



公司註冊處  
COMPANIES REGISTRY

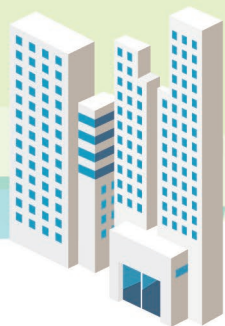


# 策劃未來 創新服務 Innovate for Tomorrow



Performance Pledge 2017 服務承諾





## 2017 Performance Pledge

This booklet sets out our achievements in 2016 and the performance targets for 2017 for the services provided by the Companies Registry.

### Achievements and Performance Targets

#### 2016 Achievements

2016 marked the third year of the implementation of the new Companies Ordinance, Chapter 622 of the Laws of Hong Kong. Operation under the new regime has continued to be smooth, with the business community widely adopting the new initiatives which aim to facilitate business and save costs. According to the World Bank's Doing Business 2017 Report, Hong Kong's ranking in starting a business has improved further from the fourth to the third internationally.

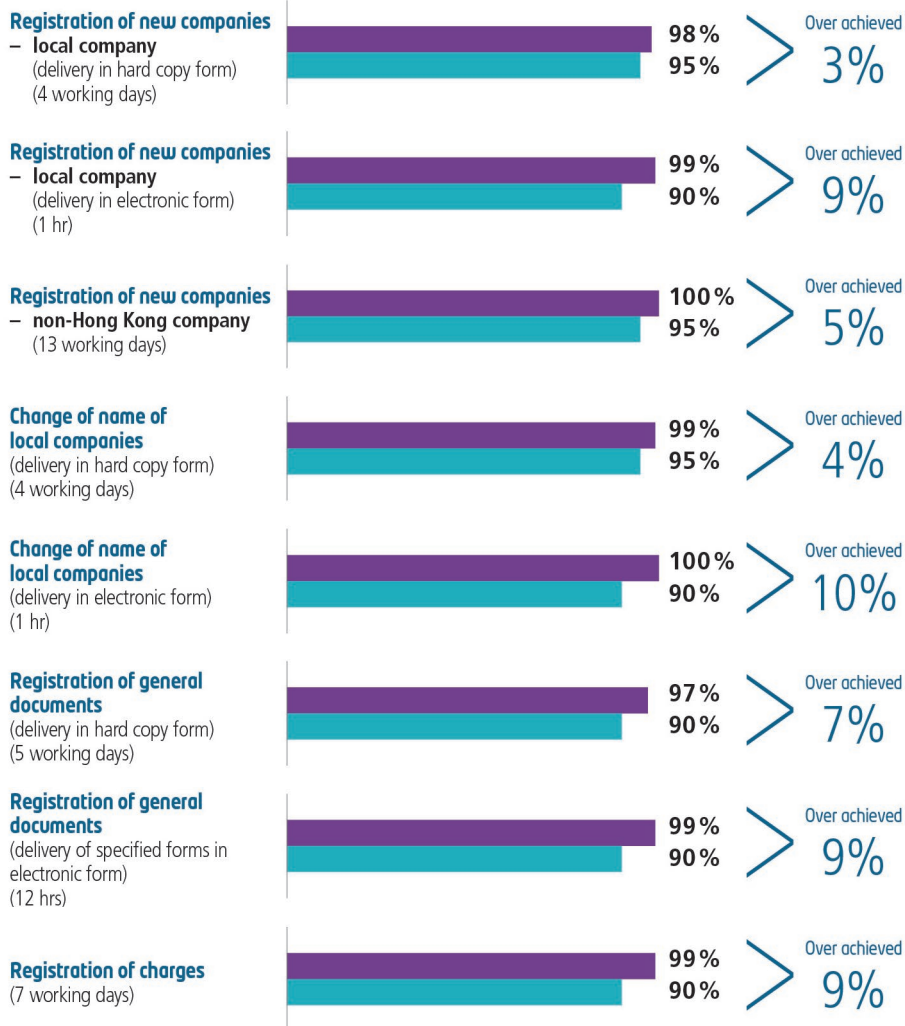
In May 2016, we launched a full scale Company Search Mobile Service at our mobile website ([www.mobile-cr.gov.hk](http://www.mobile-cr.gov.hk)). Members of the public may now conduct all types of searches using their smartphones and mobile devices anytime and anywhere to obtain the most up-to-date company information, including document image records.

The Registry spares no efforts in enhancing its systems to facilitate the conduct of business and enhance work efficiency. With the completion of a Departmental Information Technology Planning study in early 2016, the Registry has started to work on the implementation of the proposals recommended in the study, which include a complete revamp of the Integrated Companies Registry Information System (ICRIS) and the establishment of a new generation information technology infrastructure in the next five years. Meanwhile, we will continue with other system enhancements to implement new initiatives, including the launch of "CR eFiling" Mobile Application in February 2017 for submission of the more commonly filed specified forms by registered users of the e-Registry.

# 2016 Achievements

In 2016, 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 2016 are shown below:

(% meeting standard)





■ Actual     ■ Target

(% meeting standard)

**Deregistration of companies**  
 – issue of approval letter  
 (5 working days)



**Online search on the internet**  
 – supply of image records of documents for download  
 (5 mins)



**Online search on the internet**  
 – supply of certified copies of search results  
 (3 hrs)



**Online search on the internet**  
 – supply of certificates  
 (6 hrs)



**Onsite search at the Public Search Centre**  
 – supply of hard copies of search results  
 (20 mins)



**Onsite search at the Public Search Centre**  
 – supply of certified copies of search results  
 (3 hrs)



**Onsite search at the Public Search Centre**  
 – supply of certificates  
 (6 hrs)



**Onsite delivery of documents in hard copy form**  
 (queuing time)  
 (20 mins)



# 2017 Performance Targets

Service	2017 Targets	
	Service Standard <sup>(Note 1)</sup>	% meeting standard
(expressed in working days unless otherwise specified)		
<b>Registration of new companies</b> <sup>(Note 2)</sup>		
<ul style="list-style-type: none"> <li>• <b>local company</b> <sup>(Note 3)</sup> <ul style="list-style-type: none"> <li>– delivery in hard copy form</li> <li>– delivery in electronic form <sup>(Note 4)</sup></li> </ul> </li> <li>• <b>non-Hong Kong company</b></li> </ul>	<div style="display: flex; justify-content: space-around;"> <span>4</span> <span>1 hr</span> <span>11</span> </div>	<div style="display: flex; justify-content: space-around;"> <span>95</span> <span>90</span> <span>90</span> </div>
<b>Change of name of local companies</b>		
<ul style="list-style-type: none"> <li>– delivery in hard copy form</li> <li>– delivery in electronic form <sup>(Note 4)</sup></li> </ul>	<div style="display: flex; justify-content: space-around;"> <span>4</span> <span>1 hr</span> </div>	<div style="display: flex; justify-content: space-around;"> <span>95</span> <span>90</span> </div>
<b>Registration of general documents</b>		
<ul style="list-style-type: none"> <li>– delivery in hard copy form</li> <li>– delivery of specified forms in electronic form <sup>(Note 4)</sup></li> </ul>	<div style="display: flex; justify-content: space-around;"> <span>5</span> <span>12 hr</span> </div>	<div style="display: flex; justify-content: space-around;"> <span>90</span> <span>90</span> </div>
<b>Registration of charges</b>	7	90
<b>Deregistration of companies</b>		
<ul style="list-style-type: none"> <li>• <b>issue of approval letter</b></li> </ul>	5	95
<b>Online search on the internet</b>		
<ul style="list-style-type: none"> <li>• <b>supply of image records of documents for download</b></li> <li>• <b>supply of certified copies of search results</b> <sup>(Notes 5 &amp; 6)</sup></li> <li>• <b>supply of certificates</b> <sup>(Notes 5 &amp; 6)</sup></li> </ul>	<div style="display: flex; justify-content: space-around;"> <span>5 mins</span> <span>3 hr</span> <span>6 hr</span> </div>	<div style="display: flex; justify-content: space-around;"> <span>95</span> <span>95</span> <span>95</span> </div>
<b>Onsite search at the Public Search Centre</b>		
<ul style="list-style-type: none"> <li>• <b>supply of hard copies of search results</b></li> <li>• <b>supply of certified copies of search results</b> <sup>(Note 6)</sup></li> <li>• <b>supply of certificates</b> <sup>(Note 6)</sup></li> </ul>	<div style="display: flex; justify-content: space-around;"> <span>20 mins</span> <span>3 hr</span> <span>6 hr</span> </div>	<div style="display: flex; justify-content: space-around;"> <span>95</span> <span>95</span> <span>95</span> </div>
<b>Onsite delivery of documents in hard copy form</b> (queuing time) <sup>(Note 7)</sup>	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 registration of local company limited by shares.
4. The service standard applies to applications or specified forms which are submitted electronically.
5. Time for delivery by post or by courier service is excluded.
6. 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 13<sup>th</sup> floor, Queensway Government Offices, 66 Queensway, Hong Kong.
7. Customers can deliver documents not requiring fees at designated Service Desk.

# Awards

In 2016, 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:

## 2016 SME Best Partner Award



The status of “**Manpower Developer**” under the Employees Retraining Board Manpower Developer Award Scheme



### 2014-15 Annual Report

## 2016

**Bronze Award in the “Interior Design: Non-Profit Organisation: Government Agencies & Offices”** category of the 2016 International Annual Report Competition Awards for the 2014-15 Annual Report

## 2015- 16

**Two Bronze Awards** in the 2015-16 MERCURY Excellence Awards under the “**Cover Design: Abstract/ Graphics**” and “**Interior Design: Traditional Format**” categories for the 2014-15 Annual Report



## Gold Award for Volunteer Service in 2015



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



Ms LAI Yin-bing, Tammy, Clerical Assistant, **received the Ombudsman's Award 2016 for Officers of Public Organisations**

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## 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 : 14<sup>th</sup> 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 13<sup>th</sup> and 14<sup>th</sup> 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 14<sup>th</sup> 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.





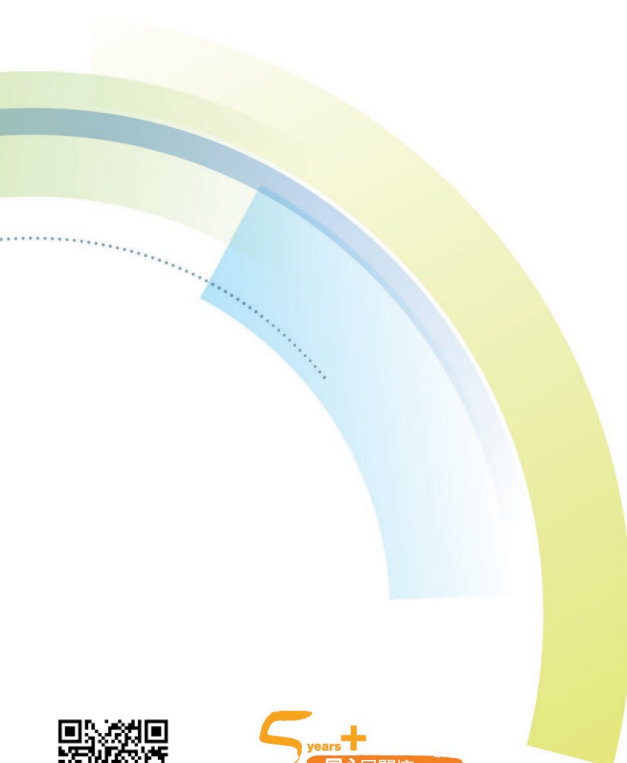
# Annex

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

\* 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



**CR** 公司註冊處  
COMPANIES REGISTRY

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)

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