



THIRTY YEARS
OF



CHART A NEW CHAPTER
同行三十載 共譜新篇章

PERFORMANCE PLEDGE 服務承諾 2024



公司註冊處
COMPANIES REGISTRY

2024 Performance Pledge

This booklet sets out our achievements in 2023 and the performance targets for 2024–25 for the services provided by the Companies Registry.

Achievements and Performance Targets

2023 Achievements

The Companies (Amendment) Ordinance 2023 came into operation on 28 April 2023, providing flexibility for companies to hold general meetings in various manners. The amended Companies Ordinance expressly enables companies to hold fully virtual or hybrid general meetings, in lieu of at physical locations and provides flexibility for companies to conduct corporate affairs smoothly and effectively having regard to their own circumstances and needs.

During the year, the Companies Registry (“the Registry”) launched its revamped core information system, the Integrated Companies Registry Information System (“ICRIS”) on 27 December 2023 together with a brand new e-Services Portal (www.e-services.cr.gov.hk), which is a single integrated online platform that provides all the electronic services of the Registry to customers, including electronic search and document submission services. Customers can access different services by a single logon to the e-Services Portal with desktop and mobile hand-held devices with different screen sizes anytime and anywhere.

The new e-Services Centre was opened in the office of the Registry on the 13th Floor, Queensway Government Offices on 27 December 2023. In addition to the provision of facilities for customers to use the different kinds of electronic services upon the launch of the new e-Services Portal, staff at the e-Services Centre will also provide general assistance and guidance to customers in using the Registry’s e-Services.





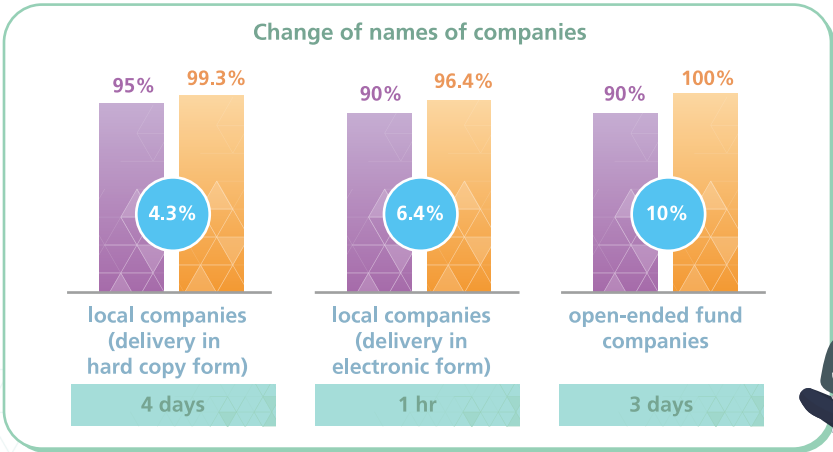
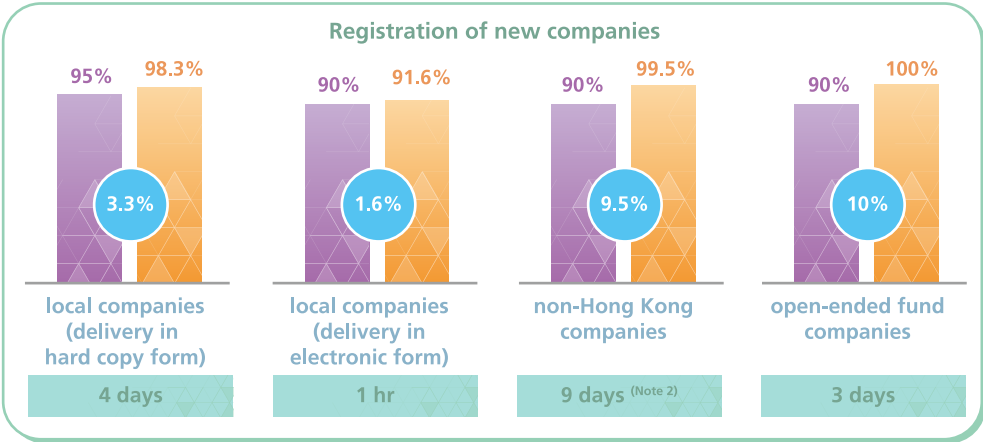
The Unique Business Identifier (“UBI”) was implemented in full on 27 December 2023. Business Registration Number (i.e. the first eight digits of the Business Registration Certificate number) assigned by the Business Registration Office of the Inland Revenue Department has already been adopted as the identification number for companies/entities under the administration of the Registrar of Companies (“the Registrar”) replacing the former Company Registration Number. The implementation of UBI enables the Government and businesses to distinctly identify the same entity with a unique number, thus facilitating communication and exchange of data among different parties and enhancing delivery of public service.

The Registry continued its efforts in enhancing the protection of sensitive personal information on the Companies Register during 2023. Phase 3, which is the last phase, of the New Inspection Regime of the Companies Register under the Companies Ordinance also commenced with effect from 27 December 2023. Data subject may apply to the Registrar for withholding from public inspection the usual residential address (if applicable) or the full identification number of the applicant contained in a registered document.

In addition, simultaneous business registration applications on registration of limited partnership fund (“LPFs”) also commenced with effect from 27 December 2023. An LPF applicant who applies for registration of an LPF will be deemed to have made a simultaneous application for business registration. Upon approval of the application, the Registrar will issue a Certificate of Registration and a Business Registration Certificate in one go.

In 2023, 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). Service performances are measured in terms of the percentages achieved against target response time. The achievements in 2023 are shown below:

■ Service Standard (Note 1) ■ Actual (% meeting standard) ● Over/(Below) Target (%)



Notes:
 1. Days in service standard represent working days.
 2. Service standard improved from 10 to 9 working days from 1 April 2023.

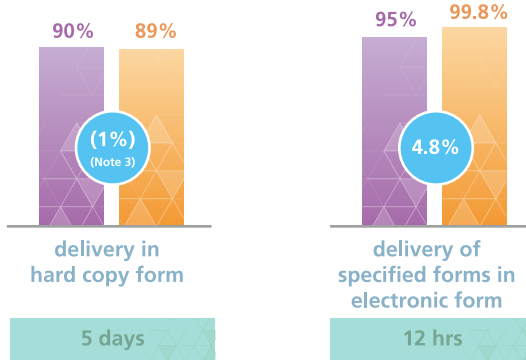
■ Service Standard (Note 1)

■ Target (% meeting standard)

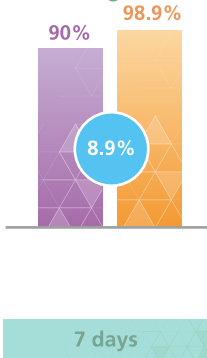
■ Actual (% meeting standard)

● Over/(Below) Target (%)

Registration of general documents



Registration of charges



Deregistration of companies

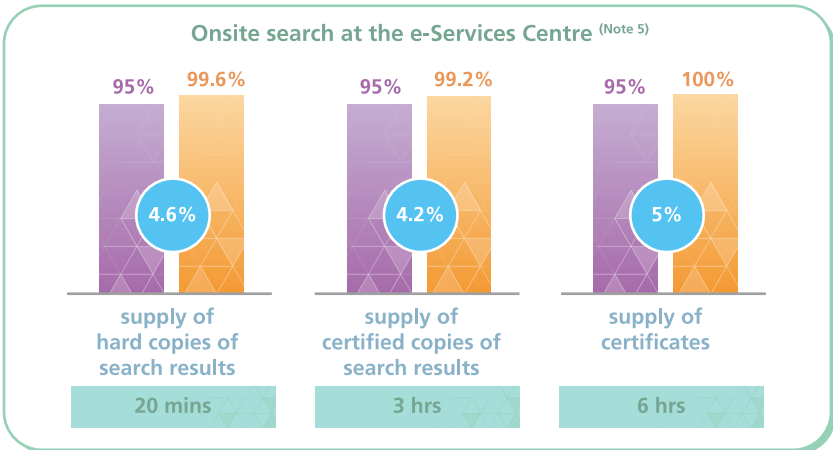
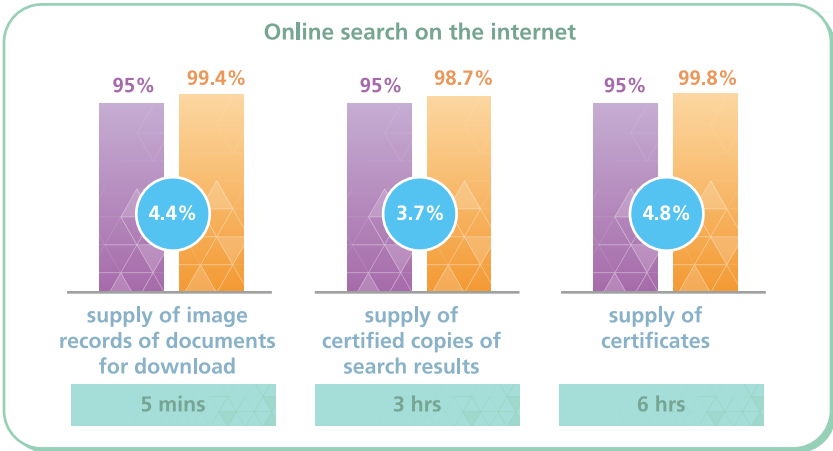


Notes:

1. Days in service standard represent working days.
3. The actual service standard was 1% below the target as longer time was taken to process the increased number of documents following the implementation of Phase 2 of the New Inspection Regime and to handle the upsurge of special resolutions filed with the Registry for declaring company dormant.
4. Service standard improved from 5 to 4 working days from 1 April 2023.

■ Service Standard (Note 1)

■ Target (% meeting standard) ■ Actual (% meeting standard) ● Over/(Below) Target (%)



Notes:

1. Days in service standard represent working days.

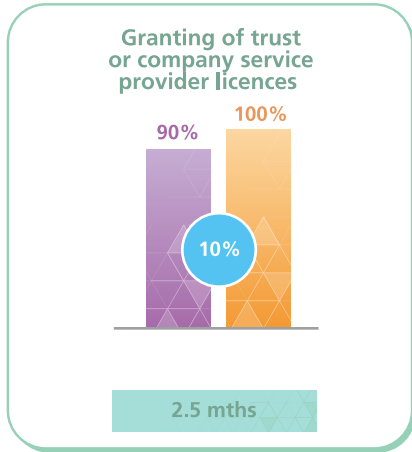
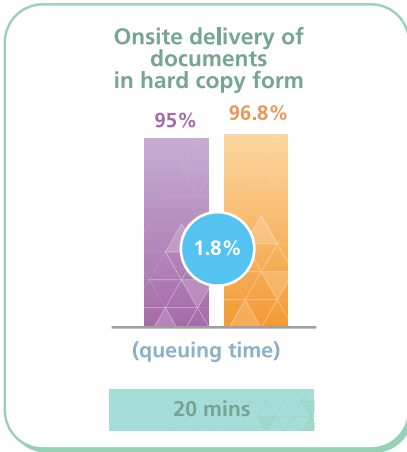
5. Public Search Centre was renamed as e-Services Centre with effect from 27 December 2023.

■ Service Standard ^(Note 1)

■ Target (% meeting standard)

■ Actual (% meeting standard)

● Over/(Below) Target (%)



Notes:

1. Days in service standard represent working days.



2024-25 Performance Targets

Service	2024-25 Targets	
	Service Standard ^(Note 1)	% meeting standard
Registration of new companies ^(Note 2)		
• local companies ^(Note 3)		
- delivery in hard copy form	4 days	95
- delivery in electronic form ^(Note 4)	1 hr	90
• non-Hong Kong companies	9 days	90
• open-ended fund companies ^(Note 5)	3 days	90
Change of names of companies		
• local companies		
- delivery in hard copy form	4 days	95
- delivery in electronic form ^(Note 4)	1 hr	90
• open-ended fund companies ^(Note 5)	3 days	90
Registration of general documents		
- delivery in hard copy form ^(Note 6)	5 days	90
- delivery of specified forms in electronic form ^(Note 4)	12 hrs	95
Registration of charges		
	7 days	90
Deregistration of companies		
• acknowledge receipt of application	4 days	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 e-Services 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 ^(Note 2)		
	4 days	90

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 for companies or Certificate of Registration for limited partnership funds.
- 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 e-Services 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 2023, 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 “Privacy-Friendly Awards 2023” organised by the Office of the Privacy Commissioner for Personal Data



Gold Award in the 2023 Best SME's Partner Award



2023 “Partner Employer” Award



“15 Years Plus Caring Organisation” logo awarded under the Caring Organisation/ Company Scheme



“Manpower Developer” as accredited under the ERB Manpower Developer Award Scheme launched by the Employees Retraining Board





The Registry's Annual Report was awarded:

- ▶ Three awards in the League of American Communications Professionals LLC's 2022 Vision Awards Annual Report Competition, namely "Gold Award under the Industry Category of Government – City/State/Nat'l", "Rank #42 in the Asia-Pacific Region" and "Top 50 Chinese Reports of 2022"



- ▶ Two awards in the MERCURY Excellence Awards 2022-2023, namely Silver Award under the "Annual Reports – Cover Design: Drawings/Illustrations" category and Bronze Award under the "Annual Reports – Overall Presentation: Gov't Agencies & Offices" category
- ▶ Two awards in the 2023 International Annual Report Competition Awards, namely Silver Award under the "Interior Design: Government Agencies & Offices" category and Bronze Award under the "Cover Photo/Design: Government Agencies & Offices" category
- ▶ Honors Award in the Astrid Awards 2023 under the "Annual Reports – Not-For-Profit Organizations: Government" category




Mr Michael LEUNG, Companies Registration Officer I, received The Ombudsman's Award 2023 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



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. 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 • e-Services Portal (www.e-services.cr.gov.hk)		(852) 8201 8273 +	
• e-Services Centre	13/F	(852) 2867 2571 #	e-Services Stations, Collection Counters, Shroff Office and Counter for applications in relation to Withheld Information/Protected Information Monday to Friday 8:45 a.m. – 5:30 p.m.
Electronic Filing Services • e-Services Portal (www.e-services.cr.gov.hk)		(852) 8201 8273 +	24-hour
• e-Services Centre	13/F	(852) 2867 2571 #	Monday to Friday 8:45 a.m. – 5:30 p.m.

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

