



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News 35
ISSUE



Message from the Land Registrar

It is my pleasure to extend our season's greetings to everybody in this first message following my assumption of the post of Land Registrar on 12 November 2012.

The year of 2012 has been a vibrant and fruitful one for us. Guided by the principle of continual enhancement of customer services, we have improved our performance pledges for 2012/13. Specifically, we implemented a number of measures in the first half of the year to make our Integrated Registration Information System (IRIS) Online Services more customer-friendly. We also upgraded the auto-fill function of the e-Memorial Form in July to provide better system resilience and service stability. In the third quarter of this year, we enhanced our Interactive Voice Response System to support call-queuing. Customers will be informed of their position in the queue so that they may consider whether to wait for connection to our help desk or to leave voice messages for our return calls.

Maintaining close liaison with our stakeholders and counterparts is our on-going priority. In February, two representatives from the World Bank visited us for sharing experience and exchanging views on our land registration system. In May, we participated in the Land Registrars' Development Officers Conference 2012 held in Canberra for keeping ourselves abreast of the latest developments in land registration practices. We also held two seminars on "The New e-Memorial Form" for the Law Society of Hong Kong to promote usage of the new form.

On the introduction of a title registration system, we have proposed a two-stage conversion mechanism in order to bridge the differences in views among major stakeholders. Comments on the proposal have been received from them and we are consolidating their views for further consideration by the Land Titles Ordinance Steering Committee.

I am pleased to mention that our efforts in pursuing service excellence have been recognised. One of our colleagues was honoured in October with the Ombudsman's Awards 2012 for Officers of Public Organisations.

Looking ahead to 2013, we will continue to identify service enhancement opportunities and implement new initiatives to achieve better service quality, security and efficiency. On behalf of my colleagues in the Land Registry, I wish everybody a happy and prosperous new year.

Mary CHOW
Land Registrar

Updates

Land Titles Ordinance

The Land Registry has received views on the new proposal - "Two-Stage Conversion Mechanism" from members of the Land Titles Ordinance Steering Committee (LTOSC) including representatives from the Consumer Council, the Estate Agents Authority, the Heung Yee Kuk, the Hong Kong Association of Banks, the Hong Kong Bar Association, the Hong Kong Mortgage Corporation Limited, the Law Society of Hong Kong, and the Real Estate Developers Association of Hong Kong. Individual meetings have also been held with the major stakeholders for discussion on the proposal. The Land Registry will consolidate views from the stakeholders for further consideration by the LTOSC. Subject to the development of a generally acceptable proposal, it is planned to conduct a public engagement exercise.

In parallel, we are continuing with internal review of the provisions of the Land Titles Ordinance and other preparatory work relating to the Land Titles (Amendment) Bill.

IRIS Enhancements

In the first half of 2012, we have launched a number of customer-friendly enhancements to IRIS Online Services. These enhancements include -

- adding a note to remind users to set the printer orientation to "landscape" mode for printing the land register;
- providing an option for customers to bring forward customer information, e.g. searcher name, contact person, contact phone number, mailing address, fax number and e-mail address to the next transaction;
- enhancing the error messages on various screens to indicate more specifically the required correction by customers; and
- extending the display time of pop-up message in self-service terminals regarding the collection time of the ordered certified land documents.

For registration services, the "despatch letter" for deeds which have been withheld from registration has also been enhanced to facilitate customers to contact our responsible staff directly.

E-Memorial Form

We are encouraged to note that the usage of the e-Memorial Form has continuously exceeded half of the memorials of documents lodged with the Land Registry for registration and it is widely accepted by solicitors' firms.

To further improve user friendliness, we have upgraded the auto-fill function of e-Memorial Form to provide better system resilience and stability. The release has been available for free downloading [here](#) from 5 July 2012. Users are encouraged to download the release for use to enjoy the enhanced service.

Services

Performance Pledges for 2012/13

Through teamwork and staff dedication, the Land Registry achieved all the performance targets of our performance pledges for 2011/12. For 2012/13, we have further enhanced the performance target for amendment of registered data of complicated cases within 10 working days from 90% to 92%.

The Performance Pledges for 2012/13 were implemented on 1 April 2012. You can view them [here](#) or obtain the information leaflets at all offices of the Land Registry.



Sale of Street Index (44th edition) and New Territories Lot/Address Cross Reference Table (13th edition) and Free Online Browsing

The 44th edition of the Street Index and the 13th edition of the New Territories Lot/Address Cross Reference Table (CRT) are available for sale from 30 April 2012. The order forms can be downloaded [here](#).

Since the 43rd edition of the Street Index, 472 amendments have been made and 3 new streets and 49 new lots/sections/subsections have been added. For the CRT, 2,388 amendments have been made and 14 new streets and 1,591 new lots/sections/subsections have been added since the 12th edition.

The price of the Street Index and the CRT is HK\$250 per compact disc. The licence fees for a computer network linked with less than 50 terminals and a computer network linked with 50 terminals or more are HK\$2,000 and HK\$4,000 respectively.

To further enhance user-friendliness of our search services, the new editions of the Street Index and the CRT have been made available for free online browsing [here](#) or via a hyperlink on the IRIS website.

Double-sided Printing for Copies of Land Records

To support the green objective of reducing paper consumption, the Land Registry has adopted double-sided printing from 27 August 2012 for search orders of computerised land records (including land registers, land documents, unposted memorial information and entries in Memorial Day Book). The arrangement applies to both plain and certified copies of land records printed for all types of orders made through counter search, self-service search and Internet search (when delivery by mail or counter collection is selected), but does not apply to the plans of land documents. The existing sequence of printing full copy of land documents (i.e. memorial form, document and plan(s)) and the performance pledges for search services remain unchanged.

Interactive Voice Response System Enhancement

Our Interactive Voice Response System (IVRS) has been enhanced to support an additional feature of queuing service. Starting from 3 September 2012, customers can queue up in the system for connecting to specific service help desk during the service hours. Customers are able to know their position in the queue so that they can consider if they prefer to wait for connection or to leave voice messages for our return calls.

Activities and Publicity

Visit by the World Bank

Two representatives of the World Bank visited the Land Registry on 27 February 2012. During the visit, we shared experience on land registration in Hong Kong and overseas and discussed the World's Bank assessment of the indicator of "Registering Property". The visit was useful and helped maintain good communication and foster understanding with the World Bank.



Land Registrar's Development Officers Conference 2012

The Land Registrars' Development Officers Conference 2012 was held in Canberra, Australia from 23 to 25 May 2012. The Conference was hosted by the Office of Regulatory Services of Justice and Community Safety Directorate of Australian Capital Territory with 23 delegates from Australia, Hong Kong, New Zealand, Scotland and Singapore. The Hong Kong Land Registry was represented by Mrs Amy FONG, Registry Manager and Ms Alice LEUNG, Assistant Registry Manager.

The Conference served as an effective platform for land registries of different jurisdictions to exchange views and share experience on the latest development of land registration practices and services. The experience and information sharing provided valuable insights for enhancing service delivery to our customers.



Seminar on "The New e-Memorial Form" for the Law Society of Hong Kong

Two seminars on "The New e-Memorial Form" with more than 100 participants from solicitors' firms were held on 30 May 2012 to promote and demonstrate the new functions and key features of the new Form. The seminars were well received by the participants.



The Land Registry Trading Fund (LRTF) Annual Report 2011/12

The Land Registry released its LRTF Annual Report for 2011/12 on 24 October 2012. The report gives a detailed account of the various activities and achievements of the Land Registry in the past financial year, including service improvements and progress on the introduction of title registration. It also contains an audited financial statement with full account of the financial position of the Land Registry Trading Fund. The full report can be viewed or downloaded [here](#). Please email us your comments and feedback at csa@landreg.gov.hk or complete the online survey questionnaire [here](#).

 香港土地註冊處管理基金
The Land Registry Trading Fund Hong Kong



Corporate Citizenship

Job Shadow Day 2012

In partnership with the Junior Achievement Hong Kong for the sixth year, the Land Registry organised the Job Shadow Day on 22 May 2012 for 18 students from Cheng Chek Chee Secondary School and SKH Lam Woo Memorial Secondary School. Students in pairs were guided by a mentor who took them through the work of a unit of the Land Registry. Through the one-day programme, students were able to broaden their other learning experience.



Youth Pre-employment Training Programme

As a committed corporate citizen, the Land Registry continues to participate in Labour Department's Youth Pre-employment Training Programme through providing a training place from May to June 2012. With guidance and assistance from our experienced colleagues acting as mentors, the trainee on attachment was enriched with work experience, confidence and a positive attitude towards work.



Sunnyway Programme

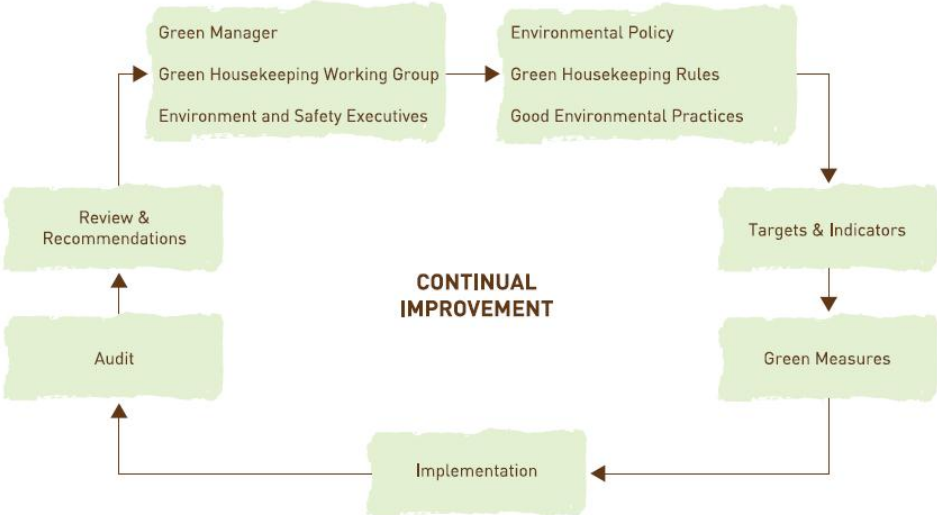
The Sunnyway Programme is organised by Social Welfare Department with an aim to enhancing the employability of young persons with disabilities or early signs of mental illness. As a caring organisation advocating equal opportunities for employees and eliminating discrimination in workplace, the Land Registry has joined the Sunnyway Programme for the fifth year. Our colleagues played an active role as mentors to help the trainees acquire job-related skills and work experience, build up confidence and develop good work habits for enhancing their employability in the future.



Controlling Officer's Environmental Report 2011

In July 2012, we released our Controlling Officer's Environmental Report 2011 [here](#). The report states our environmental policy, objectives and environment management system. It also sets out the measures we have taken to minimise the impacts of our operations on the environment, our environmental performance in 2011 and environmental targets for 2012. You are most welcome to give comments or suggestions by email at ds@landreg.gov.hk.

The Land Registry Environmental Management System



Awards

The Ombudsman's Awards 2012

The Land Registry shared the joy of our Assistant Clerical Officer, Mr FONG Kwok-ngai for his having been awarded The Ombudsman's Awards 2012 for Officers of Public Organisations. Mr FONG's dedication and professionalism in delivering high standard of customer service was well recognised by the Award.



Land Registry Best Frontline Staff Award

The objective of the Award is to recognise quality performance and achievement of our frontline staff handling customer service work.

Winners of the Best Frontline Staff Award for the first half year of 2012 are as follows:

Award	First half year of 2012
Team Award	 <p data-bbox="568 923 829 949">Search Services Section</p>
Individual Award	 <p data-bbox="411 1479 982 1540">Miss YAN Yee-mei, Gloria, Assistant Clerical Officer / Document Processing Section</p>