



Updates

Land Titles Ordinance

Comments were received from members of the Land Titles Ordinance Steering Committee on the revised proposal of rectification and indemnity arrangements and conversion options for handling indeterminate ownership cases under the Two-Stage Conversion Mechanism. The Land Registry is awaiting further feedback from the Law Society. A public consultation on the proposed amendments to the Land Titles Ordinance will be launched in due course.

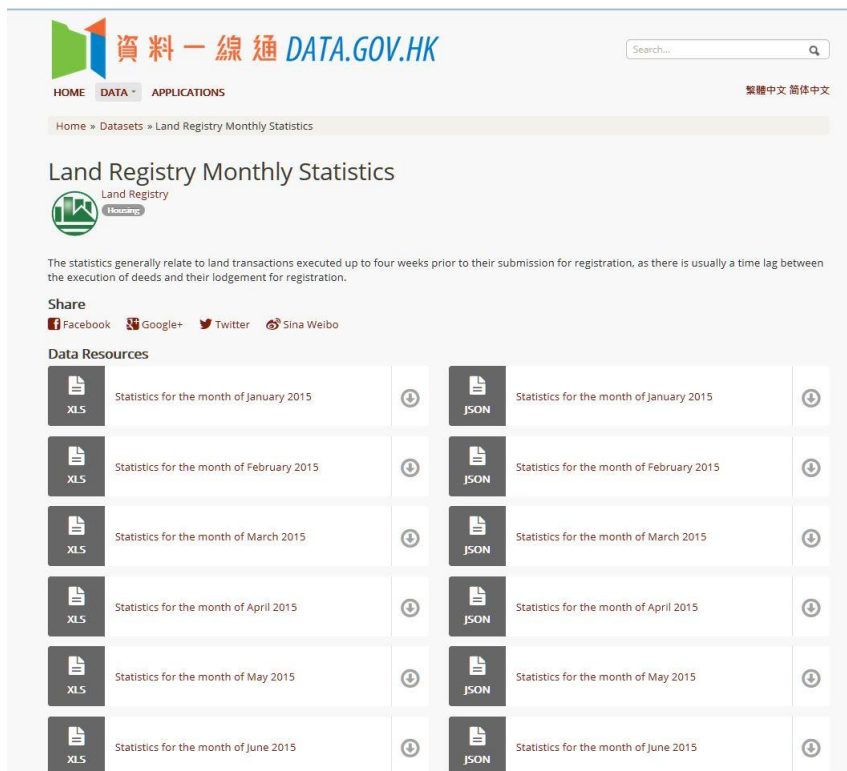
Integrated Registration Information System (IRIS) Enhancements

In July and August 2015, we launched the following enhancements to the IRIS Online Services:

- when a subscriber places an order for land register, unposted memorial information or land document, the system will give an alert on the "Your Order List - Select Delivery Method" screen if the same land record has been ordered on the same business day. The subscriber may also quickly review the last five related orders with the new inquiry function; and
- the IRIS website has adopted the "ISO/IEC 10646:2003 + Amendment 1" coding standard for encoding Chinese characters. The number of Chinese characters covered by the new coding standard is increased from about 27,000 to over 70,000.

Release of Public Sector Information in Digital Format

To support the Government's initiative of facilitating the reuse of public sector information by the community, the Land Registry has released monthly statistics of land transactions in machine-readable JSON and XLS formats on the DATA.GOV.HK portal since September 2015. The public may download the statistics posted under the category of "Housing" of the portal for commercial or non-commercial uses free of charge.



The screenshot shows the DATA.GOV.HK portal interface. At the top, there is a search bar and navigation links for HOME, DATA, and APPLICATIONS. The main content area is titled "Land Registry Monthly Statistics" and includes a sub-header "Land Registry" with a "Housing" tag. A note states: "The statistics generally relate to land transactions executed up to four weeks prior to their submission for registration, as there is usually a time lag between the execution of deeds and their lodgement for registration." Below this, there are social media sharing options for Facebook, Google+, Twitter, and Sina Weibo. The "Data Resources" section displays a table of downloadable files for each month from January to June 2015, with options for XLS and JSON formats.

Month	XLS	JSON
January 2015	Statistics for the month of January 2015	Statistics for the month of January 2015
February 2015	Statistics for the month of February 2015	Statistics for the month of February 2015
March 2015	Statistics for the month of March 2015	Statistics for the month of March 2015
April 2015	Statistics for the month of April 2015	Statistics for the month of April 2015
May 2015	Statistics for the month of May 2015	Statistics for the month of May 2015
June 2015	Statistics for the month of June 2015	Statistics for the month of June 2015

Customer Service Survey 2014/15

With a view to gauging the customer satisfaction level of the Land Registry's services, the Land Registry conducted a customer service survey during March to May 2015. Over 460 self-completed questionnaires were obtained. The overall satisfaction level of our services, including deeds lodgement and search services, IRIS Online Services and Customer Service Hotline, is 73.3%. Please click [here](#) to view the results of the survey. We will review and follow up on the feedback received from the customers for continuous service improvements.

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 October 2015 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

Talk on Land Registry's E-initiatives for the Companies Registry

We delivered a talk on "Land Registry's e-initiatives" for the Companies Registry on 4 September 2015. The talk gave an overview of IT applications in our services including the IRIS Online Services, e-Memorial Form and e-Alert Service. It was well received and provided a useful forum to exchange views and ideas about electronic services with our counterpart.



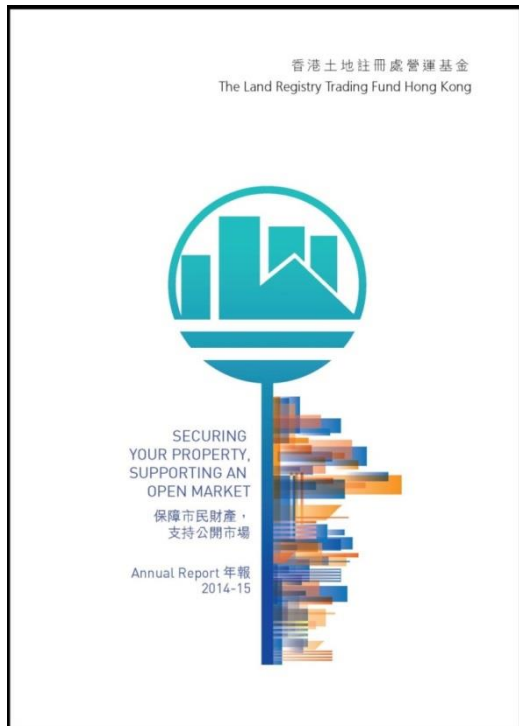
School Promotion Programme – "Know More about Government Service"

As part of our public education activities, the Land Registry has continued to participate in the School Promotion Programme – "Know More about Government Service", which is jointly organised by the Civil Service Bureau and the Education Bureau, for the school year of 2015/2016 with a view to introducing our services and the land registration system to the school community. A visit was arranged for about 30 students from Shek Lei Catholic Secondary School on 15 September 2015.



The Land Registry Trading Fund (LRTF) Annual Report 2014/15

The Land Registry released its LRTF Annual Report 2014/15 on 14 October 2015. 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.



Corporate Citizenship

Standard Chartered Hong Kong Marathon 2016

The Standard Chartered Hong Kong Marathon is a renowned international sports event as well as a reputable charity function that helps raise funds for “Seeing is Believing” – Orbis, the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled, and the Hong Kong Anti-Cancer Society. As a caring organisation, the Land Registry has been participating in the event since 2002. This year, we had eight colleagues joining the Half Marathon or 10 km Race on 17 January 2016 and raised an encouraging sum for charity.



Awards

The Ombudsman's Awards 2015

The Land Registry is pleased to report that our Assistant Clerical Officer, Miss LAI Ka-wai, Jacqueline has been awarded The Ombudsman's Awards 2015 for Officers of Public Organisations. Miss LAI's dedication and professionalism in delivering high standard customer service was duly recognised. The award presentation ceremony was held on 29 October 2015.



Hong Kong Management Association Best Annual Reports Awards 2015

The LRTF Annual Report 2013/14 was awarded Honourable Mention in the category of "Non-profit making and charitable organisations" of the Hong Kong Management Association Best Annual Reports Awards 2015. The award presentation ceremony was held on 9 November 2015.



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 second half year of 2015 is Search Services Section.



Land Registry Best Staff of the Year Scheme

(From left to right) Congratulations to Mr CHAN Wai-hong (Search and Departmental Services Division), Miss IP Chui-ping (Registration Services Division) and Ms LEUNG Man-ching (General Support Services Division) for winning the Land Registry Best Staff of the Year Award in 2015. This annual award scheme aims to motivate staff, promote work commitment and give recognition to deserving staff for their remarkable contributions to the Department.

