## 附件I

## **ANNEX I**

## (a) 2024/25年度服务承诺 PERFORMANCE PLEDGES 2024/25

	务类别 ervice Type		<b>标准</b> Standard 分钟 Minutes	<b>服务指标</b> (达到服务标准的 百分比) <b>Performance Target</b> (% meeting service standard)	<b>实际表现</b> (达到服务标准的 百分比) <b>Actual Performance</b> (% meeting service standard)
1.	办理土地文件注册 Registration of land documents (a) 由收到文书至根据已注册的文书更新 土地登记册 <sup>(注1)</sup> :以及	14 (a+b)		90	100
	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 <sup>(注1)</sup> Completion of imaging and return of the registered instrument to the lodging party <sup>(See Note 1)</sup>	(b) 3			
2.	在柜位查阅土地登记册 Counter search of land registers		15	97	100
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  • 不连过大图则 Without oversized plans		15	97	99.7
	● 附连过大图则 With oversized plans (b) 透过网上服务订购	5		97	100
	Order via online services (i) 亲身领取 Collection in person ● 不连颜色图则				
	Without coloured plans  ● 附连颜色图则	1		97	100
	With coloured plans  ● 附连过大图则	3		97	100
	With oversized plans (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	5		97	100
	<ul><li>下午6时前订购</li><li>Orders placed before 6 pm</li><li>下午6时后或在星期六、</li><li>星期日及公众假期订购</li></ul>	1		97	100
	Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
	<ul><li>附连颜色图则</li><li>With coloured plans</li><li>附连过大图则</li></ul>	3		97	100
	● 附足以入国则 With oversized plans	5		97	100

	务类别 rvice Type		<b>标准</b> Standard 分钟 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) Actual Performance (% meeting service standard)
		3 ( )		,	,
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				
	• 土地登记册		35	97	100
	Land registers			0.	.00
	<ul> <li>不连过大图则的影像处理副本 Imaged copies without oversized</li> </ul>		35	97	100
	plans		00	91	100
	• 附连过大图则的影像处理副本	_		07	100
	Imaged copies with oversized plans	5		97	100
	(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	1		97	100
	Land registers	'		91	100
	<ul> <li>影像处理副本</li> </ul>				
	Imaged copies - 不连过大图则				
	Without oversized plans	3		97	99.9
	- 附连过大图则	_		07	00.0
	With oversized plans	5		97	99.8
	(ii) 邮寄或由传递公司送递				
	Delivery by post or courier				
	• 土地登记册				
	Land registers				
	<ul> <li>下午6时前订购</li> </ul>	1		97	100
	Orders placed before 6 pm - 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	2		97	100
	Saturdays, Sundays & public				
	holidays				
	● 不连过大图则的影像处理副本	0		07	100
	Imaged copies without oversized	3		97	100
	plans ● 附连过大图则的影像处理副本				
	Imaged copies with oversized plans	5		97	100
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	6		66	100
	Approval of MDB applications	2		98	100
	(b) 送递注册摘要日志资料档案			00	100
	Delivery of MDB data files	1		98	100
_					

	务类别 rvice Type	服务 Service \$ 工作天 Working Day(s)	<b>标准</b> Standard 分钟 Minutes	<b>服务指标</b> (达到服务标准的 百分比) <b>Performance Target</b> (% meeting service standard)	实际表现 (达到服务标准的 百分比) Actual Performance (% meeting service standard)
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 内回复 Return cal 40 minute receiving t mail	ls within s after	94	99.8
	(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 cal 10 am on working da	复 ls before the next	94	100
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	100
	(b) 复杂个案 Complicated cases	10		93	99.8
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	15 (a+b)		90	99.8
	(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 (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) 3			

	Service	标准 Standard	<b>服务指标</b> (达到服务标准的 百分比)	<b>实际表现</b> (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	(% meeting service standard)	Actual Performance (% meeting service standard)
10. 业主立案法团服务 Owners' corporation (OC) services (a) 办理业主立案法团注册 <sup>(注2)</sup> Registration of OCs <sup>(See Note 2)</sup>	25		95	100
(b) 提供业主立案法团纪录副本 Supply of copies of OC records		30	90	99.6
11. 处理建议/投诉 Handling of suggestions/complaints	或投诉后 答复。如	果不可能 内详尽作 给予初步 ns or s will be n 10 days of ot. If this sible, an oly 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

## (b) 2025/26年度服务承诺(生效日期为2025年4月1日起) PERFORMANCE PLEDGES 2025/26 (WITH EFFECT FROM 1 APRIL 2025)

마 수 ¥ 미		服务 <sup>/</sup> Service S	Standard	<b>服务指标</b> (达到服务标准的 百分比) <b>Performance</b>
	务类别 ervice Type	工作天 Working Day(s)	分钟 Minutes	Target (% meeting service standard)
1.	办理土地文件注册 Registration of land documents	14 (a+b)		90
	(a) 由收到文书至根据已注册的文书更新土地登记册 <sup>(注1)</sup> :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) 3		
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  • 不连过大图则		15	97
	Without oversized plans  ● 附连过大图则 With oversized plans  (b) 透过网上服务订购	5		97
	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
	<ul> <li>附连过大图则</li> <li>With oversized plans</li> </ul>	5		97
	(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			
	<ul><li>下午6时前订购</li><li>Orders placed before 6 pm</li><li>下午6时后或在星期六、星期日及</li></ul>	1		97
	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

服务标准 Service Standard

服务指标 (达到服务标准的百分比)

Performance

工作天 Working Day(s)	分钟 Minutes	Target (% meeting service standard)
	35	97
	35	97
5		97
1		97
3		97
5		97
1		97
2		97
2		91
3		97
5		97
2		98
1		98
2		98
4		98
	Working Day(s)  5  1  2  3  5  2  1	Working Day(s) Minutes  35 35 5  1 1 2 3 5 2 1 1 2

服务类别	<b>服务标准</b> Service Standard 工作天 分钟	服务指标 (达到服务标准的 百分比) Performance Target (% meeting
Service Type	Working Day(s) Minutes	service standard)
7. 电话查询服务		
Telephone enquiry services	收到网文后40八钟中回复	
(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	94
voice main on daming emocribate	after receiving the voice mail	0 1
(b) 非办公时间收到留言	下一个工作天早上10时前回复	
Voice mail left after office hours	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员	₩ /	
Simple Cases (i.e. Rectification of land registers	3	94
based on Memorial information)		
(b) 复杂个案	10	95 <sup>(注4)</sup> (See Note 4)
Complicated Cases		(OCC NOIC 4)
9. 为再交付注册的中止注册文书办理注册 Registration of withheld instruments	15 (a+b)	90
redelivered for registration	10 (412)	00
(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	(b) 3	
Completion of imaging and return of the registered instrument to the lodging party		
10.业主立案法团服务 Owners' corporation (OC) services		
(a) 办理业主立案法团注册 <sup>(注2)</sup>	20(注3)	97 (注4)
Registration of OCs (See Note 2)	(See Note 3)	(See Note 4)
(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	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: 不包括复杂个案及被中止注册的文书 Note 1: Excluding complicated cases and instruments withh 注2: 不包括复杂个案或需要提供附加证明文件的申记 Note 2: Excluding complicated cases and applications that r	- -	processing

注3:

经提升的服务标准 Note 3: Enhanced service standard 注4: 经提升的服务指标 Note 4: Enhanced performance target