

# 新增和优化服务

## New and Improved Services



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# 新增和优化服务

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### 物业资讯网

物业资讯网为市民提供以下网上服务：

#### 收费服务

- 查询私人住宅物业（不包括村屋）的实用面积、楼龄和许可用途；
- 查询估价册及 / 或地租登记册所载最近三个估价年度的应课差饷租值；以及
- 查询差饷及 / 或地租帐目。

#### 免费服务

- 查阅新公布的估价册及地租登记册（每年3月中估价册及地租登记册公布后至5月31日在网上展示）；以及
- 差饷或地租缴纳人查询其私人住宅物业（不包括村屋）的实用面积及楼龄。

物业资讯网载有本署和土地注册处经配对的物业地址记录，提供全面的中英双语搜寻服务。市民可以五种不同的搜寻方式，寻找逾260万个物业地址记录。这项服务深受测量师、律师、物业代理，以及与房地产工作有关的政府部门和半官方机构欢迎。本署会为收费服务提供更多电子付款方法，并探讨与其他政府部门加强合作的机会，以提升我们的网上服务。

### 以电子方式递交表格及通知书

本署接受以电子方式递交按《差饷条例》、《地租（评估及征收）条例》和《业主与租客（综合）条例》规定须送达的指明表格和通知书，这是邮寄或亲身递交表格等传统方式以外的另一个便利选择。本署会审视如何进一步简化表格和增设更多电子方式，

### Property Information Online (PIO)

The PIO has provided the public with the following online service items:

#### Chargeable Service

- Enquiry on saleable area, age and permitted occupation purposes of private domestic properties (excluding village houses);
- Enquiry on rateable values contained in the Valuation Lists and/or Government Rent Rolls for the latest three years of assessment; and
- Enquiry on rates and/or Government rent accounts.

#### Free Service

- Public inspection of the newly declared Valuation List and Government Rent Roll (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); and
- Enquiry on saleable area and age for individual rates or Government rent payers of their private domestic properties (excluding village houses).

With the alignment of address records with the Land Registry, PIO offers a versatile bilingual search engine with five different searching paths of over 2.6 million property address records. The service is well received by surveyors, solicitors, estate agents and those Government departments and quasi-Government bodies whose work is related to landed properties. The Department will provide more electronic payment options for the chargeable service and explore the opportunities for further collaboration with other Government departments with a view to enhancing our online service.

### Electronic Submission of Forms and Notices

We accept electronic submissions of specified 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. The service serves as a convenient alternative to the conventional mode of



例如采用「智方便」平台，让顾客更容易及方便地递交表格。市民可浏览本署网站 [www.rvd.gov.hk](http://www.rvd.gov.hk) 查询有关「递交表格电子化」的资料。

### 发出征收差饷地租电子通知书

「电子差饷地租单」服务自 2010 年 12 月推出以来，逾 51 000 名用户登记使用，连结约 74 500 个缴纳人帐目，其中大约 64% 的用户选择停止收取纸本帐单，数字令人鼓舞。为了提供一站式发单和缴款服务，本署更推出该服务的电子付款平台，供缴纳人即时清缴电子帐单。

已登记缴纳人可使用「电子差饷地租单」服务收取有关发出《物业详情申报表》（表格 R1A）的通知讯息、查询付款记录，以及更新有关帐目的通讯地址或其他个人资料。持有多个物业的缴纳人也可利用「电子差饷地租单」服务，一次过清缴全部帐项，并管理其综合帐目。「电子差饷地租单」服务现已支援「智方便」。「智方便」是政府于 2020 年 12 月推出的一站式个人化数码平台，让已登记用户以单一的数码身份认证接收个人化提示。

### 电子缴费渠道

本署为差饷及地租缴纳人提供多种快捷、方便的电子缴费渠道，包括缴费灵、网上银行缴费服务和电子支票 / 电子本票。缴纳人亦可利用本署网页「帐目查询」服务所取得的「付款 QR 码」，于邮政局和便利店缴交款项。由 2020 年起，本署已在季度和首次征收差及 / 或地租通知书上印备「转数快」二维码。在本署网页「帐目查询」服务内亦可获取该二维码。缴纳人可使用任何支援相关功能的流动银行应用程序或电子钱包扫描二维码，快捷缴款。

serving a form by post or in person. We have been reviewing our forms to further simplify them, and will enable more electronic options such as adoption of "iAM Smart" platform to facilitate our customers in submitting forms more easily and conveniently. The public can visit the Department's website at [www.rvd.gov.hk](http://www.rvd.gov.hk) for information on "Electronic Submission of Forms".

### Electronic Issue of Rates/Government Rent Demands

Since the launch of "eRVD Bill" Service in December 2010, over 51 000 subscribers have registered for the service, linking up about 74 500 payer accounts. It is encouraging to see that about 64% of the subscribers have opted to drop their paper bills. To provide a seamless billing and payment service, the e-Payment platform of the service allows payers to settle their electronic demands instantly.

Registered payers may use "eRVD Bill" Service to receive notification messages about the issue of "Requisition for Particulars of Tenements" (Form R1A), enquire the payment history and update correspondence address or other personal details of an account. Payers with multiple properties can settle their demands in one single transaction at the "eRVD Bill" Service, and manage their consolidated accounts. "eRVD Bill" Service has now supported "iAM Smart", a one-stop personalised digital platform launched by the Government in December 2020, enabling registered payers to receive personalised notifications using a single digital identity.

### Electronic Payment Channels

We offer a variety of electronic channels for fast and convenient payment of rates and Government rent, including PPS, internet banking payment service and e-Cheque/e-Cashier's Order. Payers can also obtain a "payment QR code" from our online Account Enquiry Services for making payment at post offices and convenience stores. Starting from 2020 onwards, the Faster Payment System (FPS) payment code has been printed on the quarterly demands and first demands for rates and/or Government rent. It can also be obtained from our online Account Enquiry Services at our website. Payers can scan the payment code and make payment quickly by using any supporting mobile banking applications or e-wallets.