



攜手建未來

Together We
Shape Our Future

Performance Pledge 服務承諾
2026



2026 Performance Pledge

This booklet sets out our achievements in 2025 and the performance targets for 2026-27 for the services provided by the Companies Registry.

Achievements and Performance Targets

2025 Achievements

By the end of 2025, the total number of local companies and re-domiciled companies registered under the Companies Ordinance (Cap. 622) (“the Ordinance”) reached a record-high of 1,557,103.

In line with the Government’s policies on facilitating business as well as attracting enterprises and investments, two enhancement measures for the Ordinance came into operation during the first half of 2025. The first measure is the Companies (Amendment) Ordinance 2025, which has become effective since 17 April 2025. It aims at enabling listed companies incorporated in Hong Kong to hold shares bought back in the treasury and dispose of them, and promoting paperless corporate communication for both listed and unlisted Hong Kong companies.

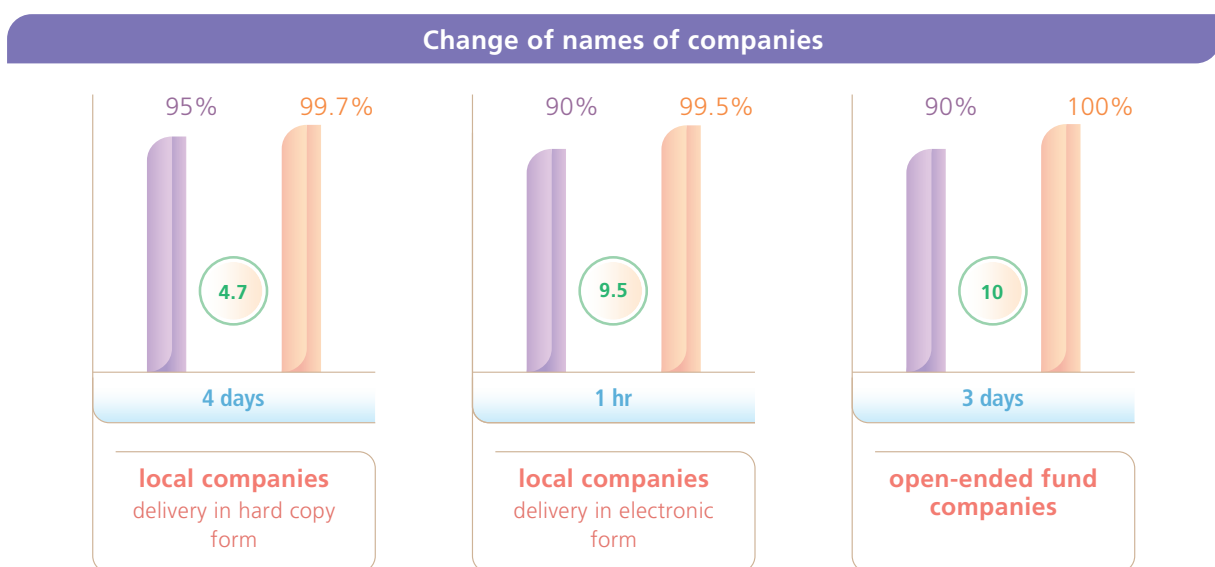
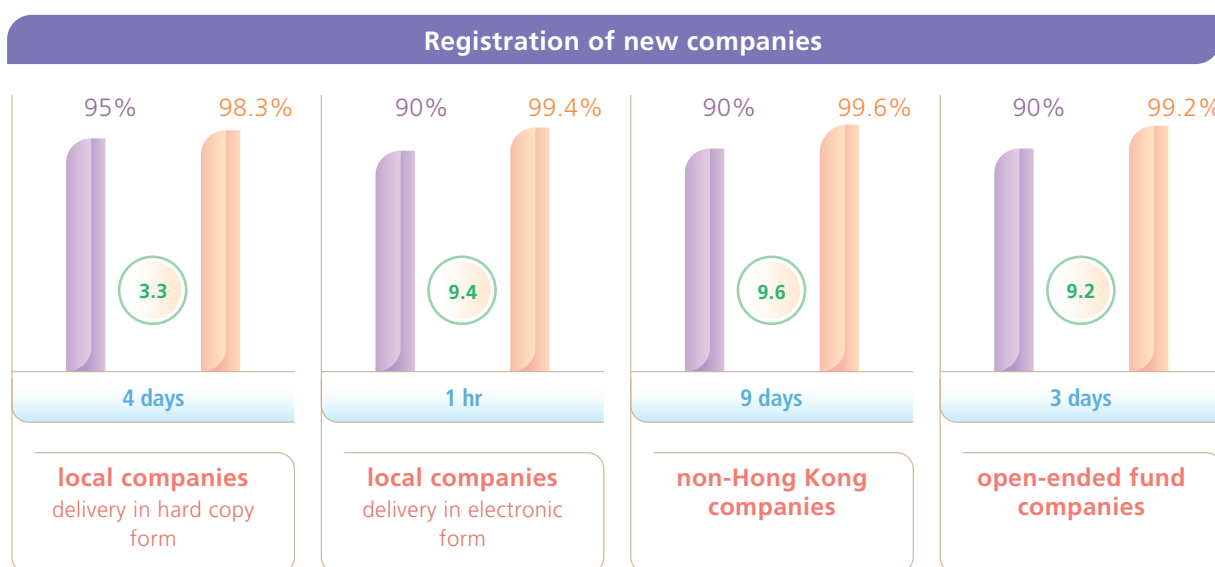
The second measure is the Companies (Amendment) (No. 2) Ordinance 2025, which has become effective since 23 May 2025. It introduces a company re-domiciliation regime in Hong Kong that offers non-Hong Kong corporations a simple and cost-effective route to re-domicile to Hong Kong while preserving their legal identity and ensuring operational continuity. The regime has received positive market response since implementation. By the end of 2025, the Companies Registry (“the Registry”) had received over 420 enquiries and 30 applications. Among these, six non-Hong Kong corporations incorporated in Luxembourg, the Cayman Islands or Bermuda, including an insurance company, have been successfully re-domiciled to Hong Kong.

2025 Achievements



In 2025, 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 2025 are shown below:

- Service Standard ^(Note 1)
- Actual Performance (% meeting standard)
- Target (% meeting standard)
- Over Target (percentage point)



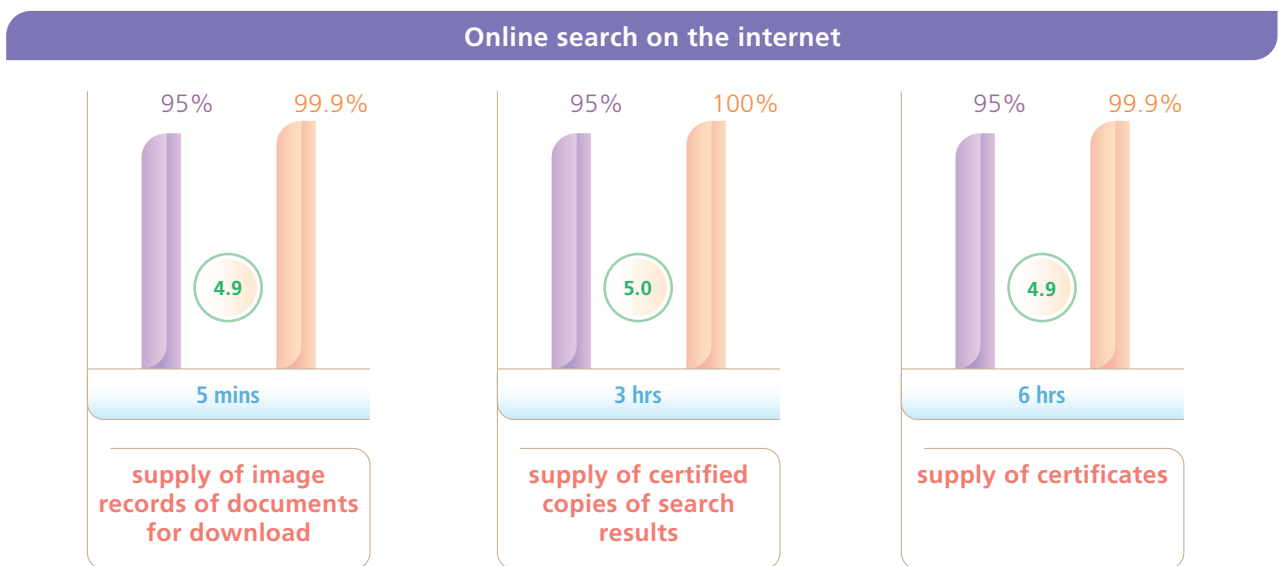
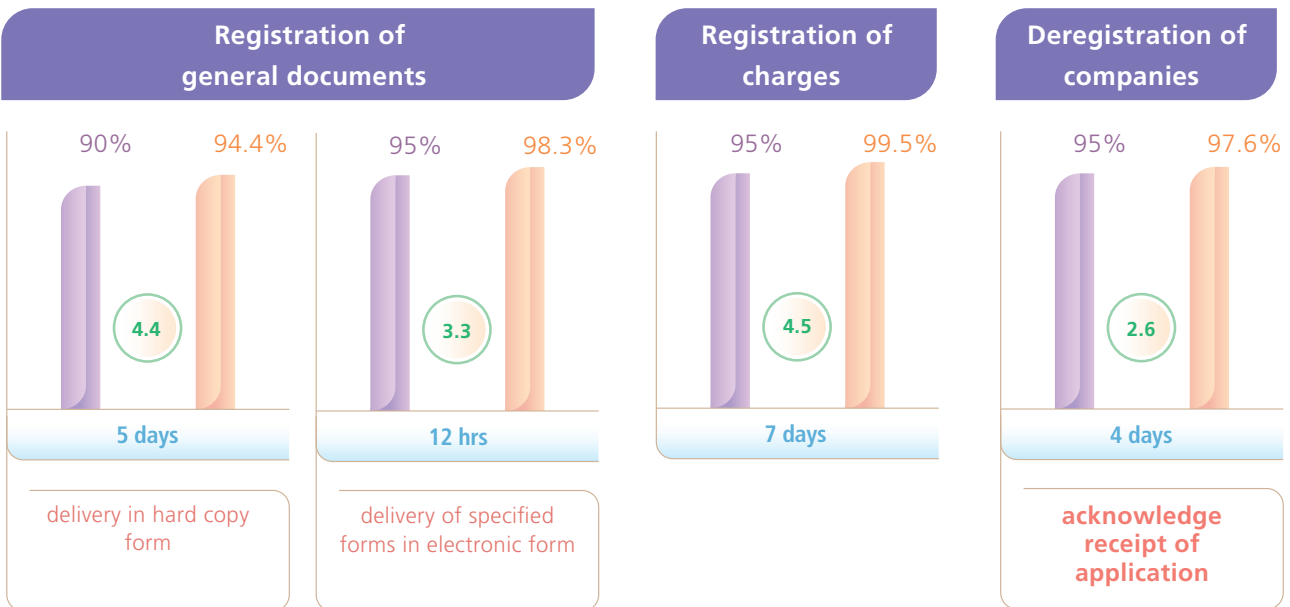
Note:

1. Days in services standard represent working days.

2025 Achievements



- Service Standard (Note 1)
- Actual Performance (% meeting standard)
- Target (% meeting standard)
- Over Target (percentage point)



Note:

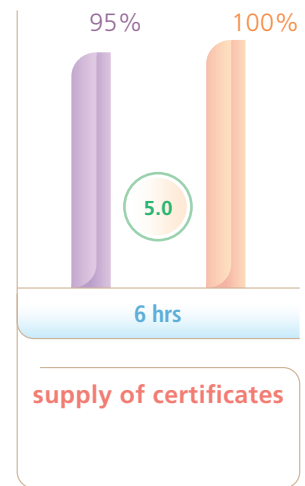
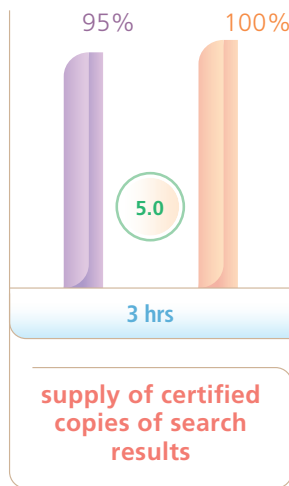
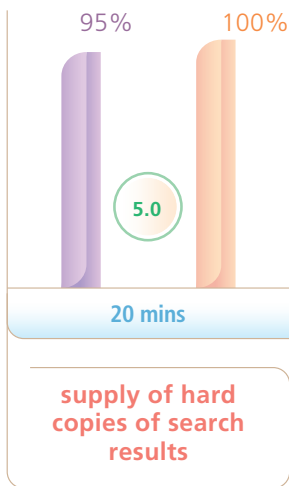
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2025 Achievements

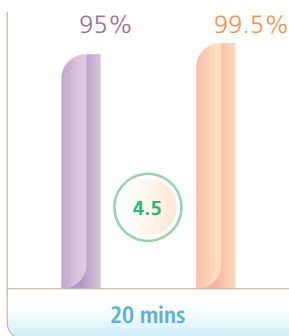


- Service Standard (Note 1)
- Target (% meeting standard)
- Actual Performance (% meeting standard)
- Over Target (percentage point)

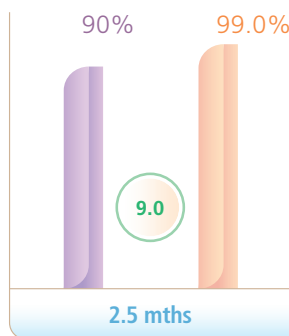
Onsite search at the e-Services Centre



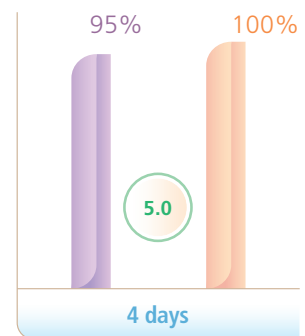
Onsite delivery of documents in hard copy form (queuing time)



Granting of trust or company service provider licences

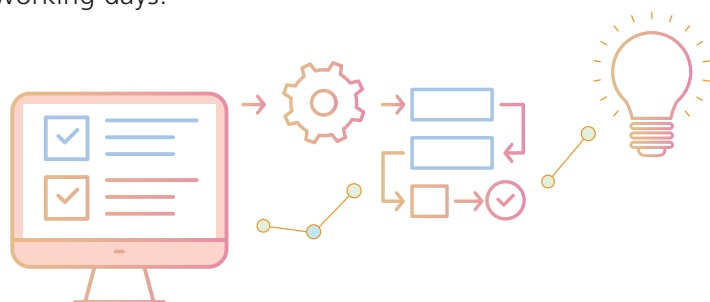


Registration of limited partnership funds



Note:

1. Days in service standard represent working days.



2026-27 Performance Targets



Service	2026-27 Targets	
	Service Standard ^(Note 1)	% meeting standard
Registration of new companies ^(Notes 2 and 6)		
• local companies ^(Note 3)		
- delivery in hard copy form	4 days	95
- delivery in electronic form	1 hr	90
• non-Hong Kong companies	9 days	90
• open-ended fund companies ^(Note 5)	3 days	95
Change of names of companies ^(Note 6)		
• local companies		
- delivery in hard copy form	4 days	95
- delivery in electronic form	1 hr	95
• open-ended fund companies ^(Note 5)	3 days	95
Registration of general documents ^(Note 6)		
- delivery in hard copy form ^(Note 7)	5 days	90
- delivery of specified forms in electronic form ^(Note 4)	6 hrs	90
Registration of charges ^(Note 6)		
	6 days	95
Deregistration of companies		
• acknowledge receipt of application	4 days	95

Improved targets highlighted in **green**

2026-27 Performance Targets



Service	2026-27 Targets	
	Service Standard <small>(Note 1)</small>	% meeting standard
Online search on the internet		
<ul style="list-style-type: none"> supply of image records of documents for download 	5 mins	95
<ul style="list-style-type: none"> supply of Withheld Information/Protected Information (WI/PI) Report <small>(Note 12)</small> 	5 mins	95
<ul style="list-style-type: none"> supply of certified copies of search results <small>(Notes 8 & 9)</small> 	3 hrs	95
<ul style="list-style-type: none"> supply of certificates <small>(Notes 8 & 9)</small> 	6 hrs	95
Onsite search at the e-Services Centre		
<ul style="list-style-type: none"> supply of hard copies of search results 	20 mins	95
<ul style="list-style-type: none"> supply of certified copies of search results <small>(Note 9)</small> 	3 hrs	95
<ul style="list-style-type: none"> supply of certificates <small>(Note 9)</small> 	6 hrs	95
Onsite delivery of documents in hard copy form <small>(queuing time) (Note 10)</small>	20 mins	95
Granting of trust or company service provider licences <small>(Note 11)</small>	2.5 mths	90
Registration of limited partnership funds <small>(Notes 2 and 6)</small>	4 days	95

New target highlighted in blue

2026-27 Performance Targets



Notes:

1. 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.
2. Business Registration Certificates are issued by the Registry for the Inland Revenue Department together with Certificates of Incorporation/Certificates of Registration for companies or Certificate of Registration for limited partnership funds.
3. The service standard applies to registration of local company limited by shares.
4. The service standard applies to specified forms submitted electronically which are processed and registered after automatic system validation and include annual returns of private companies and non-listed registered non-Hong Kong companies (Forms NAR1 and NN3), and Forms ND2A, ND2B, ND4, ND5, ND7, ND8, NR1, NSC1, NN6, NN7, NN8, NN8C and NN9.
5. The time required by the Securities and Futures Commission ("SFC") in processing and delivering the applications to the Registry is excluded.
6. The service standard does not apply to documents or forms which require amendment or additional information.
7. For documents reporting appointment of directors of open-ended fund companies, the processing time required by the SFC is excluded.
8. Time for delivery by post or by courier service is excluded.
9. 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.
10. Customers can deliver documents not requiring fees at the designated Service Desk.
11. The service standard does not apply to applications for trust or company service provider licences which require amendment, additional information or further investigation.
12. The service standard applies to applications submitted electronically by registered users of the Registry's e-Services Portal who have subscribed to the WI/PI Search Services.



Awards



In 2025, the Registry and its staff received the following awards for their continuous efforts in enhancing service standard and their caring spirit in service delivery:



Gold Award in the 2025 Best SME's Partner Award



2025 "Partner Employer" Award



"Super Manpower Developer" accredited under the Employees Retraining Board ("ERB") Manpower Developer Award Scheme launched by the ERB

Awards



The Registry's Annual Report was awarded:

- Four awards in the League of American Communications Professionals LLC's 2024 Vision Awards Annual Report Competition, namely "Gold Award under the Industry Category of Government-City/State/Nat'l", "Rank #94 worldwide", "Rank #53 in the Asia-Pacific Region" and "Top 50 Chinese Reports"
- Three awards in the MERCURY Excellence Awards 2024-2025, namely Silver Award under the "Annual Reports – Overall Presentation: Gov't Agencies & Offices" category, Bronze Award under the "Annual Reports – Interior Design: Traditional Format" category, and Honors Award under the "Annual Reports – Cover Design: Drawings/Illustrations" category
- Bronze Award in the 2025 International Annual Report Competition Awards under "The Non-Profit Organization (Print A.R.): Government Agencies & Offices" category
- Gold Award in the ASTRID Awards 2025 under the "Annual Reports – Covers: Graphics & Text" category



THE OMBUDSMAN'S AWARDS PRESENTATION CEREMONY 申訴專員嘉許獎頒獎典禮



Miss Maggie CHOW, Deputy Registry Manager, received The Ombudsman's Award 2025 for Officers of Public Organisations

"15 Years Plus Caring Organisation Logo" and the "Caring Organisation Performance Recognition Logo (Above-average performance)" awarded under the Caring Organisation / Company Scheme



Public Participation



We value your feedback on our services, which will help us understand your needs, pursue excellence and continuous improvement in the delivery of our services.

If you wish to make suggestions or lodge complaints on our services or policy, you may call our Assistant Registry Manager (Customer Services and Management)¹ at telephone number (852) 2867 4570 during office hours or call the 24-hour hotline (852) 2867 2600 (operator services provided by 1823 on a 24-hour basis). 1823 will forward us the complaints received for investigation and follow-up actions.

You may also write to us or complete our Customer Suggestions / Comments Form and send it to us by the following means:–



By Post / In Person : 14th floor, Queensway Government Offices,
66 Queensway, Hong Kong



By Fax : (852) 2596 0585



By Email : crenq@cr.gov.hk



Depositing into the suggestion boxes located on 13th and 14th floors of the Queensway Government Offices, 66 Queensway, Hong Kong

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 (Interactive Voice Response System) at (852) 2234 9933 to listen to pre-recorded messages on various services, obtain information pamphlets by fax, and contact a hotline staff;
- 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 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 Numbers	Service Hours
Enquiry Hotline		(852) 2234 9933 (Interactive Voice Response System) (852) 2867 2600 #/ (852) 2867 2604 #	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.

Operator services provided by 1823 on a 24-hour basis



Service	Address	Telephone Numbers	Service Hours
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 <ul style="list-style-type: none"> e-Services Portal (www.e-services.cr.gov.hk) e-Services Centre 	13/F	(852) 8201 8273 + (852) 2867 2571 #	24-hour 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 <ul style="list-style-type: none"> e-Services Portal (www.e-services.cr.gov.hk) e-Services Centre 	13/F	(852) 8201 8273 + (852) 2867 2571 #	24-hour 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

Annex



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
(互動音頻電話查詢系統 Interactive Voice Response System)

傳真 Fax : (852) 2869 6817
電郵 Email : crenq@cr.gov.hk
網址 Website : www.cr.gov.hk

