附件I

ANNEX I

(a) 2021/22年度服务承诺 PERFORMANCE PLEDGES 2021/22

				服务 Service S		服务指标 (达到服务标准 的百分比) Performance Target	实际表现 (达到服务标准 的百分比) ^(注1) Actual Performance (% meeting
	5类别 vice T			工作天 Working Day(s)	分钟 Minutes	(% meeting service standard)	service standard) (See Note 1)
1.		办理土地文件注册 Registration of land documents		15 (a+b)		92	79.3
	(a)	新土地登 From rece updating	书至根据已注册的文书更 记册 ^(注2) ; 以及 eipt of an instrument to the land register with the d instrument ^(See Note 2) ; and	(a) 11			
	(b)	书送回交 Completi of the red	e处理程序并把已注册的文 契人士 ^(注2) on of imaging and return gistered instrument to the party ^(See Note 2)	(b) 4			
2.		位查阅土 nter sear	地登记册 ch of land registers		15	97	99.8
3.		ply of ima	影 <mark>像处理副本</mark> aged copies of land				
	(a)	在柜位索 Over the	取 e counter				
		. ,	E过大图则 hout oversized plans		15	97	99.7
			E过大图则 h oversized plans	5		97	100
	(b)	透过网上 Order vi	:服务订购 a online services				
			矛领取 ection 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	100

				服务 Service S 工作天	标准 Standard	服务指标 (达到服务标准 的百分比) Performance Target (% meeting	字际表现 (达到服务标准 的百分比) ^(注1) Actual Performance (% meeting service
	类别 /ice T	ype		Working Day(s)	分钟 Minutes	service standard)	standard) (See Note 1)
		(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.		ply o	纪录认证本 f certified copies of land				
	(a)		位办理 r the counter				
		(i)	土地登记册 Land registers		35	97	100
		(ii)	不连过大图则的影像处理副本 Imaged copies without oversized plans		35	97	99.6
		(iii)	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 T	ype			服务 Service S 工作天 Working Day(s)	服务指标 (达到服务标准 的百分比) Performance Target (% meeting service standard)	字际表现 (达到服务标准 的百分比) ^(注1) Actual Performance (% meeting service standard) (See Note 1)
(b)		!网上服 ؤ	号订购 nline services			
	(i)	亲身领 Collecti • 土 La		1	97	99.8
		-	不连过大图则 Without oversized plans	3	97	100
		-	附连过大图则 With oversized plans	5	97	99.8
	(ii)	Delivery • ±	由传递公司送递 y by post or courier 地登记册 nd registers 下午6时前订购 Orders placed	1	97	100
		-	before 6 pm 下午6时后或在星期 六、星期日及公众假期订购	'	37	100
			Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2	97	100
		理 Im ov	连过大图则的影像处 副本 laged copies without versized plans	3	97	100
		理 Im	连过大图则的影像处 副本 paged copies with persized plans	5	97	100

	·类别 /ice]		服务 Service S 工作天 Working Day(s)		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)
5.		注册摘要日志 e 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.	Sale	持接揭注册摘要月志 e of Monthly Memorial ormation on Mortgage nsactions (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.		5查询服务 ephone enquiry services				
	(a)	办公时间收到留言 Voice mail left during office hours	收到留言 内回复 Return ca 40 minuto receiving mail	lls within es after	94	99.7
	(b)	非办公时间收到留言 Voice mail left after office hours	下一个工 10时前回 Return ca 10 am on working o	复 lls before the next	94	100

	·类别 vice 1		服务 Service S 工作天 Working Day(s)		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)
8.		「土地登记册资料	, ,		,	
0.		endment 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	95.7
	(b)	复杂个案 Complicated cases	10		93	96.9
9.	Reg	交付注册的中止注册文书办理注册 istration of withheld instruments elivered for registration	16 (a+b)		92	81.1
	(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.		:立案法团服务 ners' 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	98.7

服务类别 Service Type	服务标准 Service Standard 工作天 Working 分钟 Day(s) Minutes	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)
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.	_	_

注1: 为减低2019冠状病毒病在社区扩散的风险,2022年1月25日至3月31日期间部门在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 special work arrangement from 25 January to 31 March 2022 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) 2022/23年度服务承诺 (生效日期为2022年4月1日起) PERFORMANCE PLEDGES 2022/23 (WITH EFFECT FROM 1 APRIL 2022)

				服务 Service S		服务指标 (达到服务标准的百分比)
	服务类别 Service Type			工作天 Working Day(s)	分钟 Minutes	Performance Target (% meeting service standard)
1.			文件注册 ion of land documents	15 (a+b)		92
	(a)	新土: From upda	到文书至根据已注册的文书更地登记册 ^(注1) : 以及 receipt of an instrument to ting the land register with the tered instrument ^(See Note 1) ; and	(a) 11		
	(b)	Com of th	影像处理程序并把已注册的文 回交契人士 ^(注1) pletion of imaging and return e registered instrument to the ng party ^(See Note 1)	(b) 4		
2.			岡土地登记册 earch of land registers		15	97
3.		ply of	记录影像处理副本 imaged copies of land			
	(a)		位索取 · the counter			
		` '	不连过大图则 Without oversized plans		15	97
		` '	附连过大图则 With oversized plans	5		97
	(b)		网上服务订购 er via online services			
			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 Service S 工作天	Standard	服务指标 (达到服务标准的百分比) Performance Target
	类别 /ice T			Working Day(s)	分钟 Minutes	(% meeting service standard)
		(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.		ply o	纪录认证本 If certified copies of land			
	(a)		位办理 er 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

				服务	经准	
				Service S		服务指标 (达到服务标准的百分比)
服务类别 Service 7				工作天 Working Day(s)	分钟 Minutes	Performance Target (% meeting service standard)
Jet vice	урс			Day(3)	wiiiutes	Standard)
(b)			多订购 online services			
	(i)	亲身领 Collec	瓦取 tion in person			
			上地登记册 and registers	1		97
			影像处理副本 maged copies			
		-	- 不连过大图则 Without oversized plans	3		97
		_	- 附连过大图则 With oversized plans	5		97
	(ii)		战由传递公司送递 ry by post or courier			
			上地登记册 .and registers			
		_	- 下午6时前订购 Orders placed before 6 pm	1		97
		_	六、星期日及公众假 期订购			
			Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
		Į li	不连过大图则的影像处 里副本 maged copies without oversized plans	3		97
		• β	が 付连过大图则的影像处 里副本 maged copies with oversized plans	5		97

	5类别 vice ī			l ard 分钟 nutes	服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
5.		唐注册摘要日志 e 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
6.	Sale Info	唐按揭注册摘要月志 e of Monthly Memorial ormation on Mortgage nsactions (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.		5查询服务 ephone enquiry services			
	(a)	办公时间收到留言	收到留言后40分 复	钟内回	
		Voice mail left during office hours	Return calls wit minutes after re the voice mail		94
	(b)	非办公时间收到留言	下一个工作天早. 前回复	上10时	
		Voice mail left after office hours	Return calls be 10 am on the working day		94

	5类别 vice ↑		服务 Service S 工作天 Working Day(s)	服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
8.		「土地登记册资料		
	(a)	endment of registered data 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.	Reg	istration of withheld instruments elivered for registration	16 (a+b)	92
	(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	

	·类别 /ice]		服务 Service S 工作天 Working Day(s)		服务指标 (达到服务标准的百分比) Performance Target (% meeting service standard)
10.		E立案法团服务 ners' corporation (OC) services 办理业主立案法团注册 Registration of OCs ^(See Note 2) 提供业主立案法团纪录副本 Supply of copies of OC records	30	30	90 90
11.		理建议/投诉 idling of suggestions/complaints	本处会在收诉后的十天 果不可能在 尽作复。 Replies to s or complai sent within days of the If this is no an interim r sent within	内答复。如 这限期内详 会给予初步 suggestions nts will be 10 calendar eir receipt. ot possible, reply will be	

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