

方便營商

Facilitating Businesses



2020 服務承諾
PERFORMANCE PLEDGE

2020 Performance Pledge



This booklet sets out our achievements in 2019 and the performance targets for 2020-21 for the services provided by the Companies Registry.

Achievements and Performance Targets

2019 Achievements

In order to fulfil Hong Kong's international obligations as a member jurisdiction of the Financial Action Task Force (FATF) and to strengthen Hong Kong's position as an international financial centre, the licensing regime for trust and company service providers (TCSPs) as well as the requirement for companies to keep significant controllers registers were introduced on 1 March 2018. Since then, the Registry has taken up a new role as the licensing authority for TCSPs and the Registry for Trust and Company Service Providers at Kowloon Bay was set up for the administration of the licensing regime and regulation of TCSPs. The operation of the licensing regime has been smooth and up to the end of 2019, there were 6,839 licensees on the Register of TCSP Licensees.

The past year was a challenging year for the Registry. As one of the regulatory authorities of Hong Kong's anti-money laundering and counter-terrorist financing (AML/CTF) regime, the Registry actively participated in the Mutual Evaluation (ME) of Hong Kong conducted by other member jurisdictions of the FATF and representatives of the Registry attended a series of onsite interviews and face-to-face meetings with the ME Assessment Team to showcase the effectiveness of the measures that have been taken by the Registry in the regulation of companies, licensed TCSPs and money lenders. In the ME Report on Hong Kong published by the FATF in September 2019, Hong Kong's AML/CTF regime was assessed to be compliant and effective overall, making

it the first jurisdiction in the Asia-Pacific region to have achieved an overall compliant result in the current round of evaluation.

Separately, the Companies (Amendment) (No. 2) Ordinance 2018 came into effect on 1 February 2019 to further facilitate businesses in Hong Kong by, for example, expanding the scope for simplified reporting and streamlining or clarifying regulatory requirements.

In addition, the Non-Hong Kong Companies (Disclosure of Company Name, Place of Incorporation and Members' Limited Liability) Regulation (the Regulation) commenced operation on 1 August 2019. The Regulation aligns the disclosure obligations of non-Hong Kong companies with those of local companies.

According to the World Bank's Doing Business 2020 report, Hong Kong's overall ranking in the ease of doing business rises from 4th last year to 3rd this year and Hong Kong's ranking in starting a business remains 5th among 190 economies.

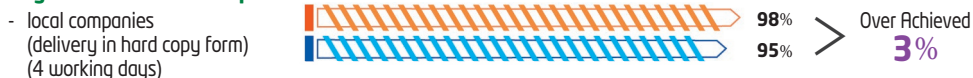
In the year, the Registry was also awarded the Meritorious Award of the Departmental Service Enhancement Award (Small Department Category) in the Civil Service Outstanding Service Award Scheme 2019 organised by the Civil Service Bureau. This award recognises the Registry's efforts in providing customer-oriented services and making continuous enhancement to its services.

In 2019, 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 performance are measured in terms of the percentages achieved against target response time. The achievements in 2019 are shown below:

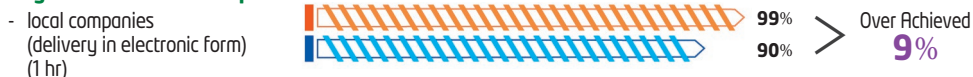
% meeting standard

Actual Target

Registration of new companies



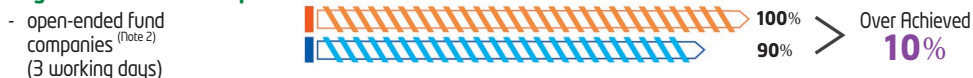
Registration of new companies



Registration of new companies



Registration of new companies



Change of names of local companies



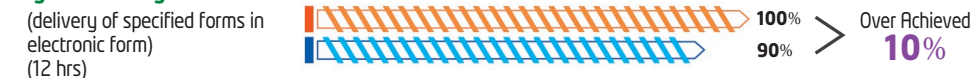
Change of names of local companies



Registration of general documents



Registration of general documents



Registration of charges



Notes:

1. Service standard improved from 11 to 10 working days from 1 April 2019.
2. New performance targets for 2019-20.
3. 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

- acknowledge receipt of application (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)



Granting of trust or company service provider licences ^(Note 2)

- (2.5 mths)



Note:

2. New performance targets for 2019-20.





2020-21 Performance Targets

Service	2020-21 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 names of 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	95
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**

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 open-ended fund companies, 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 2019, 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:

2019



2019年公務員優質服務獎勵計劃 Civil Service Outstanding Service Award Scheme 2019



▲ Meritorious Award of the Departmental Service Enhancement Award (Small Department Category) of the Civil Service Outstanding Service Award Scheme 2019

「中小企業最佳拍檔金獎」



公司註冊處
COMPANIES REGISTRY

公司註冊處



▲ Gold Award in the 2019 Best SME's Partner Award



▲ Gold Award for Volunteer Service



▲ 2019 Partner Employer Award



▲ 2017-2018 Annual Report was awarded

- Bronze Award in the 2019 International Annual Report Competition Awards organised by MerComm, Inc. (ARC Awards) under the "Non-Profit Organization (Print A.R.): Government Agencies & Offices" category
- Bronze Award in the 2018-19 MERCURY Excellence Awards under the "Annual Reports - Overall Presentation: Government Agencies & Offices" category
- Four awards in the League of American Communications Professionals LLC's 2018 Vision Awards Annual Report Competition, namely "Gold Award under the industry category of Government", "Top 50 Reports in the Asia-Pacific region", "Top 80 Chinese Reports of 2018" and "Technical Achievement Award"
- Honours Award in the ARC Awards under the "Infographics: Government Agencies & Offices" category
- Honours Award in the Astrid Awards 2019 under the "Not-for-Profit Organizations: Hong Kong" category



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



▲ Miss Nancy YAU, Deputy Registry Manager, received the Secretary for Civil Service's Commendation Award 2019

申訴專員嘉許獎 THE OMBUDSMAN'S AWARDS



Ms Bertha LI, Companies Registration Officer I, received the **Ombudsman's Award 2019 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.

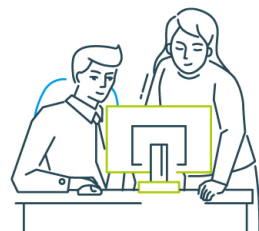
If you wish to make suggestions / enquiries or lodge complaints, you may contact our Customer Services Manager -

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

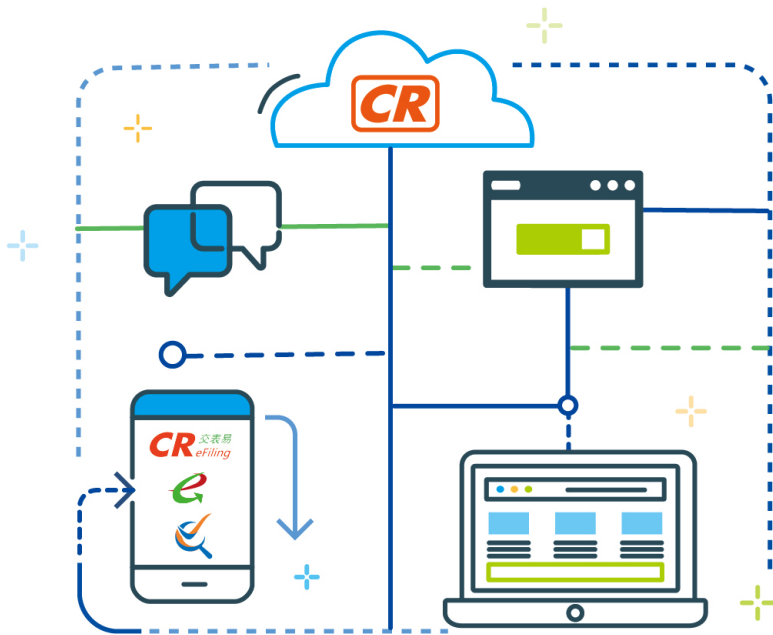
If you feel that your suggestion or complaint has not been dealt with adequately, you may write to the Registrar of Companies at 14th floor, Queensway Government Offices, 66 Queensway, Hong Kong.



Where to Obtain Further Information

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

- visit our websites at www.cr.gov.hk and www.tcsp.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, 66 Queensway, Hong Kong; or obtain information pamphlets on the services of the Registry for Trust and Company Service Providers at Unit 1208, 12/F, One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Kowloon.





Annex Companies Registry (Queensway Government Offices)

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	13/F	(852) 2867 2634	Monday to Friday 8:45 a.m. - 12:45 p.m. 1:45 p.m. - 5:00 p.m.
Registration of local companies 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 names of companies	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	13/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 #	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

Annex

Registry for Trust and Company Service Providers (One Kowloon)

Service	Address	Telephone Numbers	Service Hours
Receipt of applications, notifications and documents in hard copy form and fees	Unit 1208, 12/F, One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Kowloon, Hong Kong	(852) 2867 2600 #	Monday to Friday 8:45 a.m. - 5:30 p.m.
Enquiries relating to licensing matters			Monday to Friday 8:30 a.m. - 5:45 p.m.
Online submission of applications and inspection of the Register of Trust or Company Service Provider Licensees (www.tcsp.cr.gov.hk)			24-hour

Operator services provided by 1823 on a 24-hour basis





香港金鐘道六十六號金鐘道政府合署十五樓
15/F., Queensway Government Offices, 66 Queensway, Hong Kong

電話諮詢熱線 Enquiry Hotline : (852) 2234 9933

傳真 Fax : (852) 2869 6817

電郵 Email : crenq@cr.gov.hk

網址 Website : www.cr.gov.hk

