



**跨越挑戰共成長**  
Growing through Challenges

► **2023 服務承諾** PERFORMANCE PLEDGE ◀

# 2023 Performance Pledge

This booklet sets out our achievements in 2022 and the performance targets for 2023-24 for the services provided by the Companies Registry.

## Achievements and Performance Targets

### 2022 Achievements

To meet the rising expectations and changing needs of businesses and the public, the Companies Registry ("the Registry") extended the coverage of its electronic submission services to documents delivered to the Registrar of Companies under various Ordinances and other miscellaneous services with effect from 27 June 2022. A total of 43 documents newly covered could be delivered electronically through the e-Registry portal of the Registry or GovHK.

During the year, the Registry continued to enhance protection of sensitive personal information while maintaining the transparency and effectiveness of the Companies Register ("the Register"). With the commencement of Phase 2 of the New Inspection Regime of the Register under the Companies Ordinance on 24 October 2022, sensitive personal information on the Index of Directors and documents newly delivered for registration is protected. For implementation of Phase 2 of the New Inspection Regime, 26 specified forms which pertain to the reporting of sensitive personal information were revised. The last phase of the New Inspection Regime will commence in December 2023 whereby data subjects could apply for protecting sensitive personal information contained in documents already registered with the Registry.

The Registry was awarded the Bronze Prize of the Excellence in Service Enhancement Award (Small Department Category) in the Civil Service Outstanding Service Award Scheme 2022 ("the Scheme") organised by the Civil Service Bureau. The Money Lenders Section of the Registry also won the Bronze Prize of the Excellence in Team Collaboration Award (Regulatory Service) in the Scheme. These two awards recognise the Registry's efforts in providing customer-oriented services and making continuous enhancement.

In 2022, we have more than achieved our performance targets in the provision of our services except for registration of general documents (delivery in hard copy form), registration of charges, and deregistration of companies (acknowledged receipt of application). Service performances are measured in terms of the percentages achieved against target response time. The achievements in 2022 are shown below:

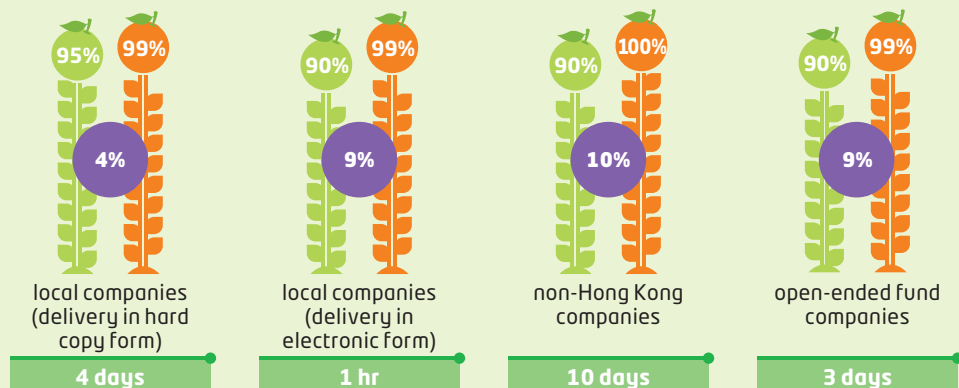
Service Standard (Notes 1 & 2)

Target (% meeting standard)

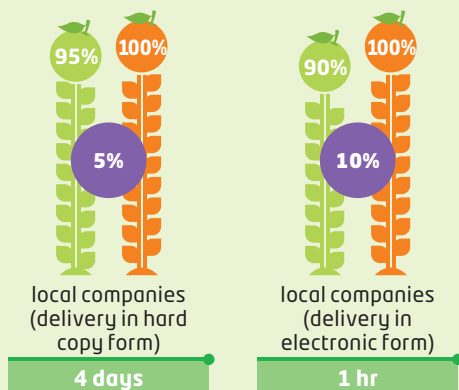
Actual (% meeting standard)

Over / (Under) Achieved (%)

### Registration of new companies



### Change of names of companies



Notes:

- To align with the special work arrangement of the Government due to COVID-19 pandemic, the Companies Registry had provided limited services from 25 January to 18 April 2022. During the limited service period, the service standard was not applicable.
- Days in service standard represent working days.

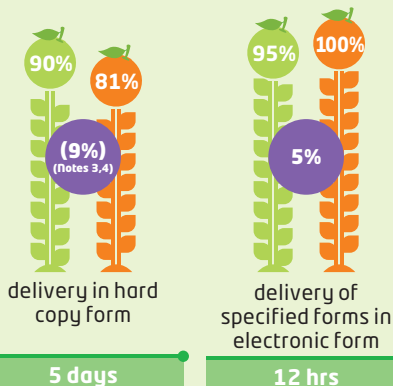
Service Standard (Notes 1 & 2)

Target (% meeting standard)

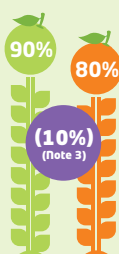
Actual (% meeting standard)

Over / (Under) Achieved (%)

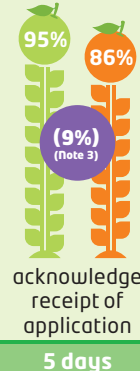
### Registration of general documents



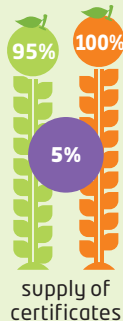
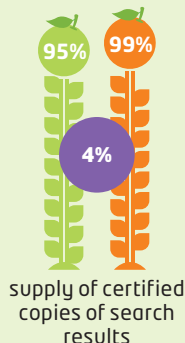
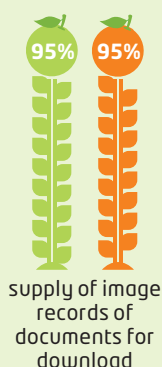
### Registration of charges



### Deregistration of companies



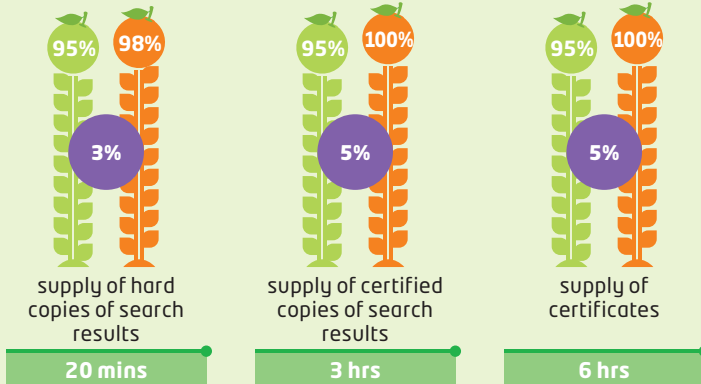
### Online search on the internet



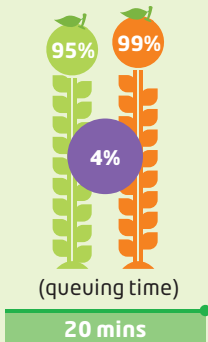
#### Notes:

1. To align with the special work arrangement of the Government due to COVID-19 pandemic, the Companies Registry had provided limited services from 25 January to 18 April 2022. During the limited service period, the service standard was not applicable.
2. Days in service standard represent working days.
3. The pledges could not be met as longer time was taken to process documents accumulated during the period of special work arrangement spanning around three months.
4. The pledge could not be met as longer time was taken to process the increased number of documents following implementation of Phase 2 of the New Inspection Regime.

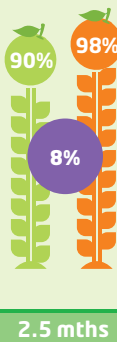
### Onsite search at the Public Search Centre



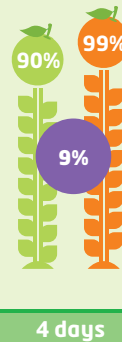
### Onsite delivery of documents in hard copy form



### Granting of trust or company service provider licences



### Registration of limited partnership funds



#### Notes:

1. To align with the special work arrangement of the Government due to COVID-19 pandemic, the Companies Registry had provided limited services from 25 January to 18 April 2022. During the limited service period, the service standard was not applicable.
2. Days in service standard represent working days.

## 2023-24 Performance Targets

Service	2023-24 Targets	
	Service Standard <sup>(Note 1)</sup>	% meeting standard
<b>Registration of new companies</b> <sup>(Note 2)</sup> <ul style="list-style-type: none"> <li><b>local companies</b> <sup>(Note 3)</sup> <ul style="list-style-type: none"> <li>delivery in hard copy form 4 days 95</li> <li>delivery in electronic form <sup>(Note 4)</sup> 1 hr 90</li> </ul> </li> <li><b>non-Hong Kong companies</b> 9 days 90</li> <li><b>open-ended fund companies</b> <sup>(Note 5)</sup> 3 days 90</li> </ul>		
<b>Change of names of companies</b> <ul style="list-style-type: none"> <li><b>local companies</b> <ul style="list-style-type: none"> <li>delivery in hard copy form 4 days 95</li> <li>delivery in electronic form <sup>(Note 4)</sup> 1 hr 90</li> </ul> </li> <li><b>open-ended fund companies</b> <sup>(Note 5)</sup> 3 days 90</li> </ul>		
<b>Registration of general documents</b> <ul style="list-style-type: none"> <li>delivery in hard copy form <sup>(Note 6)</sup> 5 days 90</li> <li>delivery of specified forms in electronic form <sup>(Note 4)</sup> 12 hrs 95</li> </ul>		
<b>Registration of charges</b>	7 days	90
<b>Deregistration of companies</b> <ul style="list-style-type: none"> <li><b>acknowledge receipt of application</b> 4 days 95</li> </ul>		
<b>Online search on the internet</b> <ul style="list-style-type: none"> <li>supply of image records of documents for download 5 mins 95</li> <li>supply of certified copies of search results <sup>(Notes 7 &amp; 8)</sup> 3 hrs 95</li> <li>supply of certificates <sup>(Notes 7 &amp; 8)</sup> 6 hrs 95</li> </ul>		
<b>Onsite search at the Public Search Centre</b> <ul style="list-style-type: none"> <li>supply of hard copies of search results 20 mins 95</li> <li>supply of certified copies of search results <sup>(Note 8)</sup> 3 hrs 95</li> <li>supply of certificates <sup>(Note 8)</sup> 6 hrs 95</li> </ul>		
<b>Onsite delivery of documents in hard copy form (queuing time)</b> <sup>(Note 9)</sup>	20 mins	95
<b>Granting of trust or company service provider licences</b> <sup>(Note 10)</sup>	2.5 mths	90
<b>Registration of limited partnership funds</b>	4 days	90

Improved targets highlighted in **green**

### Notes:

- Days in service standard represent working days. 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 2022, 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:

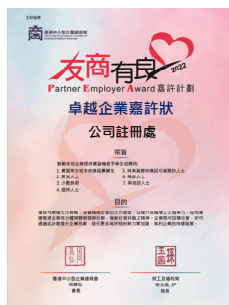
Bronze Prize of the Excellence in Service Enhancement Award (Small Department Category) and Bronze Prize of the Excellence in Team Collaboration Award (Regulatory Service) under the Civil Service Outstanding Service Award Scheme 2022



Gold Award in the 2022 Best SME's Partner Award



2022 "Partner  
Employer" Award



"Social Capital Builder  
Logo Award" under the  
Social Capital Builder  
Awards 2022

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





## 2020-21 Annual Report was awarded

- Three awards in the League of American Communications Professionals LLC's 2021 Vision Awards Annual Report Competition, namely "Platinum Award under the Industry Category of Government - City/State/Nat'l", "Rank #40 in the Asia-Pacific Region" and "Top 50 Chinese Reports of 2021"
- Three Honors Awards in the 2022 International Annual Report Competition Awards under the "Non-Profit Organization (Print A.R.): Government Agencies & Offices", "Interior Design: Government Agencies & Offices" and "Infographics: Government Agencies & Offices" categories
- Honors Award in the MERCURY Excellence Awards 2021-2022 under the "Annual Reports - Overall Presentation: Government Agencies & Offices" category
- Honours Award in the Astrid Awards 2022 under the "Annual Reports - Covers: Graphics & Text" category



### 申訴專員嘉許獎 THE OMBUDSMAN'S AWARDS



### 申訴專員嘉許獎 THE OMBUDSMAN'S AWARDS



Ms Cindy LEUNG, Acting Assistant Registry Manager (left), and Ms Yan WONG, Acting Companies Registration Officer I (right), received the Ombudsman's Award 2022 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 Assistant Registry Manager (Customer Services and Management) –

Telephone : (852) 2867 4570  
Address : 14th floor, Queensway Government Offices,  
66 Queensway, Hong Kong  
Fax : (852) 2596 0585  
Email : [crenq@cr.gov.hk](mailto: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](http://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](http://www.cr.gov.hk) and [www.tcsp.cr.gov.hk](http://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
<b>Enquiry Hotline (IVRS)</b>		(852) 2234 9933	<b>24-hour</b>
<b>Customer Service</b>	15/F	(852) 2867 4507	<b>Monday to Friday</b> 8:30 a.m. - 12:45 p.m. 1:45 p.m. - 5:45 p.m.
<b>Receipt of documents in hard copy form and fees</b>	14/F	(852) 2867 2600 <sup>#</sup>	<b>Normal Service</b> <b>Monday to Friday</b> 8:45 a.m. - 12:30 p.m. 2:00 p.m. - 5:00 p.m.  <b>Limited Service</b> (Each customer can deliver only up to six documents at one time)  <b>Monday to Friday</b> 12:30 p.m. - 2:00 p.m. 5:00 p.m. - 5:30 p.m.
<b>Receipt of applications and fees in relation to Money Lenders licences</b>	13/F	(852) 2867 2634	<b>Monday to Friday</b> 8:45 a.m. - 12:45 p.m. 1:45 p.m. - 5:00 p.m.
<b>Registration of local companies and non-Hong Kong companies</b>	14/F	(852) 2867 2587	<b>Monday to Friday</b> 8:30 a.m. - 12:45 p.m. 1:45 p.m. - 5:45 p.m.  <b>Collection of Certificates Counters</b> <b>Monday to Friday</b> 8:30 a.m. - 5:45 p.m.
<b>Change of names of companies</b>	14/F	(852) 2867 2587	
<b>Registration of general documents</b>	12/F	(852) 2867 4579 <sup>#</sup>	
<b>Registration of documents relating to charges and liquidation</b>	13/F	(852) 2867 2578	
<b>Deregistration of companies</b>	14/F	(852) 2867 4699	
<b>Money Lenders licences</b>	13/F	(852) 2867 2634	
<b>Electronic Search Services</b> • Cyber Search Centre (www.icris.cr.gov.hk) • Company Search Mobile Service (www.mobile-cr.gov.hk)		(852) 8201 8273 <sup>+</sup>	<b>24-hour</b>
• <b>Public Search Centre</b>	13/F	(852) 2867 2571 <sup>#</sup>	<b>Search Stations, Collection Counters, Shroff Office and Counter for applications in relation to Protected Information</b> <b>Monday to Friday</b> 8:45 a.m. - 5:30 p.m.
<b>e-Registry Services (www.eregistry.gov.hk) and "CR eFiling" Mobile App</b>		(852) 8201 8273 <sup>+</sup>	<b>24-hour</b>

<sup>#</sup> Operator services provided by 1823 on a 24-hour basis

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

# 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](mailto:crenq@cr.gov.hk)

網址 Website : [www.cr.gov.hk](http://www.cr.gov.hk)

