



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News

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Issue



Updates

Land Titles Ordinance

Comments were received from members of the Land Titles Ordinance Steering Committee (LTOSC) on the revised proposal of rectification and indemnity arrangements and conversion options for handling indeterminate ownership cases under the Two-Stage Conversion Mechanism. A further meeting was held with Heung Yee Kuk in December 2014 for exchange of views on the issues. The Land Registry is considering the comments received. A public consultation on the proposed amendments to the Land Titles Ordinance will be launched in due course.

Integrated Registration Information System (IRIS) Enhancements

In March 2015, we launched the following enhancements to the IRIS Online Services:

- displaying an alert if there is outstanding item in the Order List when customer closes a browser window or logs in/out of the IRIS;
- showing a progress indicator on screen when the system is generating a compressed file (in ZIP format) containing all document images for download by customer;
- updating the client workstation requirement specifications of the IRIS Online Services to support different operating systems, browsers and mobile devices; and
- disabling the use of Secure Sockets Layer protocol, version 3 for strengthening Internet security.

Services

Performance Pledges 2015/16

The Land Registry achieved all the performance pledges set for 2014/15.

The same performance pledges would be maintained for 2015/16, effective from 1 April 2015. You can view them [here](#) or obtain the information leaflet at our Customer Centre or New Territories Search Offices.



Customer Service Survey

A customer service survey was started in March 2015 to gauge the level of customer satisfaction with the Land Registry's services and to identify areas for enhancing the services. About 470 completed survey forms had been received. Results for the major service areas will be released in due course.

Launch of e-Alert Service

To facilitate property owners to monitor the land registers of their own properties, the Land Registry has introduced a notification service for subscription by property owners, namely the e-Alert Service. During the subscription period, when an instrument is lodged for registration against a property, an email notification will be sent to the owner if he/she has subscribed to the service for that property. The e-Alert Service serves as a convenient and useful tool for owners to monitor if any instrument affecting their properties has been lodged for registration.

The following subscription fee is charged for each land register selected for the e-Alert Service:

Subscription Period	1 Month	3 Months	12 Months	24 Months
New Application	HK\$160	HK\$165	HK\$185	HK\$200
Renewal of Service (for current subscriber only)	HK\$100	HK\$105	HK\$120	HK\$140

More information about the e-Alert Service is available [here](#).



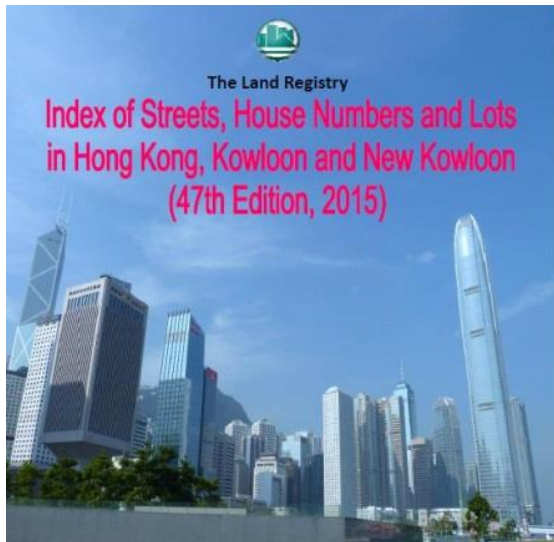
Sale of Street Index (47th edition) and New Territories Lot/Address Cross Reference Table (16th edition)

The 47th edition of the Street Index and the 16th edition of the New Territories Lot/Address Cross Reference Table (CRT) are available for sale. The order forms can be downloaded [here](#).

The new edition of the Street Index features over 700 amendments with three new streets and 71 new lots/sections/subsections added. In the new CRT, over 2,000 amendments have been made and 6 new streets and 1,534 new lots/sections/subsections have been added.

The cost of the new editions of the Street Index 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.

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



Activities and Publicity

Land Registrars' Development Officer Conference 2015

The Land Registrars' Development Officers Conference 2015 was held in Adelaide, Australia from 26 to 29 May 2015. The Conference was hosted by the Department of Planning, Transport and Infrastructure of South Australia and attended by 22 delegates from different states of Australia, Hong Kong, New Zealand, Scotland and Singapore. The Hong Kong Land Registry was represented by Ms. Stephanie WAN, Senior Solicitor and Ms. Allan CHAN, Assistant Registry Manager.

Apart from providing updates on their service improvements, innovations and key initiatives accomplished in the past year, participating jurisdictions also exchanged views and shared experience on current issues and latest developments on land registration.



Visits by HKU Space Po Leung Kuk Community College and HKU Space Community College

Two guided tours to the Land Registry's Customer Centre were arranged for students of the HKU Space Po Leung Kuk Community College and HKU Space Community College on 12 and 18 March 2015 respectively. During the tours, we introduced to students various public services provided by the Land Registry.



Visit by Land and Resources Department of Sichuan Province

A delegation of 17 government officials from the Land and Resources Department of Sichuan Province visited us on 28 May 2015. We briefed them on the roles and functions of the Land Registry and had a useful discussion with them on land registration matters, ending with a guided tour for them to our Customer Centre.



School Promotion Programme – "Know More about Government Service"

The Land Registry has participated in the School Promotion Programme – "Know More about Government Service", which is jointly organised by the Civil Service Bureau and the Education Bureau for the school year of 2014/2015, with a view to introducing our services and the land registration system to the school community. A school visit was arranged on 14 May 2015 for 11 secondary school students from Buddhist Tai Hung College.



Job Shadow Day 2015

This is the ninth year that the Land Registry has partnered with the Junior Achievement Hong Kong to organise the Job Shadow Day for secondary school students. This year, the Job Shadowing Programme was conducted on 8 May for 18 students from Sha Tin Methodist College and St. Francis Xavier's School, Tsuen Wan. The students were guided by our workplace mentors to work in different units of our office for enabling them to gain a better understanding of the real life working environment and to give thoughts to their career aspirations.



Controlling Officer's Environmental Report 2014

We released our Controlling Officer's Environmental Report 2014 in July 2015. It included our environmental policy, objectives and measures, as well as our environmental performance in 2014 and environmental targets for 2015. You are most welcome to give comments or suggestions by email at ds@landreg.gov.hk.



Awards

ERB Manpower Developer Award

The Land Registry participated in the "ERB Manpower Developer Award Scheme" in 2012 and was accredited "Manpower Developer" for 2013-2015. In recognition of the Land Registry's continual achievements in manpower training and development, ERB has renewed our "Manpower Developer" status for 2015-2017.



Award of 5 Years Plus Caring Organisation Logo

We have participated in the Caring Company Scheme for nine consecutive years. In recognition of our continuous contributions in promoting a caring community, the Hong Kong Council of Social Service awarded the Land Registry the "5 Years Plus Caring Organisation Logo" again on 25 March 2015.



Land Registry Best Frontline Staff Award

The objective of the Best Frontline Staff Award is to recognise the exemplary performance of our frontline staff. Winner of the Team Award for the first half year of 2015 is Search Services Section.

