附件I

ANNEX I

(a) 2021/22年度服務承諾 PERFORMANCE PLEDGES 2021/22

| 服務 | 子類 別 | | | 服務 Service S 工作天 Working | | 服務指標 (達到服務標準 的百分比) Performance Target (% meeting service | 實際表現 (達到服務標準 的百分比) ^(註1) Actual Performance (% meeting service standard) |
|----|-------------|------------------------------|--|-----------------------------------|---------|--|---|
| | vice T | у ре | | Day(s) | Minutes | standard) | (See Note 1) |
| 1. | | !土地文件 istration | 宇註冊 of land documents | 15 (a+b) | | 92 | 79.3 |
| | (a) | 新土地登 From red updating | 文書至根據已註冊的文書更 登記冊 ^(註2) ; 以及 ceipt of an instrument to g the land register with the ed instrument ^(See Note 2) ; and | (a) 11 | | | |
| | (b) | 書送回 Complet of the re | 象處理程序並把已註冊的文 之契人士 ^(註2) tion of imaging and return egistered instrument to the party ^(See Note 2) | (b) 4 | | | |
| 2. | | | :地登記冊 rch of land registers | | 15 | 97 | 99.8 |
| 3. | | ply of in | 影像處理副本 naged copies of land | | | | |
| | (a) | 在櫃位회 Over th | 核取 e counter | | | | |
| | | | 連過大圖則 thout oversized plans | | 15 | 97 | 99.7 |
| | | , , | 連過大圖則 th oversized plans | 5 | | 97 | 100 |
| | (b) | | 上服務訂購 ria online services | | | | |
| | | . , | 身領取 llection 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 ^勢 Servi | ype | | 服務 Service S 工作天 Working Day(s) | | 服務指標 (達到服務標準 的百分比) Performance Target (% meeting service standard) | 實際表現 (達到服務標準 的百分比) (註1) 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 |
| | ply o rds 在櫃 | 紀錄認證本 f certified copies of land 位辦理 | | | | |
| | (i) | r the counter 土地登記冊 Land registers | | 35 | 97 | 100 |
| | (ii) | 不連過大圖則的影像處理副本 Imaged copies without oversized plans | | 35 | 97 | 99.6 |
| | (iii) | 附連過大圖則的影像處理副本 Imaged copies with oversized plans | 5 | | 97 | 100 |

| 服務類別 Service T | -ype | | 服務 Service S 工作天 Working Day(s) | 服務指標 (達到服務標準 的百分比) Performance Target (% meeting service standard) | 實際表現 (達到服務標準 的百分比)(註1) Actual Performance (% meeting service standard) (See Note 1) |
|-------------------|------|---|---|---|---|
| (b) | | 過網上服務訂購 ler via online services | | | |
| | (i) | 親身領取 Collection in person tub Land registers kg Rg | 1 | 97 | 99.8 |
| | | Without oversized plans - 附連過大圖則 With oversized plans | 3 5 | 97 97 | 100 99.8 |
| | (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 | 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 |
| | | 不連過大圖則的影像處理副本 Imaged copies without oversized plans | 3 | 97 | 100 |
| | | 附連過大圖則的影像處理副本 Imaged copies with oversized plans | 5 | 97 | 100 |

| | §類別 vice | | | 標準 Standard 分鐘 Minutes | 服務指標 (達到服務標準 的百分比) Performance Target (% meeting service standard) | 實際表現 (達到服務標準 的百分比) ^(註1) Actual Performance (% meeting service standard) (See Note 1) |
|----|--------------|--|-----------------------------|--|---|---|
| 5. | | 『註冊摘要日誌 e of Memorial Day Book (MDB) | | | | |
| | (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 |
| 6. | Sale Info | 唇按揭註冊摘要月誌 e of Monthly Memorial ormation on Mortgage nsactions (MMIM) | | | | |
| | (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 |
| 7. | | 舌查詢服務 ephone enquiry services | | | | |
| | (a) | 辦公時間收到留言 Voice mail left during office hours | 內回覆 Return ca 40 minu | 後40分鐘 alls within tes after the voice | 94 | 99.7 |
| | (b) | 非辦公時間收到留言 Voice mail left after office hours | 10時前回 Return ca | alls before the next | 94 | 100 |

| | §類別 vice 1 | | 服務 Service S 工作天 Working Day(s) | | 服務指標 (達到服務標準 的百分比) Performance Target (% meeting service standard) | 實際表現 (達到服務標準 的百分比) ^(註1) Actual Performance (% meeting service standard) (See Note 1) |
|-----|---------------|--|---|----|---|---|
| 8. | | 「土地登記冊資料 endment of registered data | | | | |
| | (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 | 95.7 |
| | (b) | 複雜個案 Complicated cases | 10 | | 93 | 96.9 |
| 9. | Reg | 交付註冊的中止註冊文書辦理註冊 istration of withheld instruments elivered for registration | 16 (a+b) | | 92 | 81.1 |
| | (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 | | | |
| 10. | | 主立案法團服務 ners' corporation (OC) services | | | | |
| | (a) | 辦理業主立案法團註冊 ^(註3) Registration of OCs ^(See Note 3) | 30 | | 90 | 100 |
| | (b) | 提供業主立案法團紀錄副本 Supply of copies of OC records | | 30 | 90 | 98.7 |

| 服務類別 Service Type | 服 務標準 Service Standard 工作天 Working 分鐘 Day(s) Minutes | 服務指標 (達到服務標準 的百分比) Performance Target (% meeting service standard) | 實際表現 (達到服務標準 的百分比) ^(註1) Actual Performance (% 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. | _ | _ |

註1: 為減低2019冠狀病毒病在社區擴散的風險,2022年1月25日至3月31日期間部門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 special work arrangement from 25 January to 31 March 2022 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

不包括複雜個案或需要提供附加證明文件的申請 註3:

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

(b) 2022/23年度服務承諾(生效日期為2022年4月1日起) PERFORMANCE PLEDGES 2022/23 (WITH EFFECT FROM 1 APRIL 2022)

| | | | 服務 Service S | | 服務指標 (達到服務標準的百分比) |
|----|----------------------|---|-----------------|---------------|---|
| | 服務類別 Service Type | | | 分鐘 Minutes | Performance Target (% meeting service standard) |
| 1. | | 生地文件註冊 istration of land documents | 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 ^(註1) ;以及 From receipt of an instrument to updating the land register with the registered instrument ^(See Note 1) ; and | (a) 11 | | |
| | (b) | 完成影像處理程序並把已註冊的文 書送回交契人士 ^(註1) Completion of imaging and return of the registered instrument to the lodging party ^(See Note 1) | (b) 4 | | |
| 2. | | 位查閱土地登記冊 nter search of land registers | | 15 | 97 |
| 3. | | :土地紀錄影像處理副本 ply of imaged copies of land ords | | | |
| | (a) | 在櫃位索取 Over the counter | | | |
| | | (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) | 透過網上服務訂購 Order via online services | | | |
| | | (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 |

| | ·類別 vice T | ype | | 服 務 Service S 工作天 Working Day(s) | | 服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard) |
|----|---------------|-------|---|--|----|---|
| | | (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 | 2 | | 97 |
| | | | holidays • 附連顏色圖則 With coloured plans | 3 | | 97 |
| | | | ● 附連過大圖則 With oversized plans | 5 | | 97 |
| 4. | | ply o | 紀錄認證本 f certified copies of land | | | |
| | (a) | | 位辦理 r the counter | | | |
| | | (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 |

| 服務類別 Service 1 | | | | 服務 Service S 工作天 Working Day(s) | 標準 Standard 分鐘 Minutes | 服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard) |
|-------------------|------|--|---|--|--|---|
| (b) | | 過網上服務 lor via onl | 訂購 ine services | | | - |
| | (i) | 親身領取 Collection • 土地 Land • 影像 | n in person 2登記冊 d registers 處理副本 ged copies 不連過大圖則 Without oversized plans | 1 | | 97 97 |
| | (ii) | | 附連過大圖則 With oversized plans 傳遞公司送遞 | 5 | | 97 |
| | | 土地 | py post or courier 型登記冊 d registers 下午6時前訂購 Orders placed before 6 pm 下午6時後或在星期 六、星期日及公眾假 期訂購 | 1 | | 97 |
| | | 理畐 Ima | ged copies without | 2 | | 97 97 |
| | | ● 附連 理畐 Imag | rsized plans 基過大圖則的影像處 引本 ged copies with rsized plans | 5 | | 97 |

| | §類別 vice「 | | | l ard 分鐘 nutes | 服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard) |
|----|--------------|--|--|-----------------------------|---|
| 5. | | 통註冊摘要日誌 e of Memorial Day Book (MDB) | | | |
| | (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 |
| 6. | Sale Info | 唇按揭註冊摘要月誌 e of Monthly Memorial ormation on Mortgage nsactions (MMIM) | | | |
| | (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 |
| 7. | | 舌查詢服務 ephone enquiry services | | | |
| | (a) | 辦公時間收到留言 | 收到留言後40分 覆 | 鐘內回 | |
| | | Voice mail left during office hours | Return calls wit minutes after re the voice mail | | 94 |
| | (b) | 非辦公時間收到留言 | 下一個工作天早. 前回覆 | 上10時 | |
| | | Voice mail left after office hours | Return calls k 10 am on the working day | | 94 |

| | §類別 vice ┐ | | 服 務 Service S 工作天 Working Day(s) | 服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard) |
|----|---------------|--|--|---|
| 8. | | 「土地登記冊資料 endment of registered data | | |
| | (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 |
| | (b) | 複雜個案 Complicated Cases | 10 | 93 |
| 9. | Reg | 交付註冊的中止註冊文書辦理註冊 istration of withheld instruments elivered for registration | 16 (a+b) | 92 |
| | (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 | |

| | ·類別 vice 1 | | 服 務 Service S 工作天 Working Day(s) | | 服務指標 (達到服務標準的百分比) Performance Target (% meeting service standard) |
|-----|---|--|---|--|---|
| 10. | | E立案法團服務 ners' corporation (OC) services 辦理業主立案法團註冊 (註2) Registration of OCs (See Note 2) 提供業主立案法團紀錄副本 Supply of copies of OC records | 30 | 30 | 90 90 |
| 11. | 11. 處理建議/投訴 Handling of suggestions/complaints | | 本處會在收 訴後的十天 果不可能在 盡作覆,也能 回覆。 Replies to s or complain sent within days of the If this is no an interim r sent within | 內答覆。如 這限期內詳 會給予初步 suggestions nts will be 10 calendar eir receipt. ot possible, eply will be | |

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