



2011-12

*Performance
Pledge*



The Government of the
Hong Kong Special
Administrative Region

**Rating and
Valuation
Department**

Vision

- To be a world-wide model as a public agency in property valuation and information services.

Mission

- To provide equitable valuations for the efficient and timely collection of rates and Government rent.
- To deliver quality property information and related services tailored to the needs of the community.
- To contribute to a transparent and efficient property market through information and technology sharing.
- To develop a dynamic corporate culture and workforce in partnership with staff.

Values



Customer Satisfaction

- We proactively identify customers' needs, and take every opportunity to enhance customer satisfaction.

Accountability

- We accept our accountability to the Government and community for our service standards and performance.

Professionalism

- We apply appropriate professional knowledge, skills and experience, and uphold the highest standard of integrity in our work.

Innovation

- We anticipate new challenges and opportunities, and respond to these in a timely and creative way.

Respect

- We value our colleagues, partners and customers, and look to work with them in a spirit of mutual respect and trust.

Value for Money

- We strive to provide the best service to our customers and partners in the most cost-effective manner.

Services Pledged

This performance pledge covers the major functions of the Department which involve the public, namely : Enquiry Services, Rates & Government Rent Assessments and Accounts, Property Information, as well as Landlord and Tenant Services.

We are committed to delivering quality customer services. Enquiry services will be provided immediately to callers visiting our office or telephoning us during our operating hours.

To communicate with us, please choose any of the following options :

Enquiry	Telephone	Fax
General Enquiry	2152 0111	2152 0123
General Revaluation	2152 0111	—
Rates and Government Rent Accounts	2152 0111	2152 0113
Landlord & Tenant Matters	2152 0111	2152 0115
24-hour Automated Telephone Enquiry Services	2152 2152	—
Property Information Online	Enquiry 2150 8836 http://www.rvdpi.gov.hk E-mail Address pio_enquiries@rzd.gov.hk	—
Customer Services Officer	2150 8833	2152 0138

E-mail Addresses

enquiries@rzd.gov.hk
billing@rzd.gov.hk
complaints@rzd.gov.hk

Internet Homepage

http://www.rzd.gov.hk

Performance Standards and Targets 2011-12

Service	Performance Standard	2010-11 Achievement (Target)	2011-12 Target
1. Rates & Government Rent Assessments and Accounts			
1.1 Assessment to Rates and/or Government Rent.	To notify a ratepayer and/or rentpayer of the rateable value of that property within 8 months from the date when rates and/or Government rent first become payable: (i) a new property issued with an occupation permit (ii) a village-type house issued with a Certificate of Compliance and occupied thereafter	92% (85%) 99% (85%)	85% 85%
1.2 Review, on objection, of the rateable value of a property.	To notify the objector of the result of the review within 4 months from the expiration date of the objection period: (i) arising from an interim valuation (ii) arising from a general revaluation	93% (90%) 89% (85%)	90% 85%
1.3 Allocation of building number.	To allocate a building number to a new building within 1 month upon receipt of completion document: (i) in an urban area (ii) in a rural area where there is an established numbering scheme	98% (95%) 96% (90%)	95% 90%
1.4 Request for change of payer's particulars.	(i) within 20 minutes if made <u>in person</u> ; (ii) within 1 working day if made <u>by telephone</u> (only applies to the change of correspondence address), or <u>submitted online</u> via GovHK (http://www.gov.hk) (iii) within 10 working days if made <u>by post/ fax/email</u>	99% (95%) 95% (90%)	95% 90%
1.5 Application for refund of Rates and/or Government Rent.	To process the application for refund of rates and/or Government rent within 4 weeks.	94% (90%)	90%
1.6 Autopay instruction.	To set up or delete an autopay instruction within 7 working days of receipt of the bank notification.	100% (95%)	95%

Service	Performance Standard	2010-11 Achievement (Target)	2011-12 Target
2. Property Information Services			
Hong Kong Property Review Monthly Supplement.	To make available to the public via website within the first 6 working days of every month.	100% (90%)	90%
3. Landlord and Tenant Services			
3.1 Endorsement of a notice of new letting or lease renewal.	To endorse the notice within 1 month.	100% (99%)	99%
3.2 Issuing a substantive reply to a written or electronic enquiry on tenancy matters.	To reply within 2 weeks.	100% (90%)	90%
4. Handling of Suggestions, Comments and Complaints			
4.1 Telephone Services through Hotline: 2150 8833			
(i) Voice mail left before 5:00 pm on a working day	To return call within 3 hours after receiving the voice mail.	98% (95%)	95%
(ii) Voice mail left after 5:00 pm on a working day or during Saturdays, Sundays and public holidays	To return call by 12:00 noon on the next working day.	98% (95%)	95%
4.2 Written Enquiries, Suggestions and Complaints.	(i) To provide a reply, or an interim reply, within 10 days from the date of receipt. (ii) To provide a substantive reply within 1 month from the date of receipt for cases where interim replies have been issued.	100% (100%) 98% (85%)	100% 90%



Service Improvements in 2011-12



1. Property Information Online (PIO)

The development work of the PIO has reached a milestone that 4 service items of high demand have been automated and the online service items were well received by the public. Listed below is a summary of the services available:

Service Item	Launch Date
1. Enquiry on saleable area, age and permitted occupation purposes of domestic properties (excluding village type houses)	11 Feb 2009
2. Public inspection of the newly declared Valuation List and Government Rent Roll <i>(Information will be displayed online after the declaration of the Valuation List and Government Rent Roll in mid March and up to 31 May every year)</i>	16 Mar 2009
3. Enquiry on rateable values contained in the Valuation Lists and Government Rent Rolls for the last 3 years of assessment	25 Mar 2010
4. Enquiry on rates and / or Government rent accounts	29 Dec 2010

We will further explore the possibility of collaboration with other Government departments with a view to improving our online service.

2. Electronic Submission of Forms and Notices

As part of a new wave of our e-government initiatives, we now accept electronic submissions of statutory forms and notices required to be served under the Rating Ordinance, the Government Rent (Assessment and Collection) Ordinance and the Landlord and Tenant (Consolidation) Ordinance.

This electronic mode of service will be further improved to provide an alternative to the conventional mode of serving a form by post or in person. Detailed information on "Electronic Submission of Forms" is available on our Homepage at <http://www.rvd.gov.hk>. Enquiries may also be made to us on 2152 0111.

3. Consolidated Billing and Payment Service

All payers with multiple properties may now apply to us for a consolidated bill which lists out the quarterly demand for each individual property, thus saving the trouble of receiving and paying individual bills for a number of properties in each and every quarter.

Over 1 800 consolidated accounts involving some 160 000 individual property accounts have now been set up. This service will continue to be expanded to meet the needs of payers with multiple properties.

Effective Monitoring

Service Environment

The Public's Role

4. Electronic Demand for Rates and Government Rent Service

We have rolled out eBilling service (eRVD Bill) since 6 December 2010. Registered users can retrieve and download their electronic demands by logging on eRVD Bill system. Notification message will be sent to the registered user when an electronic demand is available. For detailed information about the new service, please visit our Homepage at <http://www.rvd.gov.hk> or call 2152 0111.

The Department's performance is monitored by the Commissioner. The service levels or targets set for all 11 work items listed in the 2010-11 Performance Pledge were either achieved or exceeded.

We are committed to providing an efficient, courteous and professional service to the public in a pleasant environment at our office. Staff at the enquiry counter are available during office hours to provide timely assistance to the public.

If you have any suggestions, comments or complaints on the services we provide and the way in which these services should be delivered, please address them to the Commissioner at :

Rating and Valuation Department
15th Floor
Cheung Sha Wan Government Offices
303 Cheung Sha Wan Road
Kowloon

Alternatively, you can write to, or telephone our Customer Services Officer on 2150 8833 to give your suggestions and comments or to lodge a complaint (e-mail: enquiries@rvd.gov.hk or complaints@rvd.gov.hk).

To obtain feedback on our service standards, questionnaires are enclosed randomly with our reply letters to members of the public. These questionnaires are also made available to callers at our Enquiry Counter. Please feel free to complete a questionnaire in order to help us improve our services.

Other Services

We collect and analyse extensive property information when carrying out our principal functions, and statistics are published in the annual "Hong Kong Property Review". We also publish a "Names of Buildings" book which contains a comprehensive list of building names and their addresses. In addition, the year of completion of the building, where known, is also shown. The new edition was published in late 2008. Both publications can be purchased by calling the Publications Sales Section of Information Services Department at 2537 1910 or visiting the online Government Bookstore at <http://www.bookstore.gov.hk>. They can also be accessed through our Homepage at <http://www.rvd.gov.hk>.

Further Information

General information on rates, Government rent, landlord and tenant matters as well as certain property statistics are available from our 24-hour Automated Telephone Enquiry Services (2152 2152), or our Homepage at <http://www.rvd.gov.hk>. Pamphlets explaining various aspects of rates and Government rent assessment and payment as well as landlord and tenant matters, are available from our Enquiry Counter, or at District Offices.

Our Rent Officers attend certain specified District Offices at set times each week and the Lands Tribunal on each working day and would be pleased to provide free advisory and mediatory services on landlord and tenant matters. Please telephone our Tenancy Services Section at 2150 8229 for the time and dates of these visits.

