



The Land Registry

The Government of the Hong Kong Special Administrative Region

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Message from the Land Registrar

It is my pleasure to extend our season's greetings to everybody in this first message following my assumption of the post of Land Registrar on 12 November 2012.

The year of 2012 has been a vibrant and fruitful one for us. Guided by the principle of continual enhancement of customer services, we have improved our performance pledges for 2012/13. Specifically, we implemented a number of measures in the first half of the year to make our Integrated Registration Information System (IRIS) Online Services more customer-friendly. We also upgraded the auto-fill function of the e-Memorial Form in July to provide better system resilience and service stability. In the third quarter of this year, we enhanced our Interactive Voice Response System to support call-queuing. Customers will be informed of their position in the queue so that they may consider whether to wait for connection to our help desk or to leave voice messages for our return calls.

Maintaining close liaison with our stakeholders and counterparts is our on-going priority. In February, two representatives from the World Bank visited us for sharing experience and exchanging views on our land registration system. In May, we participated in the Land Registrars' Development Officers Conference 2012 held in Canberra for keeping ourselves abreast of the latest developments in land registration practices. We also held two seminars on "The New e-Memorial Form" for the Law Society of Hong Kong to promote usage of the new form.

On the introduction of a title registration system, we have proposed a two-stage conversion mechanism in order to bridge the differences in views among major stakeholders. Comments on the proposal have been received from them and we are consolidating their views for further consideration by the Land Titles Ordinance Steering Committee.

I am pleased to mention that our efforts in pursuing service excellence have been recognised. One of our colleagues was honoured in October with the Ombudsman's Awards 2012 for Officers of Public Organisations.

Looking ahead to 2013, we will continue to identify service enhancement opportunities and implement new initiatives to achieve better service quality, security and efficiency. On behalf of my colleagues in the Land Registry, I wish everybody a happy and prosperous new year.

Mary CHOW
Land Registrar