

2021

服務承諾
Performance Pledge

建設新年代 Building for a New Decade



2021 Performance Pledge

This booklet sets out our achievements in 2020 and the performance targets for 2021-22 for the services provided by the Companies Registry.



Achievements and Performance Targets

2020 Achievements

To foster the position of Hong Kong as a premier international asset and wealth management centre, the Limited Partnership Fund Ordinance (Cap. 637), which establishes a new limited partnership fund ("LPF") regime enabling investment funds to be registered in Hong Kong in the form of limited partnership, came into operation on 31 August 2020. The new LPF regime was introduced to attract investment funds (including private equity and venture capital funds) to set up and operate in Hong Kong so as to facilitate the channelling of capital into corporates, including start-ups in the innovation and technology field in the Guangdong-Hong Kong-Macao Greater Bay Area.

In addition, the Companies (Fees) (Amendment) Regulation 2020 commenced operation on 1 October 2020. Under the Amendment Regulation, the registration fees for all annual returns (except for annual returns delivered late) are waived for two years, from 1 October 2020 to 30 September 2022, as one of the relief measures to support enterprises and safeguard jobs as announced by the Financial Secretary in the 2020-21 Budget. With a view to encouraging the wider use of the Registry's electronic services, the fees payable for the incorporation of companies and registration of non-Hong Kong companies through electronic means are reduced by 10 per cent.



In 2020, except for the registration of general documents delivered in hard copy form and registration of charges, we have achieved the overall performance targets in the provision of our services. Service performances are measured in terms of the percentages achieved against target response time. The achievements in 2020 are shown below:

% meeting standard

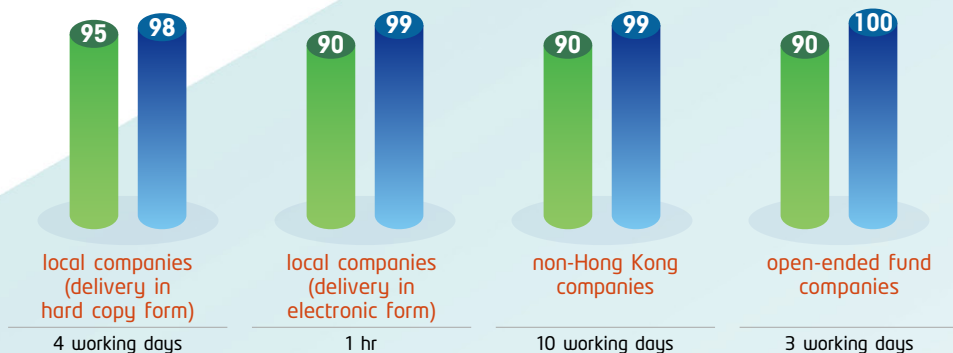
Target



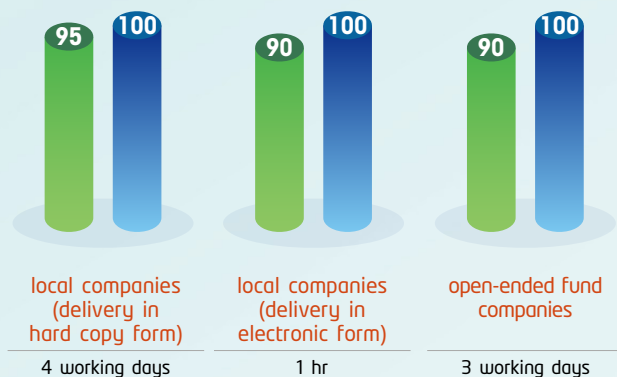
Actual



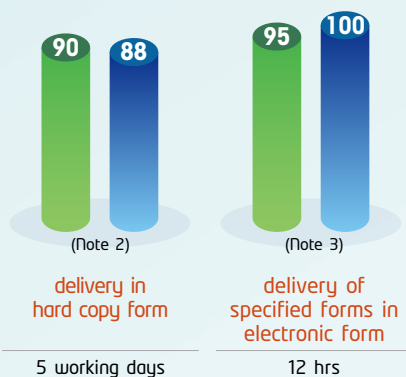
Registration of new companies



Change of names of companies

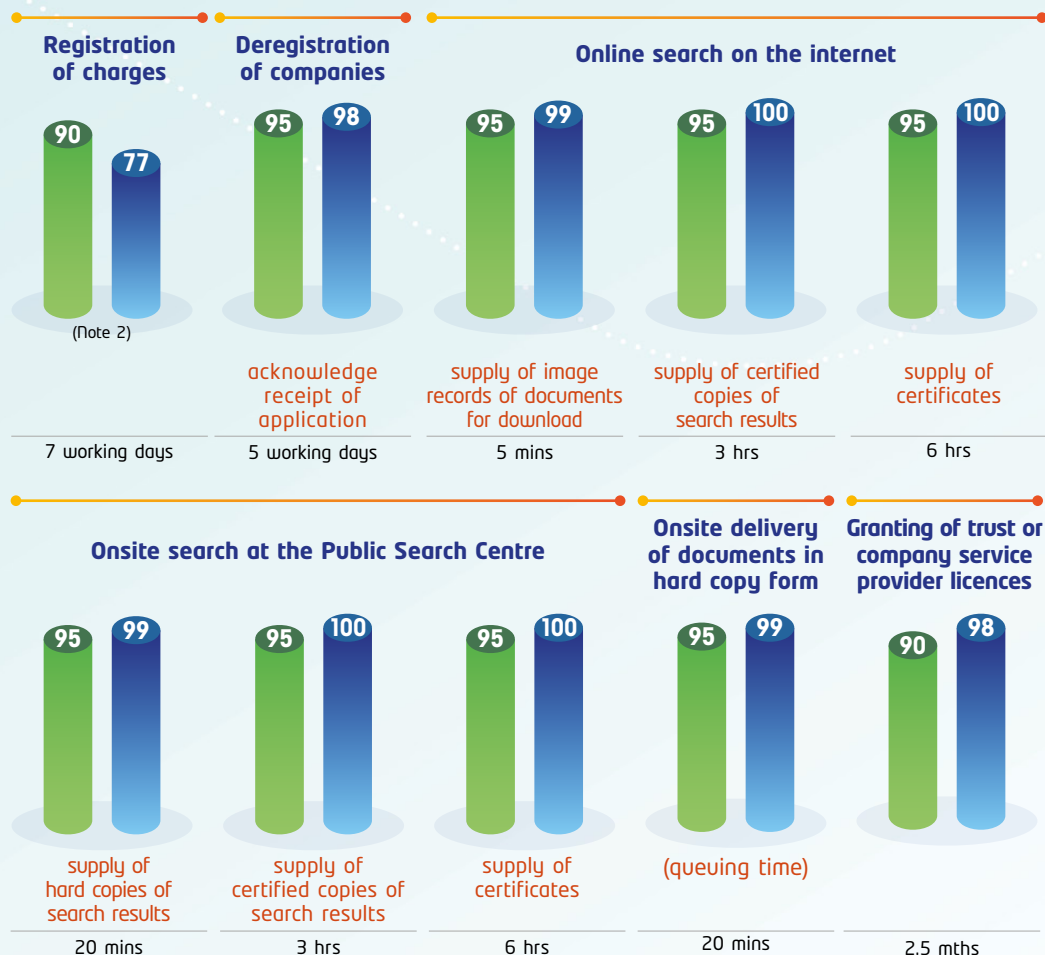


Registration of general documents



Notes:

1. During the year, the Companies Registry provided limited service in order to align with the special work arrangement of the Government due to COVID-19 pandemic. The service standard is not applicable during the limited service periods.
2. The pledges could not be met as longer time was taken to process documents received during the periods of special work arrangement due to COVID-19 pandemic.
3. Target percentage of meeting service standard improved from 90% to 95% with effect from 1 April 2020.



Notes:

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2021-22 Performance Targets

Service	2021-22 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
Registration of limited partnership funds	4	90

New target 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. The time required by the Securities and Futures Commission ("SFC") in processing and delivering the applications to the Registry is excluded.
6. For documents reporting appointment of directors of open-ended fund companies, the processing time required by the SFC is excluded.
7. Time for delivery by post or by courier service is excluded.
8. 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.
9. Customers can deliver documents not requiring fees at designated Service Desk.
10. 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 2020, 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 Award in the 2020 Best SME's Partner Award



2020 Partner Employer Award



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



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



2018-2019 Annual Report was awarded



Two awards in the League of American Communications Professionals LLC's 2019 Vision Awards Annual Report Competition, namely "Gold Award under the industry category of Government - City / State / Nat'l" and "Top 50 Chinese Reports of 2019"

Bronze Award in the 2019-20 MERCURY Excellence Awards under the "Annual Reports - Cover Design: Abstract / Graphics" category

Bronze Award in the 2020 International Annual Report Competition Awards under the "Infographics: Government Agencies & Offices" category

Honours Award in the Astrid Awards 2020 under the "Annual Reports - Not-for-Profit Organizations: Government" category;



Mr Terence MOK, Companies Registration Officer I, received the Ombudsman's Award 2020 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 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 at 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	Collection of Certificates Counters
Registration of general documents	12/F	(852) 2867 4579 [#]	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)		(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

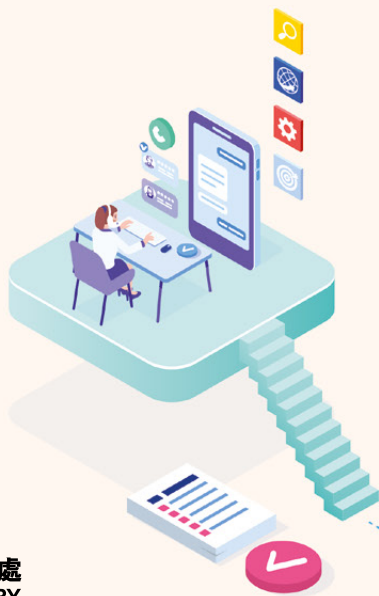


Registry for Trust and Company Service Providers at One Kowloon

Service	Address	Telephone Number	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





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
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

