

服務商界 共創佳績  
Serving the **Business Community**

Performance Pledge 2016 服務承諾





## 2016 Performance Pledge

This booklet sets out our achievements in 2014-15 and the performance targets for 2015-16 and 2016-17 for the services provided by the Companies Registry.

### Achievements and Performance Targets

#### 2014-15 Achievements

2014-15 saw the start of a new era for the Registry with the smooth implementation of the new Companies Ordinance (“new CO”) on 3 March 2014. The implementation of the new CO has enhanced Hong Kong’s competitiveness and strengthened its position as an international financial and commercial centre. According to World Bank’s Doing Business 2016 Report, Hong Kong sustains its top position as the first worldwide in “protecting minority investors”. Our ranking in starting a business has also improved from eighth to fourth internationally.

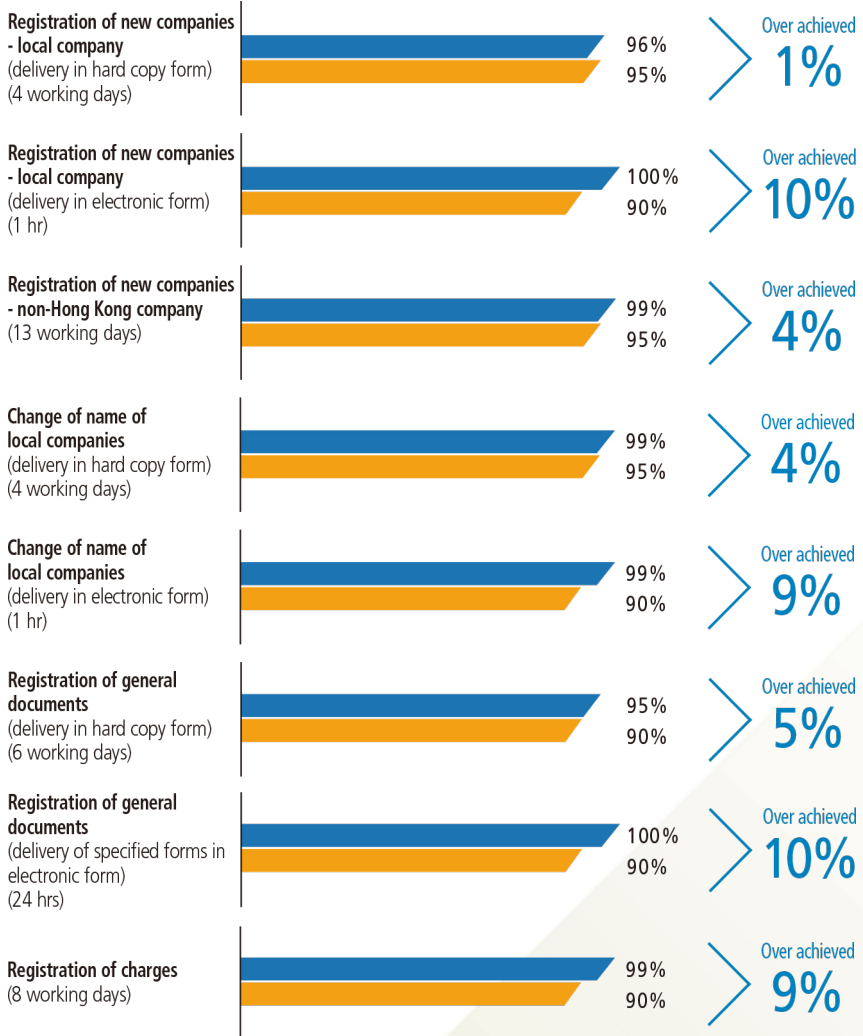
In parallel, the Registry spares no efforts in enhancing its systems to provide a full range of electronic services to customers. Since 3 March 2015, the Registry has provided a full scale electronic filing services covering a total of 84 specified forms at the e-Registry portal ([www.eregistry.gov.hk](http://www.eregistry.gov.hk)). This not only facilitates the reporting and disclosure of company information but also delivers efficiencies for statutory filing.

Following the enhancement of the Company Search Mobile Service (“CSMS”) in December 2014, users may conduct Directors Index Search and Disqualification Orders Index Search at our mobile website ([www.mobile-cr.gov.hk](http://www.mobile-cr.gov.hk)). Currently, over 9,000 company searches are conducted daily at the CSMS. The Registry aims to launch a full range of electronic search services, which are currently available at our Cyber Search Centre ([www.icris.cr.gov.hk](http://www.icris.cr.gov.hk)), through the mobile platform in 2016.

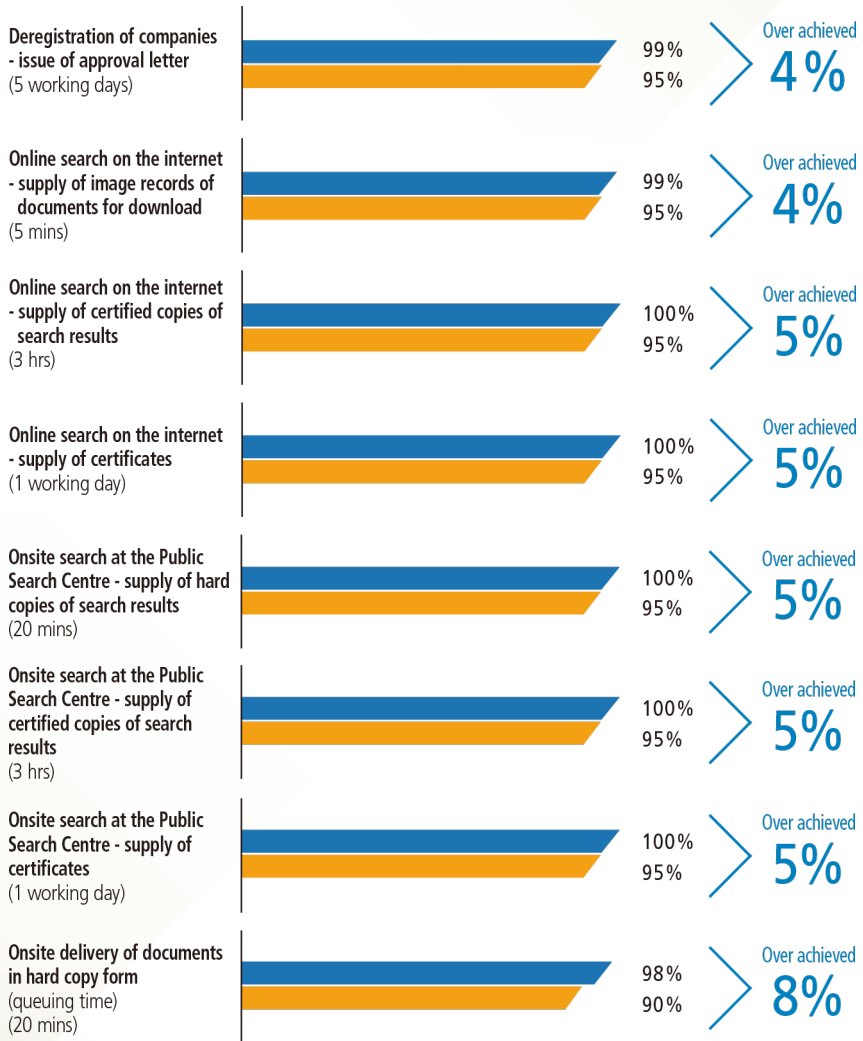
# 2014-15 Achievements

In 2014-15, we have more than achieved our performance targets. Service standards are measured in terms of the percentages achieved against target response time. The achievements in 2014-15 are shown below:

(% meeting standard)



(% meeting standard)



Actual Target

# 2015-16 and 2016-17 Performance Targets

Service	2015-16 Targets		2016-17 Targets	
	Service Standard (Note 1)	% meeting standard	Service Standard (Note 1)	% meeting standard
	(expressed in working days unless otherwise specified)			
<b>Registration of new companies</b> <sup>(Note 2)</sup>				
• local company				
- delivery in hard copy form	4	95	4	95
- delivery in electronic form	1 hr	90	1 hr	90
• non-Hong Kong company	13	95	13	95
<b>Change of name of local companies</b>				
• delivery in hard copy form	4	95	4	95
• delivery in electronic form	1 hr	90	1 hr	90
<b>Registration of general documents</b>				
• delivery in hard copy form	6	90	<b>5</b>	90
• delivery of specified forms in electronic form <sup>(Note 3)</sup>	24 hrs	90	<b>12 hrs</b>	90
<b>Registration of charges</b>	8	90	<b>7</b>	90
<b>Deregistration of companies</b>				
• issue of approval letter	5	95	5	95
<b>Online search on the internet</b>				
• supply of image records of documents for download	5 mins	95	5 mins	95
• supply of certified copies of search results <sup>(Notes 4 &amp; 5)</sup>	3 hrs	95	3 hrs	95
• supply of certificates <sup>(Notes 4 &amp; 5)</sup>	6 hrs	95	6 hrs	95
<b>Onsite search at the Public Search Centre</b>				
• supply of hard copies of search results	20 mins	95	20 mins	95
• supply of certified copies of search results <sup>(Note 5)</sup>	3 hrs	95	3 hrs	95
• supply of certificates <sup>(Note 5)</sup>	6 hrs	95	6 hrs	95
<b>Onsite delivery of documents in hard copy form</b> (queuing time) <sup>(Note 6)</sup>	20 mins	90	20 mins	90

Improved targets highlighted in green

## Notes :

1. The service standard for delivery in hard copy form excludes the day of delivery. The service standard for delivery in electronic form is calculated from the time of e-submission.
2. Business Registration Certificates are issued by the Companies Registry for the Inland Revenue Department together with Certificates of Incorporation.
3. The service standard applies to specified forms which are submitted electronically and automatically processed by the Integrated Companies Registry Information System.
4. Time for delivery by post or by courier service is excluded.
5. Customers who do not request for delivery of certified copies of documents and certificates by post or by courier service can collect them during service hours at the collection counters of the Public Search Centre at 13th floor, Queensway Government Offices, 66 Queensway, Hong Kong.
6. Customers can deliver documents not requiring fees at designated Service Desk.

# Awards

In 2015-16, in recognition of the Registry's continuous efforts in enhancing service standard and its caring spirit in service delivery, the Registry and its staff received the following awards:



Gold Prize of the Departmental Service Enhancement Award (Small Department Category) in the Civil Service Outstanding Service Award Scheme 2015

2015 SME Best Partner Award



Second Runner-up Award in the 2014-15 "Hong Kong Citizen, Hong Kong Heart" Ambassador Volunteer Programme Award



Ms Savana WONG, Companies Registration Officer I, and Mr LAI King-kwan, Clerical Assistant, received the Ombudsman's Award 2015 for Officers of Public Organisations

5 Years Plus Caring Organisation awarded under the Caring Organisation / Company Scheme

Bronze Award in the "Government Agencies & Offices" category of the International ARC Awards for 2013-14 Annual Report



Ms TSOI Wai-lin, Clerical Assistant, received the Secretary for the Civil Service Commendation Award 2015



## The Public's Participation

We value your feedback on our services, be they suggestions or complaints, which will help us understand your needs, pursue excellence and continuous improvement in the delivery of our services.

If you wish to make suggestions / enquiries or lodge complaints, you may contact our Customer Services Manager –

Telephone : (852) 2867 4570

Address : 14th floor, Queensway Government Offices,  
66 Queensway, Hong Kong

Fax : (852) 2596 0585

Email : [crenq@cr.gov.hk](mailto:crenq@cr.gov.hk)

You may also complete our Customer Suggestions / Comments Form available at all our service counters and our website ([www.cr.gov.hk](http://www.cr.gov.hk)). Completed forms can be sent to us by post / fax / email or deposited in the suggestion boxes located on the 13th and 14th floors of the Queensway Government Offices.

All complaints will be dealt with expeditiously and a written reply will be given within 10 calendar days after receipt of a complaint. For complicated cases which require detailed investigation, an interim reply will be given.

## Right of Appeal

If you feel that your suggestion or complaint has not been dealt with adequately, you may write to the Registrar of Companies at 14th floor, Queensway Government Offices, 66 Queensway, Hong Kong.

## Where to Obtain Further Information

If you wish to obtain further information about our services, you may

- visit our website at [www.cr.gov.hk](http://www.cr.gov.hk);
- call our Enquiry Hotline at (852) 2234 9933 to listen to pre-recorded messages on various services, contact an operator and obtain information pamphlets by fax;
- contact the officers at the telephone enquiry numbers listed in the Annex; or
- obtain information pamphlets on the Registry's various services at our information counters on the 13th and 14th floors of the Queensway Government Offices.





# Annex

Service	Address*	Telephone Numbers	Service Hours
Enquiry Hotline (IVRS)		(852) 2234 9933	24-hour
Customer Service	15/F	(852) 2867 4507	Monday to Friday 8:30 a.m. – 12:45 p.m. 1:45 p.m. – 5:45 p.m.
Receipt of documents in hard copy form and fees	14/F	(852) 2867 2600 <sup>#</sup>	<b>Normal Service</b> Monday to Friday 8:45 a.m. – 12:30 p.m. 2:00 p.m. – 5:00 p.m. <b>Limited Service</b> (Each customer can deliver only up to six documents at one time) Monday to Friday 12:30 p.m. – 2:00 p.m. 5:00 p.m. – 5:30 p.m.
Receipt of applications and fees in relation to Money Lenders licences	29/F	(852) 2867 2634	Monday to Friday 8:45 a.m. – 12:30 p.m. 2:00 p.m. – 5:00 p.m.
Registration of local and non-Hong Kong companies	14/F	(852) 2867 2587	Monday to Friday 8:30 a.m. – 12:45 p.m. 1:45 p.m. – 5:45 p.m.
Change of company names	14/F	(852) 2867 2587	
Registration of general documents	12/F	(852) 2867 4579 <sup>#</sup>	
Registration of documents relating to charges and liquidation	13/F	(852) 2867 2578	<b>Collection of Certificates Counters</b> Monday to Friday 8:30 a.m. – 5:45 p.m.
Deregistration of companies	14/F	(852) 2867 4699	
Money Lenders licences	29/F	(852) 2867 2634	
Electronic Search Services			
<ul style="list-style-type: none"> <li>Cyber Search Centre (www.icris.cr.gov.hk)</li> <li>Company Search Mobile Service (www.mobile-cr.gov.hk)</li> <li>Public Search Centre</li> </ul>		(852) 8201 8273 <sup>§</sup>	24-hour
	13/F	(852) 2867 2571 <sup>#</sup>	<b>Search Stations, Collection Counters and Shroff Office</b> Monday to Friday 8:45 a.m. – 5:30 p.m.
e-Registry Services (www.eregistry.gov.hk)		(852) 8201 8273 <sup>§</sup>	24-hour

\* Queensway Government Offices, 66 Queensway, Hong Kong.

# Operator services provided by 1823 on a 24-hour basis

§ Operator services provided by Helpdesk on a 24-hour basis



香港金鐘道六十六號  
金鐘道政府合署十五樓

電話諮詢熱線 : (852) 2234 9933  
傳真 : (852) 2869 6817  
電郵 : [crenq@cr.gov.hk](mailto:crenq@cr.gov.hk)  
網址 : [www.cr.gov.hk](http://www.cr.gov.hk)

15/F., Queensway Government Offices  
66 Queensway, Hong Kong

Enquiry Hotline : (852) 2234 9933  
Fax : (852) 2869 6817  
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