



Updates

Land Titles Ordinance

Further to the meeting of the Land Titles Ordinance Steering Committee (LTOSC) held in June 2013 to discuss the revised proposal on the "Two-Stage Conversion Mechanism", the Land Registry had met with the Heung Yee Kuk and Consumer Council for briefing and exchange of views on the revised proposal. Subject to the comments received and progress of the stakeholder consultation, a public consultation exercise on the proposed amendments to the Land Titles Ordinance will be launched in due course.

Integrated Registration Information System (IRIS) Enhancements

Between June and September 2013, we launched a number of enhancements to the IRIS Online Services. These enhancements include:

- adding a "User Reference" to each order on the "Enter Customer Information" screen;
- displaying a message on screen to advise customer to choose other delivery methods when "By Fax" delivery is selected for an ordered document which is estimated to have more than 30 pages;
- increasing the upper limit of the file size of land records (including land registers, unposted memorial information and land documents) to be delivered by email from two megabytes to four megabytes; and
- displaying a reminder on screen to remind customer to change the password when it is going to expire within seven days.

Services

Annual Validation of Customer Records

As an annual exercise for updating the information in our customer management system to facilitate effective communication with customers, all subscribers of the IRIS Online Services and customers using the deeds lodgement services were invited in September 2013 to provide up-to-date customer data by completing a Customer Data Form. Customers may also download the [Change of Account Particulars Form](#) to update their records whenever necessary.

Activities and Publicity

Land Registrar's Development Officers Conference 2013

The Land Registrars' Development Officers Conference 2013 was held in Brisbane, Australia from 22 to 24 May 2013. The Conference was hosted by the Titles Registry of the Department of Natural Resources and Mines of Queensland and attended by 25 delegates from different states of Australia, England & Wales, Hong Kong, New Zealand, Scotland and Singapore. The Hong Kong Land Registry was represented by Mr Francis WAN, Deputy Registry Manager and Ms Eva LAU, Assistant Registry Manager.

Participating jurisdictions provided updates on their service improvements, innovations and key initiatives accomplished in the past year and also exchanged views and shared experience on current issues and latest developments on land registration.

Land Title Conference 2013

Miss Mary CHOW, the Land Registrar attended the Land Title Conference 2013 hosted by the Land Title and Survey Authority of British Columbia held in Vancouver, Canada from 2 to 4 October 2013. The event was held together with the Registrars of Title Conference and brought together the Canadian Conference of Land Titles officials and invited officials from other international land title jurisdictions to discuss issues of common interest.

The theme of the 2013 Conference was innovations in land title systems to address social, economic and environmental challenges. The Conference provided a useful forum for exchange and sharing on the topics discussed.



Briefings on Land Registry's Services for Buildings Department and Fire Services Department

Two briefing sessions with more than 70 participants were delivered for the Buildings Department and Fire Services Department in July and October 2013 respectively. The briefings introduced the Land Registry's role and functions and our major services in the work context of the two departments.



The Land Registry Trading Fund (LRTF) Annual Report 2012/13

The Land Registry released its LRTF Annual Report 2012/13 on 23 October 2013. The report gives an account of the various activities and results of the Land Registry in the past financial year. It also contains an audited financial statement with full account of the financial position of the LRTF. The full report can be viewed or downloaded [here](#). Please email us your comments and feedback at csa@landreg.gov.hk.



"Meet the Clients Sessions" on "Common Reasons for Withholding Instruments from Registration"

To facilitate customers to better understand the common reasons for withholding instruments from registration, four "Meet the Clients Sessions" were held in November 2013 with participants from solicitors firms.

The sessions highlighted some key points for avoiding simple errors in preparing instruments and memorials for registration. A briefing on the "Memorial Form Easy Guide" and on how to use the e-memorial form was also included. The sessions had served to promote and increase the transparency of our services.

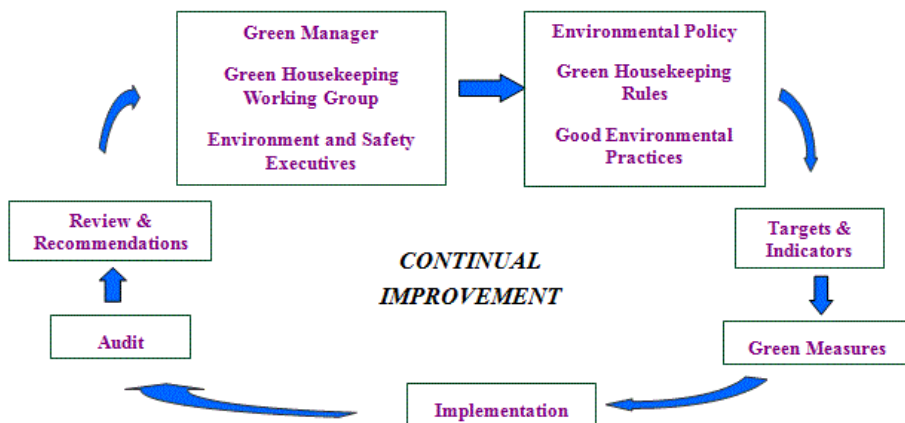


Corporate Citizenship

Controlling Officer's Environmental Report 2012

The Land Registry's Controlling Officer's Environmental Report 2012 was released in July 2013. It highlights our environmental policy and objectives, sets out the measures we have taken to minimise the environmental impact arising from our daily operation and reports on our environmental performance achieved in 2012 and our targets set for 2013. You are most welcome to take a look at the report [here](#) and give comments or suggestions by email at ds@landreg.gov.hk.

The Land Registry Environmental Management System



Awards

The Ombudsman's Awards 2013

The Land Registry is pleased to report that our Assistant Clerical Officer, Ms DING Man-ye, Mandy has been awarded The Ombudsman's Awards 2013 for Officers of Public Organisations. Ms DING's dedication and professionalism in delivering high standard of customer service was duly recognised.



International ARC Awards 2013 and Hong Kong Management Association Best Annual Reports Awards 2013

The LRTF Annual Report 2011/12 was awarded Honors in the category of "Cover Photo/Design: Government Agencies & Offices" organised by the International ARC Awards 2013 and Honourable Mention in the category of "Non-profit making and charitable organisations" organised by the Hong Kong Management Association Best Annual Reports Awards 2013 respectively. The Awards reinforce our pursuit for quality production of our annual report.



Land Registry Best Frontline Staff Award

The objective of the Best Frontline Staff Award is to recognise the exemplary performance of our frontline staff. Winner of the Team Award for the first half year of 2013 is Search Services Section.



Land Registry Best Staff of the Year Scheme

Congratulations to Mr WAI Chiu-hung (Search and Departmental Services Division), Ms CHIU Yuet-ying (General Support Services Division) and Ms CHEUNG Mei-kuen (Registration Services Division) for winning the Land Registry's Best Staff of the Year Award in 2013. This annual award scheme aims to motivate staff, promote work commitment and give recognition to deserving staff for their remarkable contributions to the Department.