



Nov 2016

ISSUE

42

Service Updates

E-Alert Service

Being a property owner, do you want to put your mind at ease with your valuable property? Our e-Alert Service is your smart choice.

Invitation to subscribe to

e-Alert Service



What the e-Alert Service can give you

- You will receive an email alert of the delivery of any instruments for registration against your property, normally on the day following the date on which the instrument is delivered to the Land Registry for registration.
- You will get relevant particulars of the instruments, including the date, memorial number, nature of the instrument and date of delivery, from the email notification.
- You will be informed of the completion of or withdrawal from registration of the instrument. By using the memorial number provided in the email notification, you may order (with the payment of the prescribed fee) a copy of the instrument for reference upon its completion of registration.

How is the e-Alert Service useful for you

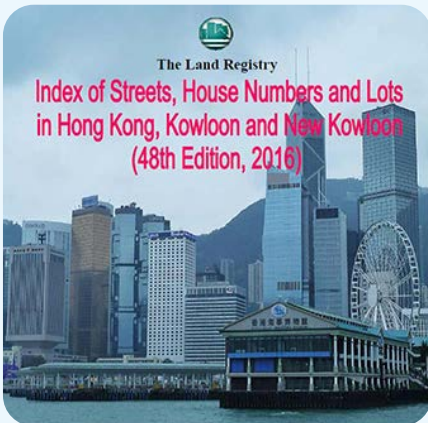
- It saves you time and costs as well as provides an easy and convenient way for you to keep track of instruments delivered for registration against your property, whether solely owned by you or you jointly own with others.
- It alerts you of registration of instruments against your property, whether or not you have prior knowledge of the instruments.
- It facilitates you to take appropriate and prompt action if unexpected instruments were submitted for registration against your property.

For whom is the e-Alert Service particularly useful

- Your property is vacant or is not occupied by you.
- Whether or not you have rented out the property, you are staying overseas for extended periods of time.
- You do not have the title deeds of the property or you have lost them.
- You want to be alerted as soon as your property is subjected to or may be affected by potential or actual disputes (e.g. registration of bankruptcy order against the co-owner's share, repair notices or orders issued by the Building Authority, etc.).

With just a subscription fee of, say \$200 for 2 years, you may put your mind at ease. Click [here](#) to get more information about the e-Alert Service. [SUBSCRIBE NOW](#).

Sale of Street Index (48th edition) and New Territories Lot / Address Cross Reference Table (17th edition)



Are you puzzled over correlating property addresses, building names or lot numbers when conducting land searches? The 48th edition of the Street Index (SI) and the 17th edition of the New Territories Lot/Address Cross Reference Table (CRT) can help.

The latest edition of the SI features over 600 amendments with 7 new streets and 47 new lots/sections/subsections added. In the new CRT, over 2,600 amendments have been made and 12 new streets and 1,415 new lots/sections/subsections have been added.

The cost of the new editions of the SI and CRT compact discs is HK\$250 each. The respective license fees are HK\$2,000 for a computer network linked to less than 50 terminals and HK\$4,000 if linked to 50 terminals or more. The order forms can be downloaded [here](#).

Online versions of the new editions of the SI and CRT for free browsing are available [here](#). These versions are also available through a [hyperlink](#) on the IRIS website.

Performance Pledges 2016/17

Responsive telephone enquiry service is crucial to good customer service. As part of our commitment to improving the quality and efficiency of services, the Land Registry has enhanced the performance target of telephone enquiry services for 2016/17 as follows:

Telephone Enquiry Services	Service Standard	Enhanced Performance Target (% meeting service standard)
(a) Voice mail left during office hours	Return calls within 60 minutes after receiving the voice mail	From 93% to 94%
(b) Voice mail left after office hours	Return calls before 10:00 a.m. on the next working day	From 93% to 94%



Performance Pledges 2016/17 are effective from 1 April 2016. You can view [here](#) or obtain the information leaflets at [offices of the Land Registry](#).

Integrated Registration Information System (IRIS) Enhancements



With improving customer experience and user-friendliness in mind, we launched the following enhancements to the IRIS Online Services in December 2015, April and July 2016 respectively:

- increase the upper limit of file size of land record orders (including land registers, unposted memorial information and land documents) to be delivered by “View by Browser” and “By Download” from 10 Mbytes to 20 Mbytes;
- change the form title of “Remote Order Form” to “確認簽收書 Acknowledgement of Receipt” and adopt a bilingual version of the form;
- provide a notification to subscriber when the account's unused balance drops below his/her pre-set balance amount. Subscriber can choose to receive the notification by email and/or alert message on screen;
- issue a time-out alert message on screen to searcher when his/her current session will time-out in 5 minutes due to a period of inactivity;
- extend the time limit for retrieving land document orders to be delivered by “View by Browser” and “By Download” from one business day to three business days;
- require users to input a randomly generated CAPTCHA before his/her first access to the IRIS Online Services to enhance security; and
- support the use of Digi-Sign ID-Cert for authentication during login by subscribers in addition to the existing Hongkong Post e-Cert Smart ID Card.

Title Registration



The Land Registry has continued to review and work on the proposed amendments to the Land Titles Ordinance (LTO). On the revised proposal of rectification and indemnity arrangements and conversion options for handling indeterminate ownership cases under the Two-Stage Conversion Mechanism, we have responded to the comments received from most of the members of the LTO Steering Committee. We will continue to liaise with the stakeholders and forge consensus on the necessary amendments to the LTO before launching a public engagement exercise.

Events and Activities

Land Registrars' Development Officer Conference 2016



To keep abreast of the latest trend of land registration services worldwide, two of our colleagues, Mr KF PANG, Deputy Registry Manager and Ms Delphine MA, Assistant Registry Manager attended the annual Land Registrars' Development Officers Conference held in Darwin, Australia this year from 24 to 27 May. The 2016 Conference was hosted by the Department of Lands, Planning and the Environment of the Northern Territory with 30 delegates coming from different states of Australia, New Zealand, Scotland, Singapore and Hong Kong.

The Conference was an invaluable forum for us to exchange with overseas jurisdictions views and experiences in service delivery and improvements as well as to share latest developments in electronic initiatives and land registration and management practices.

Visits by the Mainland Government Officials



A delegation from the Land and Resources Department of Sichuan Province



A delegation from Hainan Local Taxation Bureau

We maintain close tie with the Mainland associates. Two delegations from the Land and Resources Department of Sichuan Province and Hainan Local Taxation Bureau visited us on 20 June 2016 and 7 July 2016 respectively. The visits provided good opportunities for exchanging views on the latest developments on land registration between the Mainland and Hong Kong.

Visits by Secondary and Tertiary Students

Public understanding of the work of the Land Registry and the land registration system of Hong Kong is the key to promoting the value of our services. To this end, we have been conducting public education activities including delivering talks and arranging guided tours to our Customer Centre for secondary and tertiary students. On 8 March 2016, 23 students from Law Ting Pong Secondary School visited our office under the School Promotion Programme - "Know More about Government Service", which is jointly organised by the Civil Service Bureau and the Education Bureau.

Two visits were arranged for the law students of the HKU Space Community College and HKU Space Po Leung Kuk Stanley Ho Community College on 4 April 2016 and 25 April 2016 respectively.

The law students of the Hong Kong Institute of Vocational Education (Tuen Mun and Morrison Hill) also visited us on 25 May 2016 and 27 May 2016 respectively.

The feedback from the visits was positive. The students showed great interest in our work as well as the land records of the Land Registry.



Visit by Law Ting Pong Secondary School



A guided tour to The Land Registry Customer Centre



Visit by the HKU Space Po Leung Kuk Stanley Ho Community College



Visit by the Hong Kong Institute of Vocational Education

The Land Registry Trading Fund (LRTF) Annual Report 2015/16



2015/16 was a challenging year for the Land Registry. In face of the challenges, we have endeavoured to enhance our services and introduce new initiatives. More details can be found in the [LRTF Annual Report 2015/16](#), which was released on 26 October 2016. It also contains an audited financial statement with full account of the financial position of the LRTF.

Corporate Citizenship

Controlling Officer's Environmental Report 2015

We strive to ensure that our business and daily operations are environmentally responsible. Our [Controlling Officer's Environmental Report 2015](#) was released in July 2016. It states our environmental policy, objectives and measures, as well as our environmental performance in 2015 and environmental targets for 2016.



Sunnyway Programme

As a caring organisation advocating equal opportunities for employees and eliminating discrimination in workplace, the Land Registry has joined the Sunnyway Programme for the ninth year. The Programme is organised by Social Welfare Department with an aim of enhancing the employability of young persons with disabilities or early signs of mental illness. Through mentorship of our colleagues, the trainee could acquire job-related skills, build up confidence and develop good work habits for enhancing employability in the future.

Pilot on Providing Career-related Experience for Non-Chinese Speaking (NCS) Students in Secondary Schools



The Land Registry has participated in the scheme of "Pilot on Providing Career-related Experience for NCS Students in Secondary Schools" organised by the Education Bureau. The pilot project aims at providing NCS students with opportunities of exploring different variety of jobs and their articulation pathways so as to get prepared for further studies or employment.

We arranged a career talk with a sharing session for NCS students from St. Paul's Convent School on 20 July 2016. The students found that the career-related information was very useful and the sharing with our Land Registration Officers about their real-life work experience and challenges very interesting and inspiring.

Achievements

Award of 10 Years Plus Caring Organisation Logo



Launched by The Hong Kong Council of Social Service (HKCSS) in 2002, the Caring Company Scheme aims at cultivating good corporate citizenship. The Land Registry has participated in the Scheme for 10 consecutive years. In recognition of our continuous efforts and contributions in caring the community, the employees and the environment over the past years, the HKCSS awarded us the "10 Years Plus Caring Organisation Logo" on 26 February 2016.

Land Registry Best Frontline Staff Award

We value all our staff and believe in the power of role models. The Best Frontline Staff Award is to commend the exemplary performance of our frontline staff. Individual staff members and teams receiving the highest number of commendations from our customers in each half-year period are awarded. Congratulations to the Search Services Section - Winner of the Team Award for the first half year of 2016.



The Ombudsman's Awards 2016



The Land Registry is pleased to announce that our Clerical Officer, Ms YU Tin-tin, Doris has been awarded The Ombudsman's Awards 2016 for Officers of Public Organisations. Ms YU's dedication and professionalism in delivering high standard customer service was duly recognised.

The Ombudsman's Awards were introduced by the Office of The Ombudsman in 1997. The Awards are to give recognition to those officers who display a commendable degree of fairness, impartiality and efficiency in the performance of their duties over a continuous period of time.

International Annual Report Competition (ARC) Awards 2016



The LRTF Annual Report 2014/15 won the International ARC Awards 2016 - Bronze in the category of "Non-Profit Organizations – Government Agencies & Offices" organised by the MerComm, Inc in the United States. The Award reinforces our pursuit for quality production of our annual report.

The International ARC Awards 2016, now in its twenty-sixth year, is the world's largest international competition honoring excellence in annual reports.