



踏上活力  
EMBARCKING ON A 新征程  
VIBRANT JOURNEY

 公司註冊處  
COMPANIES REGISTRY

PERFORMANCE PLEDGE 服務承諾

2025

# 2025 Performance Pledge

This booklet sets out our achievements in 2024 and the performance targets for 2025-26 for the services provided by the Companies Registry.

## Achievements and Performance Targets

### 2024 Achievements

During the year, the Companies Registry (“the Registry”) took forward two legislative amendment exercises to enhance the Companies Ordinance (Cap. 622).

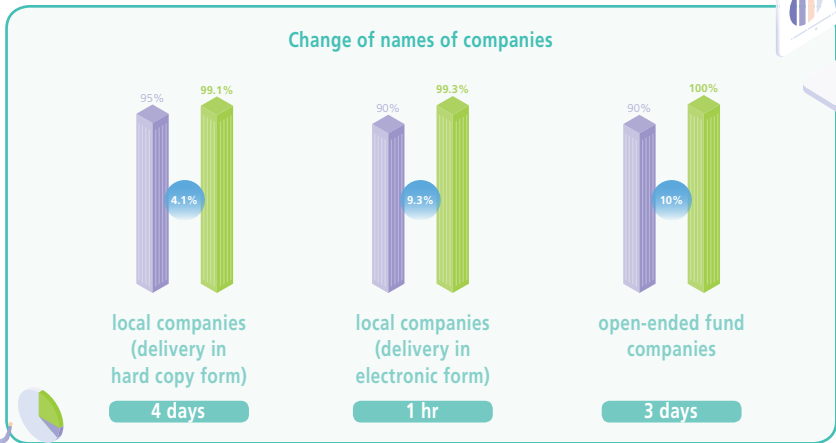
The first exercise aims at enabling listed companies incorporated in Hong Kong to hold shares bought back in the treasury and dispose of them, and promoting paperless corporate communication for both listed and unlisted Hong Kong companies. The legislative amendments were passed by the Legislative Council (“the LegCo”) on 8 January 2025. The relevant Companies (Amendment) Ordinance 2025 (“the Amendment Ordinance”) has been published in the Gazette on 17 January 2025. To allow sufficient time for companies to make preparations, the Amendment Ordinance will come into operation on 17 April 2025, that is three months after its gazettal.

The second exercise aims at introducing a company re-domiciliation regime to enable non-Hong Kong-incorporated companies to re-domicile to Hong Kong while maintaining their legal identities as a body corporate and ensuring business continuity without the need to go through complicated and costly judicial procedures. The relevant Companies (Amendment) (No. 2) Bill 2024 was introduced into the LegCo for the First Reading on 8 January 2025. As of 31 March 2025, the Bill was still under scrutiny.



In 2024, 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 2024 are shown below:

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



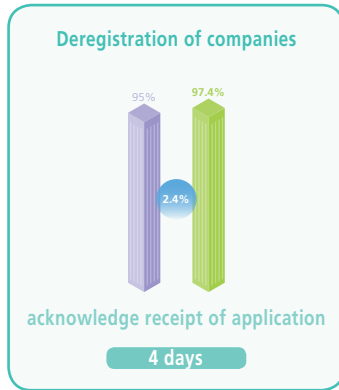
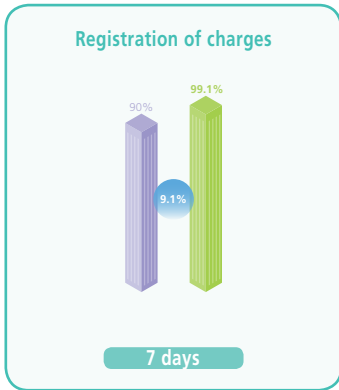
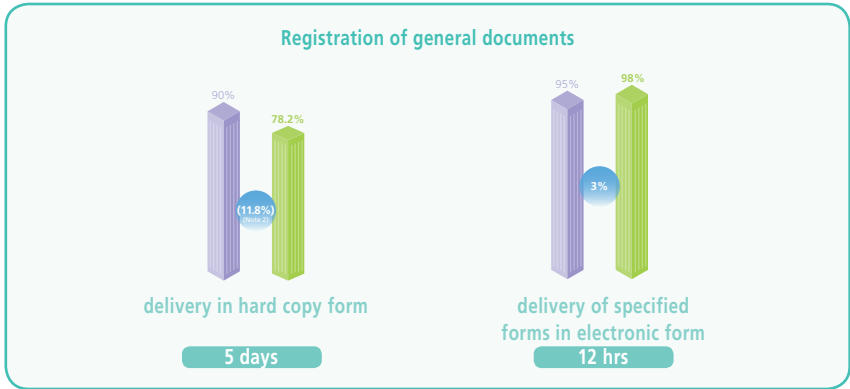
Note:

1. Days in service standard represent working days.



■ Service Standard (Note 1)

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



Notes:

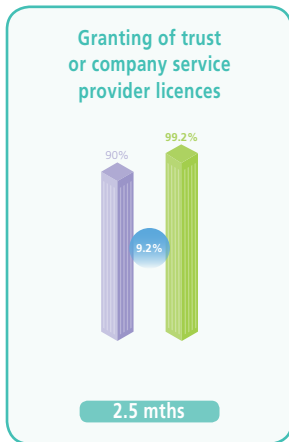
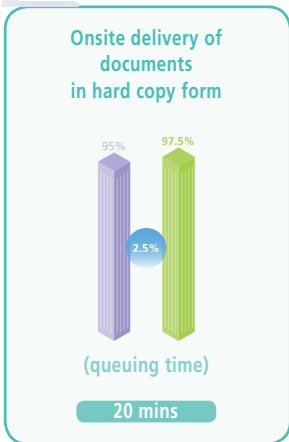
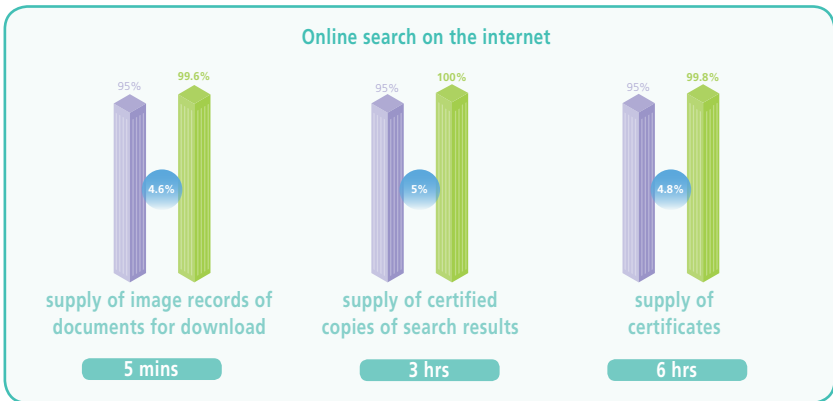
1. Days in service standard represent working days.
2. On 27 December 2023, the Registry launched the revamped Integrated Companies Registry Information System and revised over 100 specified forms which are required for delivery to the Registry for registration. As a transitional arrangement, the Registry provided a 6-month transitional period for accepting old version of the revised forms. Therefore, during the transitional period, staff members of the Registry were required to process both old and new versions of the specified forms which involved different system requirements and work procedures. As such, longer time was taken to process the relevant forms and the actual performance for this service was 11.8% below the target.

■ Service Standard (Note 1)

■ Target (% meeting standard)

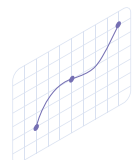
■ Actual (% meeting standard)

● Over/(Below) Target (%)



Note:

1. Days in service standard represent working days.



# 2025-26 Performance Targets

Service	2025-26 Targets	
	Service Standard <sup>(Note 1)</sup>	% meeting standard
<b>Registration of new companies</b> <sup>(Notes 2 and 6)</sup>		
• <b>local companies</b> <sup>(Note 3)</sup>		
– delivery in hard copy form	4 days	95
– delivery in electronic form <sup>(Note 4)</sup>	1 hr	90
• <b>non-Hong Kong companies</b>	9 days	90
• <b>open-ended fund companies</b> <sup>(Note 5)</sup>	3 days	90
<b>Change of names of companies</b> <sup>(Note 6)</sup>		
• <b>local companies</b>		
– delivery in hard copy form	4 days	95
– delivery in electronic form <sup>(Note 4)</sup>	1 hr	90
• <b>open-ended fund companies</b> <sup>(Note 5)</sup>	3 days	90
<b>Registration of general documents</b> <sup>(Note 6)</sup>		
– delivery in hard copy form <sup>(Note 7)</sup>	5 days	90
– delivery of specified forms in electronic form <sup>(Note 4)</sup>	12 hrs	95
<b>Registration of charges</b> <sup>(Note 6)</sup>	7 days	95
<b>Deregistration of companies</b>		
• <b>acknowledge receipt of application</b>	4 days	95
<b>Online search on the internet</b>		
• <b>supply of image records of documents for download</b>	5 mins	95
• <b>supply of certified copies of search results</b> <sup>(Notes 8 &amp; 9)</sup>	3 hrs	95
• <b>supply of certificates</b> <sup>(Notes 8 &amp; 9)</sup>	6 hrs	95
<b>Onsite search at the e-Services Centre</b>		
• <b>supply of hard copies of search results</b>	20 mins	95
• <b>supply of certified copies of search results</b> <sup>(Note 9)</sup>	3 hrs	95
• <b>supply of certificates</b> <sup>(Note 9)</sup>	6 hrs	95
<b>Onsite delivery of documents in hard copy form</b> (queuing time) <sup>(Note 10)</sup>		
	20 mins	95
<b>Granting of trust or company service provider licences</b> <sup>(Note 11)</sup>		
	2.5 mths	90
<b>Registration of limited partnership funds</b> <sup>(Notes 2 and 6)</sup>		
	4 days	95

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 Registry for the Inland Revenue Department together with Certificates of Incorporation / Certificates of Registration 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.
- The service standard does not apply to the documents or forms which require amendment or additional information.
- 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 the 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 2024, 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:



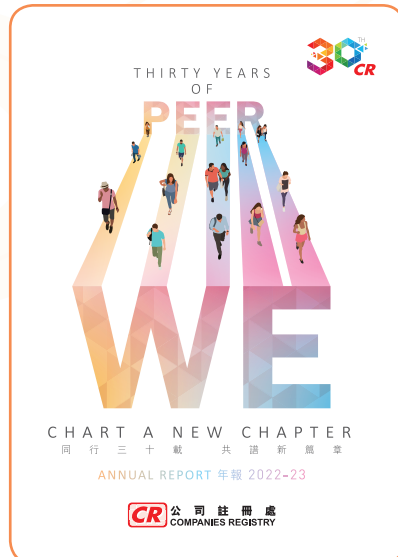
Gold Award in the 2024 Best SME's Partner Award

2024 "Partner Employer" Award



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

- The Registry's Annual Report was awarded:
  - \* Four awards in the League of American Communications Professionals LLC's 2023 Vision Awards Annual Report Competition, namely "Platinum Award under the Industry Category of Government - City/State/Nat'l", "Rank #78 worldwide", "Rank #36 in the Asia-Pacific Region" and "Top 50 Chinese Reports of 2023"
  - \* Silver Award in the MERCURY Excellence Awards 2023-2024 under the "Annual Reports - Interior Design: Traditional Format" category
  - \* Three awards in the 2024 International Annual Report Competition Awards, namely Bronze Award under the "Cover Photo/Design: Government Agencies & Offices" category and Honors Awards under both the "Non-Profit Organization (Print A.R.): Government Agencies & Offices" and "Infographics: Government Agencies & Offices" categories
  - \* Silver Award in the Astrid Awards 2024 under the "Annual Reports - Covers: Graphics & Text" category







Ms Marianna YU, the Registry Manager, received The Ombudsman's Award 2024 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 or lodge complaints, you may contact our Assistant Registry Manager (Customer Services and Management)<sup>1</sup> –

Telephone : (852) 2867 4570

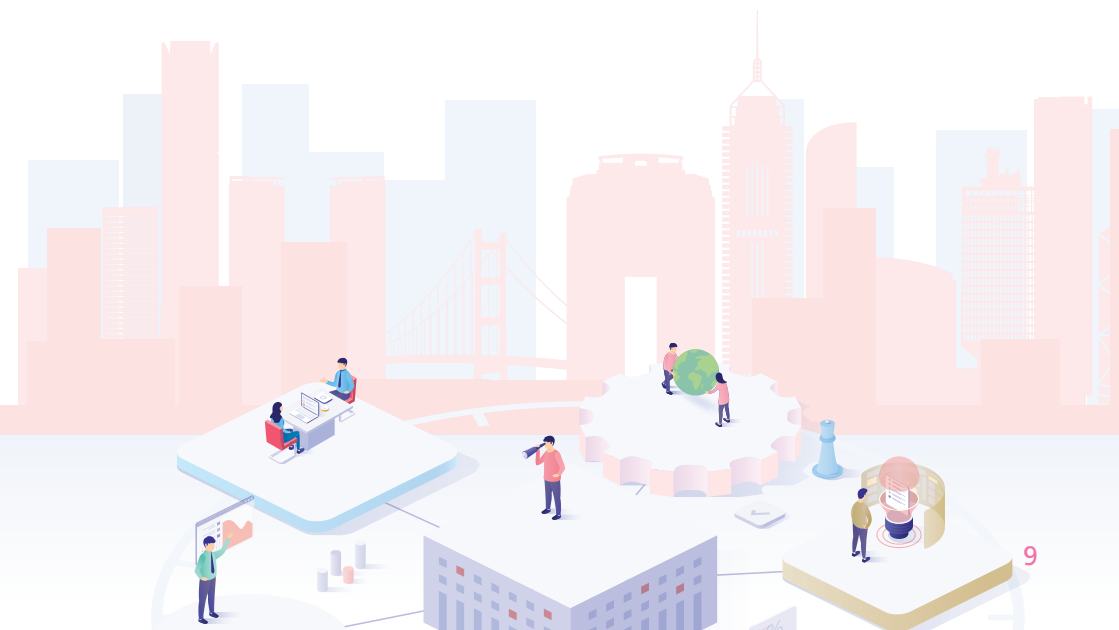
Address : 14th floor, Queensway Government Offices,  
66 Queensway, Hong Kong

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.



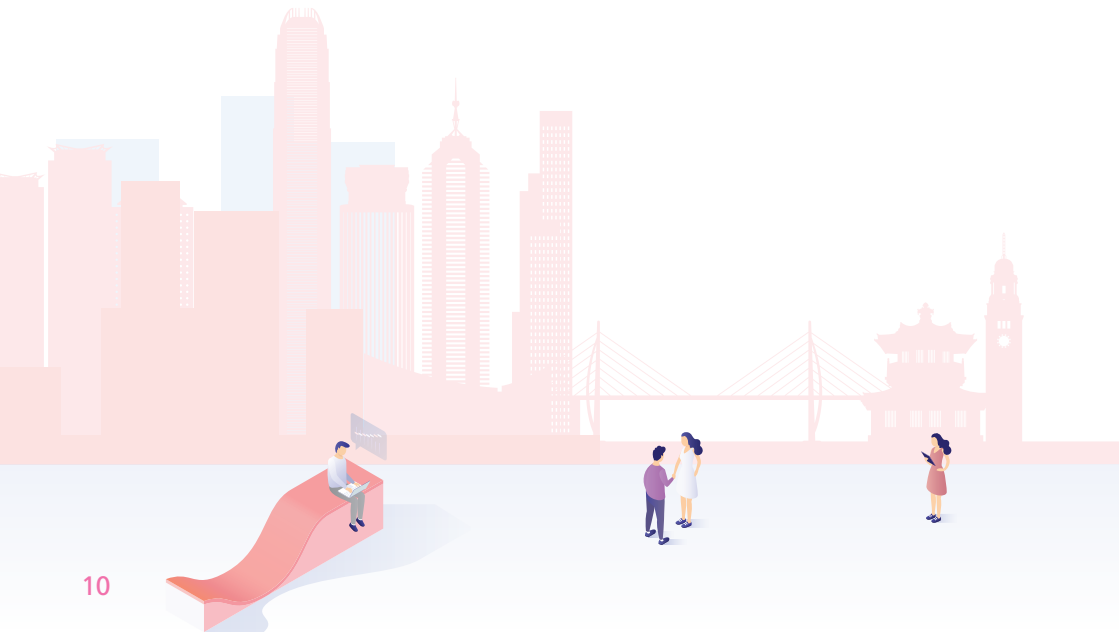
## Right of Appeal

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 a hotline staff 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 Numbers	Service Hours
Enquiry Hotline		(852) 2234 9933 (IVRS) (852) 2867 2600 #/ (852) 2867 2604 #	<b>24-hour</b>
Customer Service	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.
Receipt of documents in hard copy form and fees	14/F	(852) 2867 2600 #	<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.
Receipt of applications and fees in relation to Money Lenders licences	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.
Registration of local companies and non-Hong Kong companies	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.
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)  • e-Services Centre		(852) 8201 8273 +  13/F (852) 2867 2571 #	<b>24-hour</b>  <b>e-Services Stations, Collection Counters, Shroff Office and Counter for applications in relation to Withheld Information / Protected Information</b> <b>Monday to Friday</b> 8:45 a.m. – 5:30 p.m.
Electronic Filing Services • e-Services Portal (www.e-services.cr.gov.hk)  • e-Services Centre		(852) 8201 8273 +  13/F (852) 2867 2571 #	<b>24-hour</b>  <b>Monday to Friday</b> 8:45 a.m. – 5:30 p.m.

# Operator services provided by 1823 on a 24-hour basis

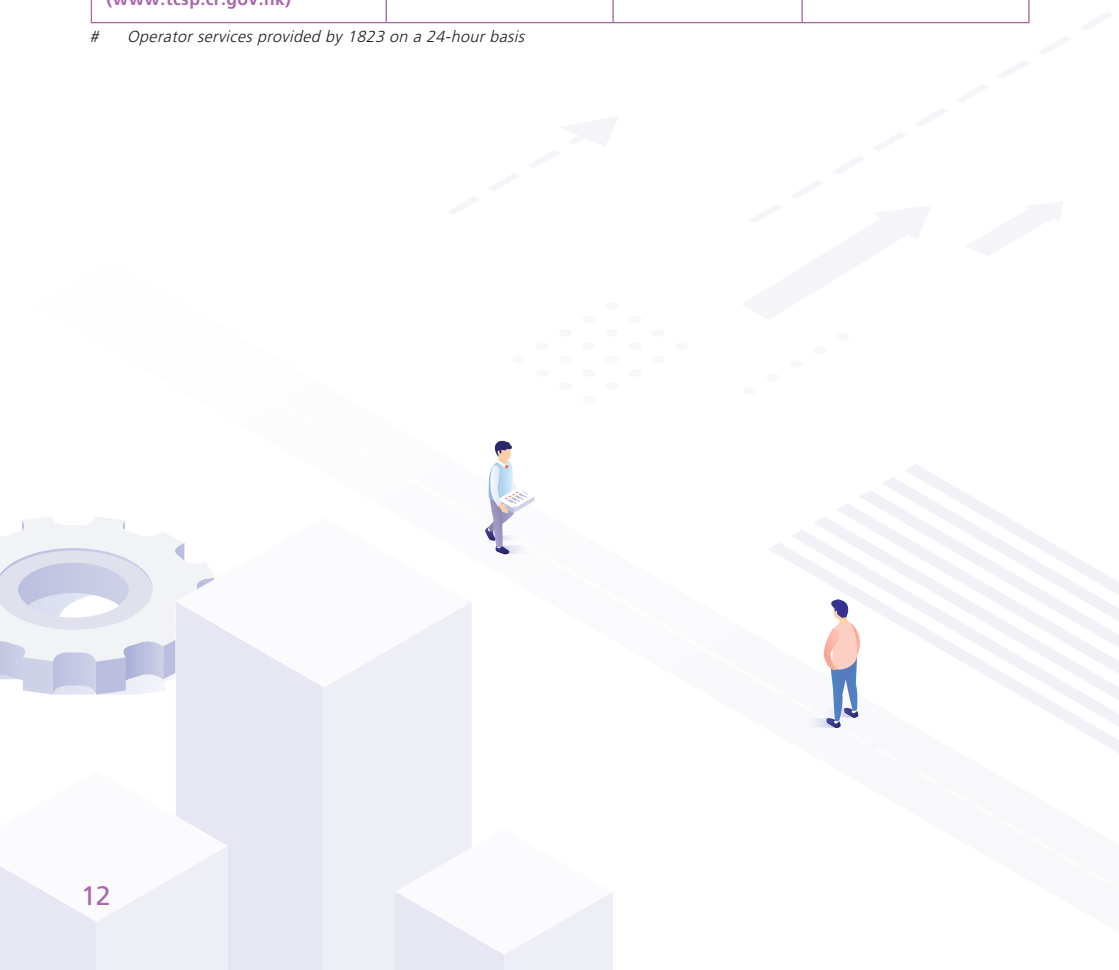
+ Operator services provided by Helpdesk on a 24-hour basis



## 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 ( <a href="http://www.tcsp.cr.gov.hk">www.tcsp.cr.gov.hk</a> )			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

