



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.