



Services

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 heading is "Land Registry Monthly Statistics" under the "Housing" category. A note explains that the statistics relate to land transactions executed up to four weeks prior to their submission 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.