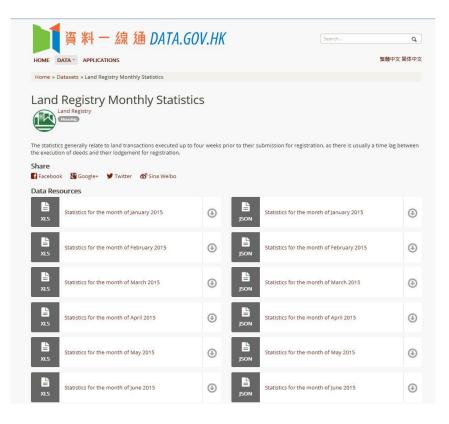


## Services

## **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.



## **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.