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GATEWAY TO BUSINESS



Performance Pledge
2018 服務承諾

2018 Performance Pledge

This booklet sets out our achievements in 2017 and the performance targets for 2018-19 for the services provided by the Companies Registry.

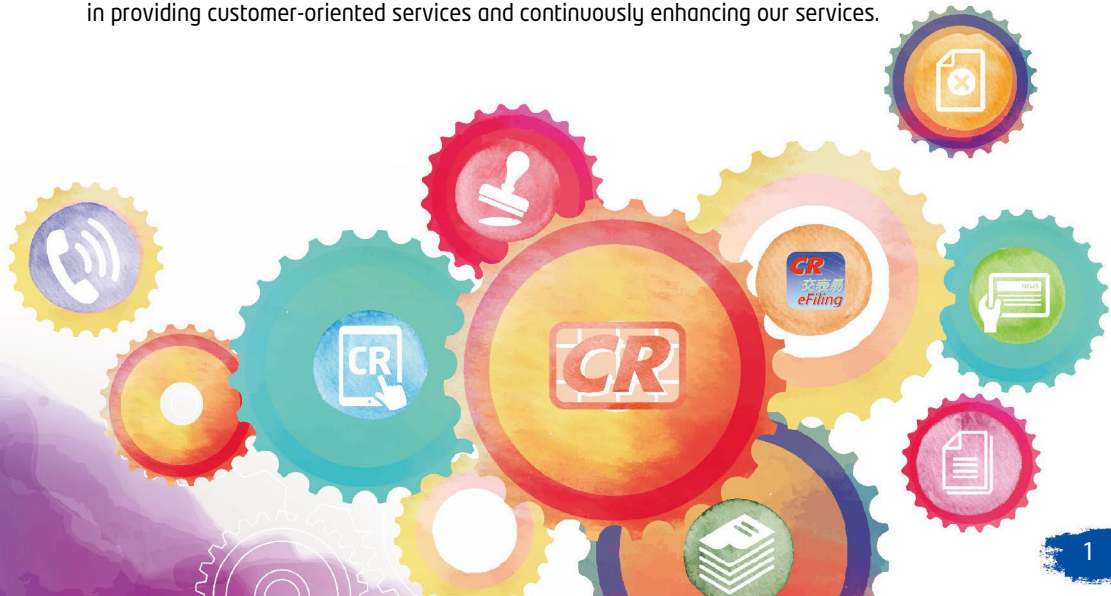
Achievements and Performance Targets

2017 Achievements

In 2017, the Registry held two major conferences in Hong Kong, namely the Corporate Registers Forum 2017 and the Corporate Governance Roundtable, as part of the celebration programme for the 20th anniversary of the establishment of the Hong Kong Special Administrative Region. The conferences were successfully held in March to, respectively, strengthen collaboration with other registries and highlight the high standard of corporate governance in Hong Kong. According to the World Bank's Doing Business 2018 Report, Hong Kong's ranking in "starting a business" remained the third internationally.

In February 2017, we launched a free mobile application - “CR eFiling” to enable users of the e-Registry to submit forms using mobile devices. With the launch of the final batch of e-forms in November 2017, “CR eFiling” now covers 13 commonly filed forms ranging from applications for company incorporation and annual returns to forms for reporting changes of company particulars.

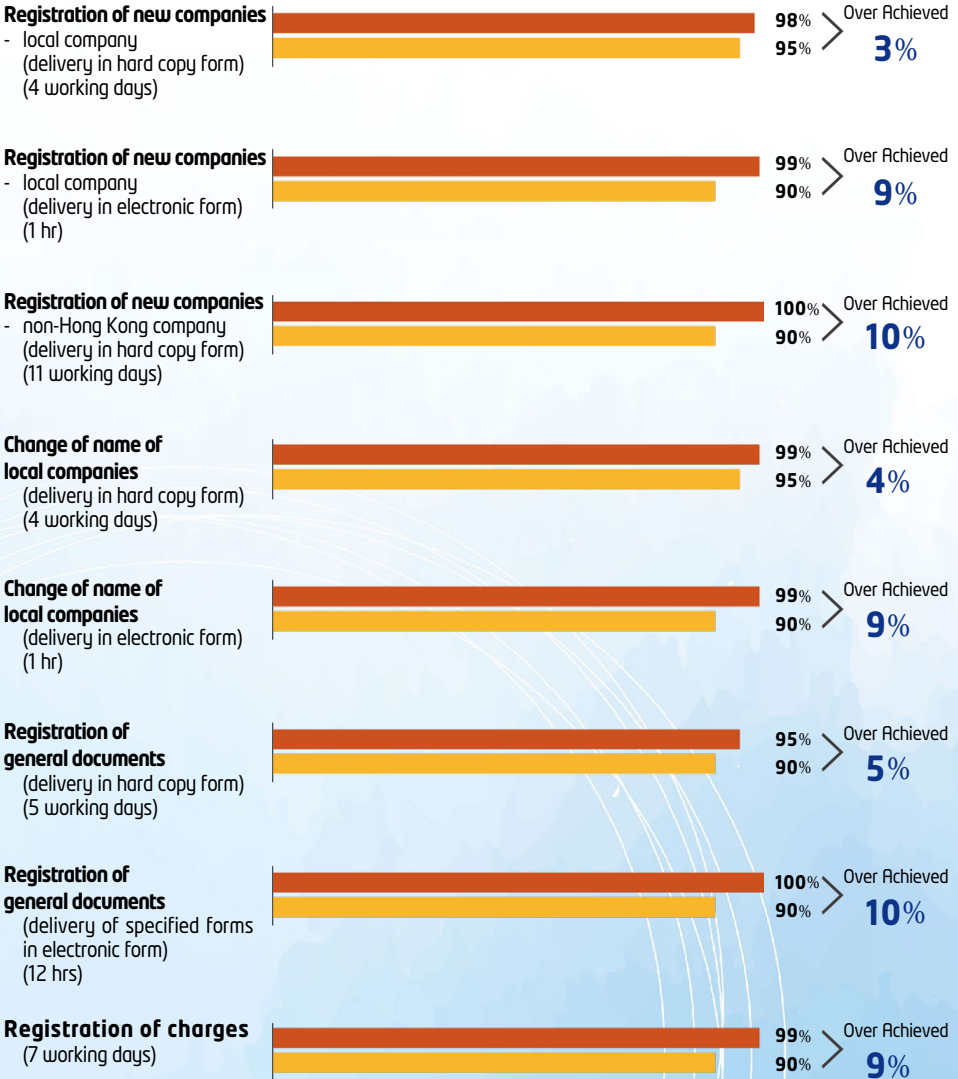
In the year, the Registry was awarded the Silver Prize of the Departmental Service Enhancement Award (Small Department Category) in the Civil Service Outstanding Service Award Scheme 2017 (“the Scheme”) organised by the Civil Service Bureau. The Money Lenders Unit also won the Bronze Prize and the Special Citation for Integrity Management under the Team Award (Regulatory/Enforcement Service) of the Scheme. These awards recognise the Registry’s efforts in providing customer-oriented services and continuously enhancing our services.



In 2017, 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 2017 are shown below:

% meeting standard

Actual Target



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)



2018-19 Performance Targets

Service	2018-19 Targets	
	Service Standard ^(Note 1)	% meeting standard
	(expressed in working days unless otherwise specified)	
Registration of new companies ^(Note 2)		
• local company ^(Note 3)		
> delivery in hard copy form	4	95
> delivery in electronic form ^(Note 4)	1 hr	90
• non-Hong Kong company	11	90
Change of name of local companies		
> delivery in hard copy form	4	95
> delivery in electronic form ^(Note 4)	1 hr	90
Registration of general documents		
> delivery in hard copy form	5	90
> delivery of specified forms in electronic form ^(Note 4)	12 hrs	90
Registration of charges	7	90
Deregistration of companies		
• issue of approval letter	5	95
Online search on the internet		
• supply of image records of documents for download	5 mins	95
• supply of certified copies of search results ^(Notes 5 & 6)	3 hrs	95
• supply of certificates ^(Notes 5 & 6)	6 hrs	95
Onsite search at the Public Search Centre		
• supply of hard copies of search results	20 mins	95
• supply of certified copies of search results ^(Note 6)	3 hrs	95
• supply of certificates ^(Note 6)	6 hrs	95
Onsite delivery of documents in hard copy form (queuing time) ^(Note 7)	20 mins	95

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 13th floor, Queensway Government Offices, 66 Queensway, Hong Kong.
7. Customers can deliver documents not requiring fees at designated Service Desk.

Awards

In 2017, 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:



Silver Prize of the Departmental Service Enhancement Award (Small Department Category) and Bronze Prize and the Special Citation for Integrity Management under the Team Award (Regulatory/ Enforcement Service) of the **Civil Service Outstanding Award Scheme 2017**



**2017 SME
Best Partner
Award**



2015-2016 Annual Report

- Two Bronze Awards in the 2017 Annual Report Competition Awards under the “Interior Design: Government Agencies & Offices” and “Infographics: Government Agencies & Offices” categories
- Honours Award in the 2017 Annual Report Competition Awards under the “Non-Profit Organization: Government Agencies & Offices” category



2016-2017 Annual Report

- Honourable Mention in the 2017 Best Annual Reports Awards organised by the Hong Kong Management Association

Gold Award for Volunteer Service



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



Mr YU Kwok-kuen, Assistant Registry Manager (Customer Services) and Mr LI Wan-cheung, Clerical Assistant (Public Search), received the **Ombudsman's Award 2017** for Officers of Public Organisations



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



You may also complete our Customer Suggestions/Comments Form available at all our service counters and our website (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;
- 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	<u>Monday to Friday</u> 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 #	<u>Normal Service</u> <u>Monday to Friday</u> 8:45 a.m. – 12:30 p.m. 2:00 p.m. – 5:00 p.m. <u>Limited Service</u> (Each customer can deliver only up to six documents at one time) <u>Monday to Friday</u> 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	<u>Monday to Friday</u> 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	<u>Monday to Friday</u> 8:30 a.m. – 12:45 p.m. 1:45 p.m. – 5:45 p.m. <u>Collection of Certificates Counters</u> <u>Monday to Friday</u> 8:30 a.m. – 5:45 p.m.
Change of company names	14/F	(852) 2867 2587	
Registration of general documents	12/F	(852) 2867 4579 #	
Registration of documents relating to charges and liquidation	13/F	(852) 2867 2578	
Deregistration of companies	14/F	(852) 2867 4699	
Money Lenders licences	29/F	(852) 2867 2634	
Electronic Search Services • Cyber Search Centre (www.icris.cr.gov.hk) • Company Search Mobile Service (www.mobile-cr.gov.hk) • Public Search Centre		(852) 8201 8273 §	24-hour
	13/F	(852) 2867 2571 #	<u>Search Stations, Collection Counters and Shroff Office</u> <u>Monday to Friday</u> 8:45 a.m. – 5:30 p.m.
e-Registry Services (www.eregistry.gov.hk) and “CR eFiling” Mobile App		(852) 8201 8273 §	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
網址 : www.cr.gov.hk

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

Enquiry Hotline : (852) 2234 9933
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Email : crenq@cr.gov.hk
Website : www.cr.gov.hk