

新《公司條例》－ 廿載耕耘 再展新章

New Companies Ordinance
A New Chapter at the
20th Anniversary



2014 Performance Pledge

This booklet sets out our achievements in 2012-13 and the performance targets for 2013-14 and 2014-15 for the services provided by the Companies Registry.

Achievements and Performance Targets

2012-13 Achievements

Following the launch of the one-stop electronic company incorporation and business registration service in 2011, the electronic filing service at the e-Registry (www.eregistry.gov.hk) was enhanced by phases in 2012 to include the most commonly filed specified forms under the Companies Ordinance (Cap. 32). The electronic service for the submission of annual returns for private companies introduced in August 2012 marked the successful completion of Phase II of the Integrated Companies Registry Information System.

The introduction of the Company Search Mobile Service has been well-received by members of the public. It not only facilitates the conduct of business in Hong Kong but also enables members of the public to obtain the most up-to-date company information at their fingertips.

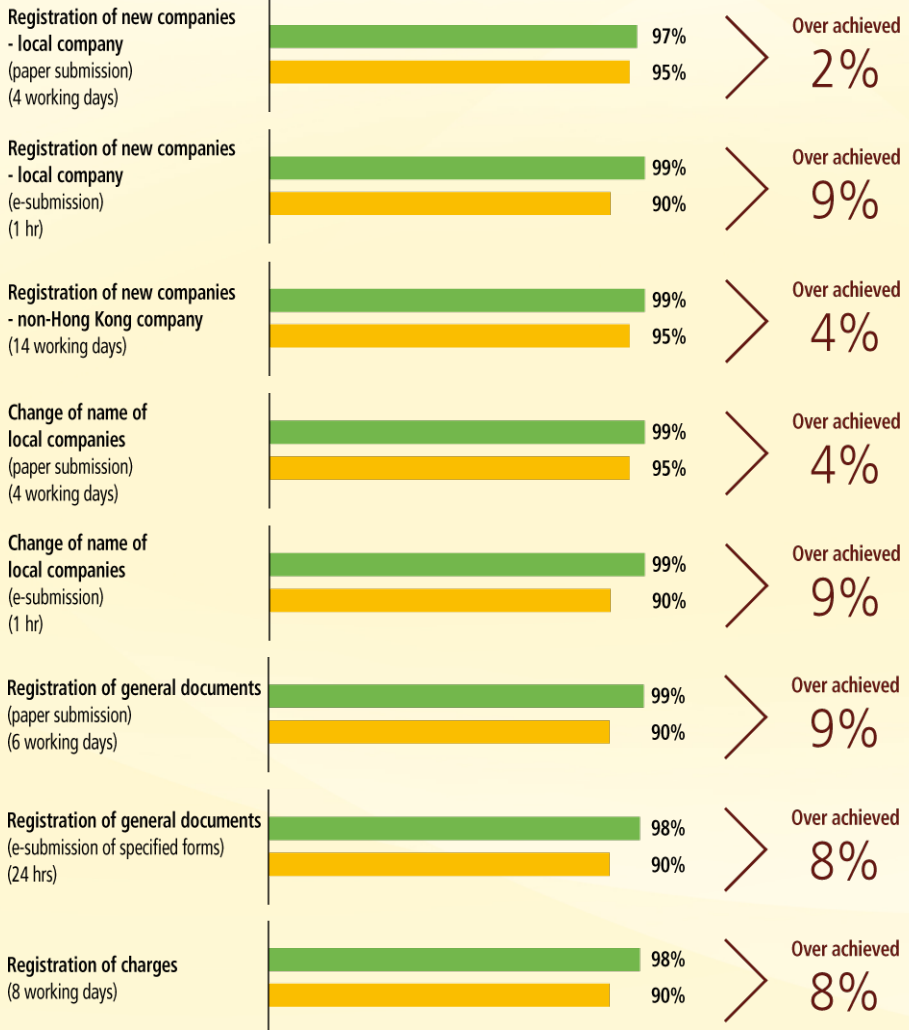
The year 2013 sees the twentieth anniversary of the establishment of the Companies Registry and the successful completion of the Companies Ordinance rewrite project. Following the passage of the new Companies Ordinance (Cap. 622) by the Legislative Council in July 2012, 12 pieces of subsidiary legislation on technical and procedural matters were passed in July 2013. The new Ordinance ensures that the infrastructure of Hong Kong's company law will continue to best serve the needs of Hong Kong as an international business and financial centre. It also reinforces Hong Kong's competitiveness as a world-class place to do business.

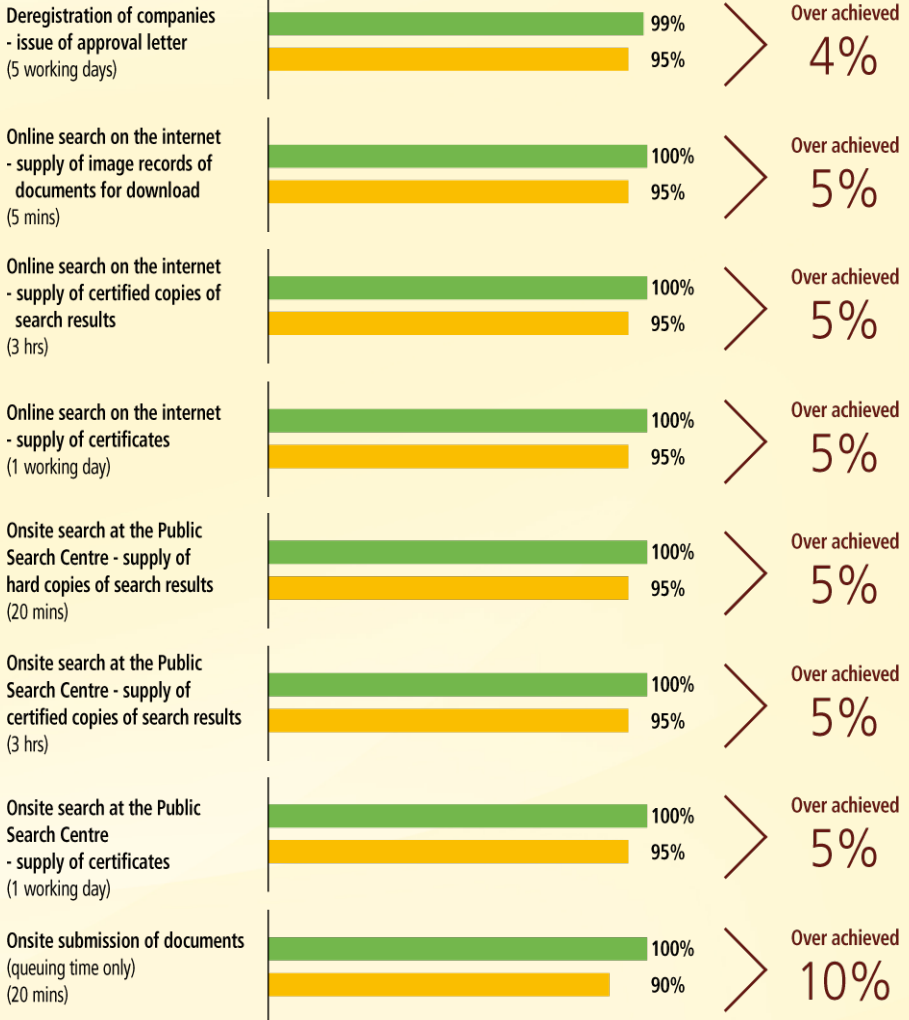
The Registry has been undertaking preparatory work in full steam to take up its new roles and functions under the new Companies Ordinance. We have enhanced our information system, developed new policies and procedures, and specified over 90 new forms for the implementation of the new legislation. The new Companies Ordinance and subsidiary legislation will commence operation on 3 March 2014.

In 2012-13, we have more than achieved our performance targets. Service standards are measured in terms of the percentages achieved against target response time. The achievements in 2012-13 are shown in the charts on the next page:

2012-13 Achievements

(% meeting standard)





Actual Target

2013-14 and 2014-15 Performance Targets

Service	2013-14 Targets		2014-15 Targets	
	Service Standard (Note 1)	% meeting standard	Service Standard (Note 1)	% meeting standard
	(expressed in working days unless otherwise specified)			
Registration of new companies ^(Note 2) <ul style="list-style-type: none"> • local company <ul style="list-style-type: none"> - delivery in hard copy form - delivery in electronic form • non-Hong Kong company 	4	95	4	95
	1 hr	90	1 hr	90
	14	95	13	95
Change of name of local companies <ul style="list-style-type: none"> - delivery in hard copy form - delivery in electronic form 	4	95	4	95
	1 hr	90	1 hr	90
Registration of general documents <ul style="list-style-type: none"> - delivery in hard copy form - delivery of specified forms in electronic form ^(Note 3) 	6	90	6	90
	24 hrs	90	24 hrs	90
Registration of charges	8	90	8	90
Deregistration of companies <ul style="list-style-type: none"> • issue of approval letter 	5	95	5	95
Online search on the internet <ul style="list-style-type: none"> • supply of image records of documents for download • supply of certified copies of search results ^(Note 4 & 5) • supply of certificates ^(Note 4 & 5) 	5 mins	95	5 mins	95
	3 hrs	95	3 hrs	95
	1	95	1	95
Onsite search at the Public Search Centre <ul style="list-style-type: none"> • supply of hard copies of search results • supply of certified copies of search results ^(Note 5) • supply of certificates ^(Note 5) 	20 mins	95	20 mins	95
	3 hrs	95	3 hrs	95
	1	95	1	95
Onsite delivery of documents in hard copy form (queuing time only) ^(Note 6)	20 mins	90	20 mins	90

Improved targets 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 specified forms which are submitted electronically and automatically processed by the Integrated Companies Registry Information System.
4. Time for delivery by post or by courier service is excluded.
5. 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.
6. Customers can deliver documents not requiring fees at designated Service Desk.

Awards

In 2013-14, in recognition of the Registry's continuous efforts in enhancing service standard and demonstrating a caring spirit in service delivery, the Registry and its staff received the following awards:



- ◀ The Secretary for the Civil Service Commendation Award 2013 implemented by the Civil Service Bureau

Caring Organisation Logo awarded under the Caring Organisation / Company Scheme organised by the Hong Kong Council of Social Services

- ▼ 2013 Best SME's Partner Award organised by the Hong Kong General Chamber of Small and Medium Business Limited



- ▲ The Ombudsman's Award 2013 for Officers of Public Organisations organised by the Office of The Ombudsman



- ▼ Champion Award in the 2012-13 "Hong Kong Citizen, Hong Kong Heart" Ambassador Volunteer Programme Award organised by the Steering Committee on Promotion of Volunteer Service of Social Welfare Department



- ▲ Silver Prize of the Departmental Service Enhancement Award (Small Department Category) in the Civil Service Outstanding Service Award Scheme 2013 organised by the Civil Service Bureau





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 our website at www.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.

Annex

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	29/F	(852) 2867 2634	Monday to Friday 8:45 a.m. – 12:30 p.m. 2:00 p.m. – 5:00 p.m.
Registration of local and non-Hong Kong companies Change of company names Registration of general documents Registration of documents relating to charges and liquidation Deregistration of companies Money Lenders licences	14/F 14/F 12/F 13/F 14/F 29/F	(852) 2867 2587 (852) 2867 2587 (852) 2867 4579 [#] (852) 2867 2578 (852) 2867 4699 (852) 2867 2634	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.
Electronic Search Services • Cyber Search Centre (www.icris.cr.gov.hk) • Company Search Mobile Service (www.mobile-cr.gov.hk) • Public Search Centre		(852) 8201 8273 [§]	24-hour
	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)		(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



地址 Address

香港金鐘道66號金鐘道政府合署15樓
15th floor, Queensway Government Offices,
66 Queensway, Hong Kong

網址 Website

www.cr.gov.hk

註冊易 e-Registry

www.eregistry.gov.hk

網上查冊中心 Cyber Search Centre

www.icris.cr.gov.hk

公司查冊流動版服務 Company Search Mobile Service

www.mobile-cr.gov.hk

電郵 Email

crenq@cr.gov.hk

互動音頻電話諮詢熱線 Enquiry Hotline (IVRS)

(852) 2234 9933

