



公 司 註 冊 處
COMPANIES REGISTRY

2019 Performance Pledge



This booklet sets out our achievements in 2018 and the performance targets for 2019-20 for the services provided by the Companies Registry.

Achievements and Performance Targets

2018 Achievements

The year 2018 witnesses the 25th anniversary of the establishment of the Companies Registry. Established as an independent government department in May 1993, the Registry started operating as a trading fund in August 1993. The Registry has seen considerable growth and achievements over the past 25 years.

Since 1 March 2018, the Registry has taken up a new role as the licensing authority for trust or company service providers (TCSPs) under the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615) (AMLO). Under the new licensing regime, TCSPs are required to apply for a licence from the Registrar of Companies and satisfy a "fit-and-proper" test before they can provide trust or company services as a business in Hong Kong. In addition, the Companies (Amendment) Ordinance 2018, which came into operation on 1 March 2018, introduced the requirement for companies to keep Significant Controllers Registers (SCRs) as part of the Government's new initiatives to enhance Hong Kong's regulatory regime for combating money laundering and terrorist financing.

To enhance public awareness of the implementation of the new licensing regime for TCSPs and new requirements on the keeping of SCRs by companies, the Registry launched an extensive publicity campaign, which included setting up a dedicated enquiry hotline and thematic sections on websites, to provide comprehensive information on the new initiatives. In addition, we have held or participated in over 30 seminars to brief over 10,000 attendees on the new initiatives.

To carry out the new roles and functions effectively, the Registry has embarked on vigorous site inspection programmes on companies and TCSPs to ensure their compliance with the statutory requirements under the Companies Ordinance and the AMLO, respectively.

On 30 July 2018, a new type of companies, the Open-ended Fund Companies (OFC) was introduced in Hong Kong and the Registry is primarily responsible for the incorporation and statutory corporate filings of OFC under the Securities and Futures Ordinance (Cap. 571). The OFC structure diversifies Hong Kong's fund types, expands the fund distribution network and promotes fund origination in Hong Kong to deepen and broaden Hong Kong's asset management industry. These help to strengthen Hong Kong's position as an international financial centre.

In 2018, except for the registration of general documents delivered in hard copy form, we have more than achieved our performance targets in the provision of our services. Service standards are measured in terms of the percentages achieved against target response time. The achievements in 2018 are shown below:

% meeting standard

■ Actual ■ Target

Registration of new companies



Registration of new companies



Registration of new companies



Change of name of local companies



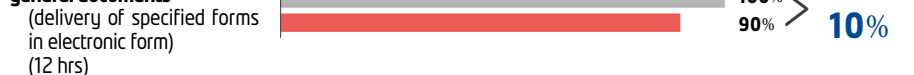
Change of name of local companies



Registration of general documents



Registration of general documents



Registration of charges



Note:

1. The pledge could not be met because of huge upsurge in the filing of specified forms reporting on changes arising from new statutory requirements.



Deregistration of companies

- issue of approval letter
(5 working days)



99% > Over Achieved
95% **4%**

Online search on the internet

- supply of image records of
documents for download
(5 mins)



99% > Over Achieved
95% **4%**

Online search on the internet

- supply of certified copies of
search results
(3 hrs)



100% > Over Achieved
95% **5%**

Online search on the internet

- supply of certificates
(6 hrs)



100% > Over Achieved
95% **5%**

Onsite search at the Public Search Centre

- supply of hard copies of
search results
(20 mins)



100% > Over Achieved
95% **5%**

Onsite search at the Public Search Centre

- supply of certified copies
of search results
(3 hrs)



100% > Over Achieved
95% **5%**

Onsite search at the Public Search Centre

- supply of certificates
(6 hrs)



100% > Over Achieved
95% **5%**

Onsite delivery of documents in hard copy form

- (queuing time)
(20 mins)



100% > Over Achieved
90% **10%**

2019-20 Performance Targets

Service	2019-20 Targets	
	Service Standard ^(Note 1)	% meeting standard
	(expressed in working days unless otherwise specified)	
Registration of new companies ^(Note 2)		
• local companies ^(Note 3)		
> delivery in hard copy form	4	95
> delivery in electronic form ^(Note 4)	1 hr	90
• non-Hong Kong companies	10	90
• open-ended fund companies ^(Note 5)	3	90
Change of name of local companies		
• local companies		
> delivery in hard copy form	4	95
> delivery in electronic form ^(Note 4)	1 hr	90
• open-ended fund companies ^(Note 5)	3	90
Registration of general documents		
> delivery in hard copy form ^(Note 6)	5	90
> delivery of specified forms in electronic form ^(Note 4)	12 hrs	90
Registration of charges	7	90
Deregistration of companies		
• acknowledge receipt of application	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 7 & 8)	3 hrs	95
• supply of certificates ^(Notes 7 & 8)	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 8)	3 hrs	95
• supply of certificates ^(Note 8)	6 hrs	95
Onsite delivery of documents in hard copy form (queuing time) ^(Note 9)	20 mins	95
Granting of trust or company service provider licences ^(Note 10)	2.5 mths	90

Improved targets highlighted in green New targets highlighted in blue

Notes :

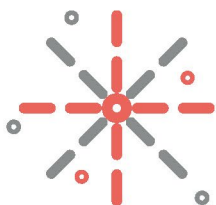
- The service standard for delivery in hard copy form excludes the day of delivery. The service standard for delivery in electronic form is calculated from the time of e-submission.
- Business Registration Certificates are issued by the Companies Registry for the Inland Revenue Department together with Certificates of Incorporation.
- The service standard applies to registration of local company limited by shares.
- The service standard applies to applications or specified forms which are submitted electronically.
- The time required by the Securities and Futures Commission ("SFC") in processing and delivering the applications to the Registry is excluded.
- For documents reporting appointment of directors of OFCs, the processing time required by the SFC is excluded.
- Time for delivery by post or by courier service is excluded.
- 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.
- Customers can deliver documents not requiring fees at designated Service Desk.
- The service standard does not apply to applications for trust or company service provider licences which require amendment, additional information or further investigation.

Awards

In 2018, 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:



2018 SME Best Partner Award



Partner Employer Award 2018/19



2016-2017 Annual Report was awarded

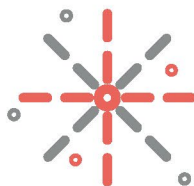
- Honours Award in the 2018 Annual Report Competition Awards organised by MerComm, Inc. under "Non-Profit Organisation: Government Agencies & Offices" category
- Honours Award in the Astrid Awards 2018 under "Not-for-Profit Organisations: Traditional Format - Other Countries" category
- Bronze Award in the MERCURY Excellence Awards under "Overall Presentation: Government Agencies & Offices" category
- Four awards in the League of American Communications Professionals LLC's 2017 Vision Awards, namely "Silver Award under the industry category of Government", "Top 80 Reports in the Asia-Pacific region", "Best In-House Report (Bronze) in the Asia-Pacific region", and "Top 60 Chinese Reports of 2017"



● **Manpower Developer Award** in the **ERB Manpower Developer Award Scheme** by the Employees Retraining Board

● **Gold Award for Volunteer Service**

● **"10 Years Plus Caring Organisation" logo** awarded under the **Caring Organisation / Company Scheme**



● Miss Angelina MOK, Deputy Registry Manager, received the **Secretary for Civil Service's Commendation Award 2018**

Service's Commendation Award



● Ms Cindy CHENG, Companies Registration Officer I, received the **Ombudsman's Award 2018 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	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 #	Normal Service Monday to Friday 8:45 a.m. - 12:30 p.m. 2:00 p.m. - 5:00 p.m. Limited Service (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 #	Collection of Certificates Counters Monday to Friday 8:30 a.m. - 5:45 p.m.
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)		(852) 8201 8273 §	24-hour
• Public Search Centre	13/F	(852) 2867 2571 #	Search Stations, Collection Counters and Shroff Office Monday to Friday 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

† Money Lenders Unit will move to the 13th Floor in mid-2019



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金鐘道政府合署十五樓

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傳真 : (852) 2869 6817
電郵 : crenq@cr.gov.hk
網址 : www.cr.gov.hk

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66 Queensway, Hong Kong

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