

齊心創未來
MOVING TOWARDS
A BETTER TOMORROW



2022 服務承諾
PERFORMANCE PLEDGE

2022 Performance Pledge

This booklet sets out our achievements in 2021 and the performance targets for 2022-23 for the services provided by the Companies Registry.



Achievements and Performance Targets

2021 Achievements

New fund re-domiciliation mechanisms under the open-ended fund company (“OFC”) and limited partnership fund (“LPF”) regimes, which aim to attract existing non-Hong Kong funds to re-locate to Hong Kong and strengthen Hong Kong’s position as an international asset and wealth management centre, were introduced on 1 November 2021. Under the new fund re-domiciliation mechanisms, existing funds set up in the form of a company or limited partnership outside Hong Kong may apply for registration as an OFC or LPF in Hong Kong respectively.

To enhance protection of sensitive personal information, while keeping up the transparency and usefulness of the Companies Register (“the Register”), a new inspection regime of the Register under the Companies Ordinance commenced during the year. The new regime is being implemented in three phases from August 2021 through end-2023.

During the year, we launched a chatbot “Clare” on our website (www.cr.gov.hk) to answer customers’ enquiries anytime and anywhere by using artificial intelligence technology. “Clare” has been trained to assist customers in finding information in relation to incorporation and annual returns of local limited companies and will continue to learn information on other aspects of our services.



In 2021, 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 2021 are shown below:

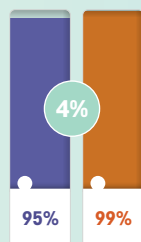
■ Service Standard ^(Note 1)

■ Target (% meeting standard)

■ Actual (% meeting standard)

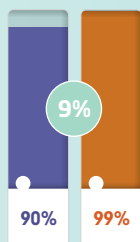
● Over / (Under) Achieved (%)

Registration of new companies



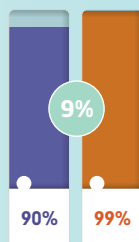
local companies
(delivery in
hard copy form)

4 working days



local companies
(delivery in
electronic form)

1 hr



non-Hong Kong
companies

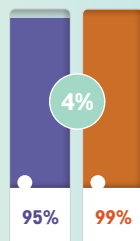
10 working days



open-ended fund
companies

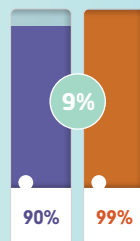
3 working days

Change of names of companies



local companies
(delivery in
hard copy form)

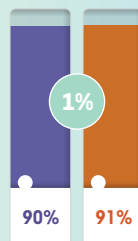
4 working days



local companies
(delivery in
electronic form)

1 hr

Registration of general documents



delivery in
hard copy form

5 working days



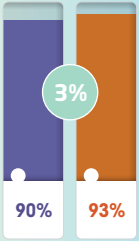
delivery of
specified forms in
electronic form

12 hrs

Notes:

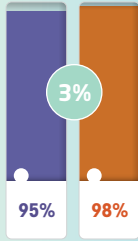
- 1 To align with the special work arrangement of the Government due to COVID-19 pandemic, the Companies Registry had provided limited service in January and February 2021. During the limited service period, the service standard was not applicable.
- 2 New performance target with effect from 1 April 2021.

Registration of charges



7 working days

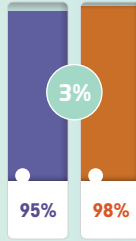
Deregistration of companies



acknowledge receipt of application

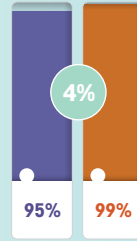
5 working days

Online search on the internet



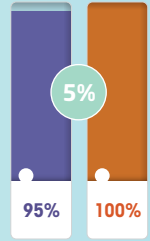
supply of image records of documents for download

5 mins



supply of certified copies of search results

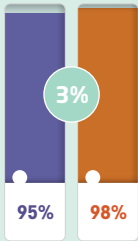
3 hrs



supply of certificates

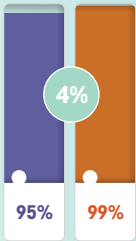
6 hrs

Onsite search at the Public Search Centre



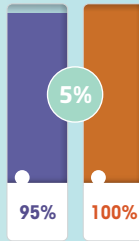
supply of hard copies of search results

20 mins



supply of certified copies of search results

3 hrs



supply of certificates

6 hrs

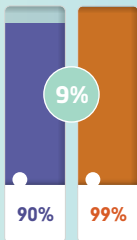
Onsite delivery of documents in hard copy form



(queuing time)

20 mins

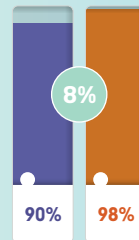
Granting of trust or company service provider licences



2.5 mths

Registration of limited partnership funds

(Note 2)



4 working days

2022-23 Performance Targets

Service	2022-23 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

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 2021, 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 2021
Best SME's Partner Award



Silver Award for Volunteer Service (Organization) by the Steering Committee on Promotion of Volunteer Service of the Social Welfare Department in appreciation of the Registry's contribution of 782 hours of volunteer service in 2020

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





2019-20 Annual Report was awarded

- Three awards in the League of American Communications Professionals LLC's 2020 Vision Awards Annual Report Competition, namely "Gold Award under the Industry Category of Government - City/State/Nat'l", "Top 80 Reports in the Asia-Pacific Region" and "Top 50 Chinese Reports of 2020"
- Honors Award in the MERCURY Excellence Awards 2020-21 under the "Annual Reports - Overall Presentation: Government Agencies & Offices" category
- Silver Award in the 2021 International Annual Report Competition Awards under the "Cover Photo/Design: Government Agencies & Offices" category
- 2021 Hong Kong Management Association Best Annual Reports Awards on the "Citation for Design"

Mr Jason YU, Acting Companies Registration Officer I, received the Ombudsman's Award 2021 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.



Companies Registry at Queensway Government Offices

Service	Address	Telephone Number	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. Collection of Certificates Counters Monday to Friday 8:30 a.m. - 5:45 p.m.
Change of names of companies	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	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

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





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

