用戶或登記用戶身分進行查冊。在2020/21年度，登記用戶的數目增加了26個(上升1.8%)，總數達1,442個。年內，網上查閱土地登記冊約佔總查冊量的96%，其餘約4%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

The Land Registry is providing search services over the internet via our Integrated Registration Information System (IRIS) Online Services at www.iris.gov.hk 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.

查閱土地登記冊宗數 NO. OF SEARCHES OF LAND REGISTERS



本處每年均會推出新版的《街道索引》及《新界地段／地址對照表》(《對照表》)，方便公眾以本港的物業地址或樓宇名稱查閱相關的地段編號。為配合網上查冊服務，公眾可在 [本處網站](#) 或透過「綜合註冊資訊系統」網上服務網站的超連結，免費瀏覽《街道索引》及《對照表》的網上版本。截至2021年3月31日，在2020年4月29日推出的《街道索引》及《對照表》網上版本已錄得超過25,000瀏覽人次。

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.



業主立案法團服務

根據《建築物管理條例》(第344章)，土地註冊處負責辦理業主立案法團的註冊事宜，並就業主立案法團的紀錄提供存檔和查閱服務。在2020/21年度，新註冊的業主立案法團共有93個，全港的業主立案法團總數增至11,136個。

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.

客戶服務

本處的管理及客戶服務部專責策劃及統籌客戶服務，以促進卓越服務，滿足客戶對服務質素的殷切期望。我們善用各種渠道與客戶聯絡和溝通，以提升部門服務。

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.

聯絡客戶

土地註冊處聯合常務委員會

土地註冊處聯合常務委員會的成員包括土地註冊處處長、其下的高級管理團隊，以及香港律師會的代表。委員會定期舉行會議，就土地註冊事宜、本處向法律界人士所提供的服務，以及擬備推行業權註冊制度等進行商討和交流意見。委員會成員名單見附件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).



客戶聯絡小組

本處透過兩個客戶聯絡小組(私營機構和公營機構)與客戶保持聯絡，讓客戶了解本處的最新計劃、服務和工作程序，在業務運作和服務提供事宜上促進意見交流，以及就客戶的意見作出回應。

私營機構客戶聯絡小組的成員來自法律界、專業機構及工商團體；公營機構客戶聯絡小組的成員則來自政府部門及公營機構。兩個小組的成員名單分別見附件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.



客戶聯絡小組 (私營機構)
Customer Liaison Group (Private Sector)



客戶聯絡小組 (公營機構)
Customer Liaison Group (Public Sector)

訪問

土地註冊處與海外的同業機構維持緊密聯繫。在2020年11月，時任土地註冊處處長張美珠女士、土地註冊處經理方吳淑儀女士、副首席律師許國鴻先生和助理土地註冊處經理鄧慧穎女士參與以線上視像形式舉行的第47屆「業權註冊處長會議」。是次虛擬活動為來自不同海外司法管轄區的註冊處處長及其代表提供一個有效平台，與各海外夥伴建立聯繫，並因應2019冠狀病毒病的疫情，就土地註冊工作的創議、優良措施和最新發展互相交流意見及分享經驗。

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業權及測量局的邀請下，本處於2020年6月16日與該局的土地業權總監Carlos MacDonald先生及其同事就土地註冊辦事處的運作和服務舉行視像會議。是次會議提供了契機，讓雙方就土地註冊辦事處在2019冠狀病毒病之下的運作情況分享經驗，並就土地註冊工作的未來發展交流意見。

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，江西省司法廳的蔡潔女士參加由律政司舉辦的「2019/20年度內地法律工作人員普通法訓練計劃」，在2020年5月25至29日暫駐本處的法律事務部。在暫駐期間，本處向蔡女士簡介根據《土地業權條例》(第585章)實行業權註冊制度的建議和該條例制定後的檢討工作，並安排她參觀客戶服務中心，以了解本處的註冊、查冊和業主立案法團服務。她認為是次暫駐為她提供了學習本處工作的寶貴經驗。

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.



溝通渠道

土地註冊處通函

在2020/21年度，我們發出了一份通函，讓法律界人士和客戶知悉本處推出的新產品／服務。

《土地註冊處通訊》

本處分別在2020年6月及12月發布了兩期的《土地註冊處通訊》電子版，向客戶介紹部門的新猷、服務和活動。

資料單張

年內，我們更新了資料單張的內容，以提供本處服務的最新資訊。

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.

新聞稿

我們不時發放新聞稿公布本處的最新服務資訊，以及提供土地註冊及查冊的定期統計數字。

年度開放數據計劃

鑒於行政長官的2017年施政報告及政府於2017年12月公布的「香港智慧城市藍圖」，本處在2018年12月首次發布年度開放數據計劃，並於2020年12月發布第三個由2021至23年度的開放數據計劃。該計劃列出將於未來三年，透過「資料一線通」網站發放供公眾人士免費使用的註冊和查冊服務相關數據集，該等數據集可為科研及創新提供有用的原料。

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 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.



客戶服務熱線

本處的客戶服務熱線由互動話音系統支援，透過預錄訊息和職員接聽服務提供全面的資訊。當系統接駁至個別支援服務小組時，會提供輪候次序的服務。透過與效率促進辦公室轄下的1823電話中心合作，本處提供每天24小時的熱線查詢服務。

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.

土地註冊處網站

年內，共超逾1,410萬人次瀏覽本處網站，當中有68%的人次瀏覽中文網頁，32%的人次瀏覽英文網頁。

獎項

2020年「公務員事務局局長嘉許狀」

我們謹此祝賀本處的高級土地註冊主任劉少雯女士獲頒發2020年「公務員事務局局長嘉許狀」，以嘉許她持續表現優秀及竭誠提供客戶服務。

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.

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「申訴專員嘉許獎」

我們謹此祝賀本處的一級土地註冊主任黃昊箕女士及文書主任趙陳燕儀女士獲頒發2020年「申訴專員嘉許獎—公職人員獎」，以表揚她們致力為客戶提供優質及專業的服務。

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人才企業嘉許計劃」

僱員再培訓局於2009年推出「ERB人才企業嘉許計劃」，表揚在人才培訓及發展工作有卓越表現的機構，並授予「人才企業」的尊稱。本處自2012年參與該計劃以來，一直獲嘉許為「人才企業」；而由2019年4月1日至2021年3月31日，本處獲授予該兩年期的「人才企業」嘉許。



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.



《土地註冊處營運基金2018/19年報》獎項

《土地註冊處營運基金2018/19年報》榮獲四個國際和本地獎項：

- 「2019/20年度Mercury Excellence Awards」之「年報整體表現－政府機構及辦事處」組別的榮譽獎；
- 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:





- 美國傳媒專業聯盟頒發的「2019 Vision Awards」之「印刷本年報－市／州／國家政府組別」的白金獎；
- 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國際年報比賽大獎」之「非牟利機構(印刷年報)－政府機構及辦事處組別」的榮譽獎；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”;



- 2020年香港管理專業協會「最佳年報獎」之「非牟利及慈善機構」組別的優異獎。
- the Honourable Mention in the category of “Non-profit making and charitable organisations” of the Hong Kong Management Association Best Annual Reports Awards 2020.

這些獎項肯定了我們在製作優質年報方面的努力。

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

項目發展與新服務

電子註冊摘要表格

電子註冊摘要表格是土地註冊處透過其網站供用戶在網上填寫及打印註冊摘要的電子範本，以使用戶可更快捷和有效率地擬備註冊摘要。

電子註冊摘要表格備有基本版和具資料匯入功能兩個版本。兩者均內置自動填寫功能，讓用戶在填寫註冊摘要表格時，可從「綜合註冊資訊系統」以物業參考編號檢索所屬的物業資料作參考。若用戶須以同一套基本資料處理一連串交易或物業項目，具備資料匯入功能的電子註冊摘要表格可更方便將載於電腦試算表的相關資料下載並同時匯入電子表格以製備多份註冊摘要表格。

電子註冊摘要表格的使用率正穩步上升，於2020/21年度，在所有連同文書一併遞交註冊的註冊摘要中，該表格的使用率約為75%。本處會繼續留意用戶的回應，以期進一步優化服務。

電子提示服務

物業把關易

自2019年1月推出的「物業把關易」是業主的好幫手，有助他們以相宜的費用和簡易的方式掌握其物業狀況，及早發現涉及其物業但屬預期之外或可疑的文書交付本處註冊，以便他們迅速採取跟進行動及／或徵詢法律意見。

本處提供兩種訂購方式讓客戶選擇。與24個月的訂購期相比，一次過訂購方式的服務有效期會直至物業轉手為止，免卻業主要為服務申請續期，因此深受新用戶歡迎。現時逾90%的服務訂單均選用一次過訂購方式。

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.

該服務的訂購方法簡單方便，業主除可親臨土地註冊處各辦事處遞交服務申請外，亦可以郵寄方式遞交，這方法尤其適合長期居於海外或逗留香港境外的人士。此外，業主若不知道相關物業土地登記冊的物業參考編號，亦可在申請表格內填寫該物業的地址。

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.

鑒於2019冠狀病毒病的疫情，本處於年內未有安排外展宣傳活動，儘管如此，我們仍繼續透過不同的渠道宣傳該服務。

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.

例如，我們在不同商會／工貿協會的協助下，透過電郵或協會的內部通訊／網站向其會員發送有關服務資料，並在一些大型的私人屋苑張貼海報／派發單張。

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.



在郵政局、公共圖書館及私人屋苑張貼海報，提升公眾對該服務的認識。
Poster displayed at post offices, public libraries and private residential developments to raise public awareness of the service



在民政事務處的《大廈管理通訊》刊登該服務的宣傳訊息，派發予區內的居民、業主立法團和業主委員會等。

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



此外，本處在不同政府場所及設施播放宣傳短片及張貼海報，並於香港警務處「反詐騙協調中心」的網頁提供「物業把關易」服務的超連結，以便該網頁的訪客可容易瀏覽載於本處網站的相關服務資料。

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.



在公園及新世界第一渡輪的離島線渡輪上播放短片。
Video broadcasted at public parks and on board of outlying island ferry routes of New World First Ferry



我們亦與屋宇署和機電工程署等政府部門合作，透過有關建築物管理事宜的網上講座，向潛在客戶簡介「物業把關易」服務。我們會繼續向市民廣泛宣傳該服務。

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「樓宇安全進階證書課程」網上講座及機電工程署的網上「樓宇機電安全及能源效益講座2020」簡介該服務。
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”



為認可機構提供的電子提示服務

本處在2017年2月推出了供《銀行業條例》(第155章)下的認可機構(即持牌銀行、有限制牌照銀行及接受存款公司)訂購的電子提示服務，以助認可機構更有效管理按揭貸款的信貸風險。該等認可機構在相關業主的同意下訂購這項服務後，每當已承按的物業有再按押記／按揭文件交付本處辦理註冊時，便會收到本處發出的電子提示訊息。

為令認可機構更可靠和方便地遞交電子提示服務的申請，以及提升運作效率，本處於2019年1月14日實施第一階段電子渠道項目。自此，認可機構用戶可於電子渠道網頁 www.ealert-ai.landreg.gov.hk 提交網上服務訂單的申請。認可機構對此新猷表示歡迎。

第二階段的電子渠道項目於2020年7月20日成功推出，進一步優化用戶使用網上服務的體驗。認可機構可經電子渠道提交其他服務申請(例如把服務訂單由一間分行轉帳至另一分行、更改帳戶／服務訂單的資料等)及可享用更多網上新增的用戶功能(例如管理和查詢帳戶／服務訂單的資料、以電子支票付款等)，為認可機構在使用該服務時帶來更多方便和更大靈活性。年內，電子渠道的使用率穩步上升，截至2021年1月31日，大約90%的服務訂單是經由電子渠道提交。

e-Alert Service for Authorized Institutions (AIs)

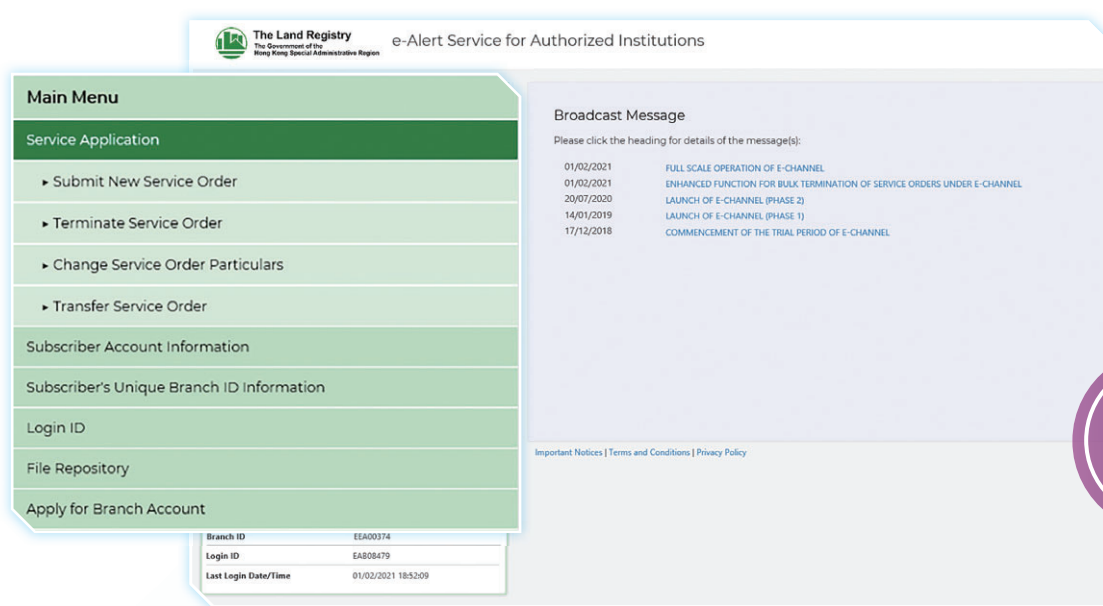
The Land Registry launched the e-Alert Service for AIs under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) in February 2017 to help them better manage credit risks in mortgage lending. The AIs, with consent from the property owners concerned 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. 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.

為進一步提升認可機構和土地註冊處的運作效率，我們於2021年2月1日全面推行電子渠道服務，令提交和處理服務申請的程序達至全面「無紙化」。認可機構用戶經互聯網便可輕易提交其所有服務申請並得知有關申請的最新狀況。

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.



認可機構的訂購用戶可方便地經電子渠道網站提交所有服務申請
Subscriber AIs can conveniently submit all service applications through the e-Channel website of the e-Alert Service for AIs

未來計劃

電子提示服務

本處會繼續致力向香港物業的業主宣傳「物業把關易」服務。為更方便客戶申請該服務，我們計劃於2021年中旬增設網上訂購服務申請的選項。至於為認可機構提供的電子提示服務，我們會繼續留意有關機構的意見，以進一步優化該服務。

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.