



Service Updates

e-Alert Service for Authorized Institutions



The e-Alert Service for Authorized Institutions (AIs) under the Banking Ordinance (Cap. 155) (the Service) is very popular amongst the AIs as the Service facilitates them to manage the credit risks associated with mortgage lending at ease. It also facilitates property owners to detect mortgage fraud.



Since the full implementation of the e-Channel on 1 February 2021, subscriber AIs can enjoy greater convenience and security in submitting all their service applications and managing their subscriber accounts through the [e-Channel website](#) which provides longer service hours online from 8 am to 8 pm on weekdays and 8 am to 12 noon on Saturday.

With a view to further improving user-friendliness of the Service, online application for opening subscriber account for using the Service is available since 28 June 2021. AIs can simply complete and submit the application online anytime. No physical visit to the LR office is required. AIs who are interested to apply for a subscriber account of the Service may call our e-Alert Service Hotline at 3521 1900 for assistance.



E-ALERT SERVICE FOR AUTHORIZED INSTITUTIONS -
APPLICATION FOR SUBSCRIBER ACCOUNT AND BRANCH
ACCOUNT(S) [LR/EEA/1]

1. Introduction
2. Important Notes
3. Particulars
4. Review
5. Submission
6. Acknowledgement

General Terms of Use [G7](#)

Application Delivery Method

Application Delivery Method *
Please choose...

Particulars of Subscriber

Name of Subscriber (New ID) *

Correspondence Address *

Salutation *
Please choose...

Name of Contact Person *


Contact Telephone Number *

Fax Number

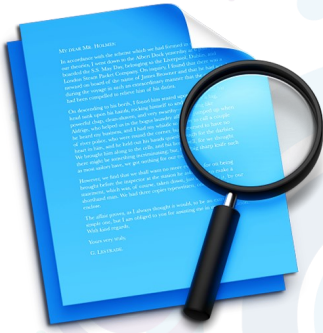
E-mail Address for Receiving e-Alert correspondence (New ID) *

Subscriber Type *
Please choose...

*Mandatory fields



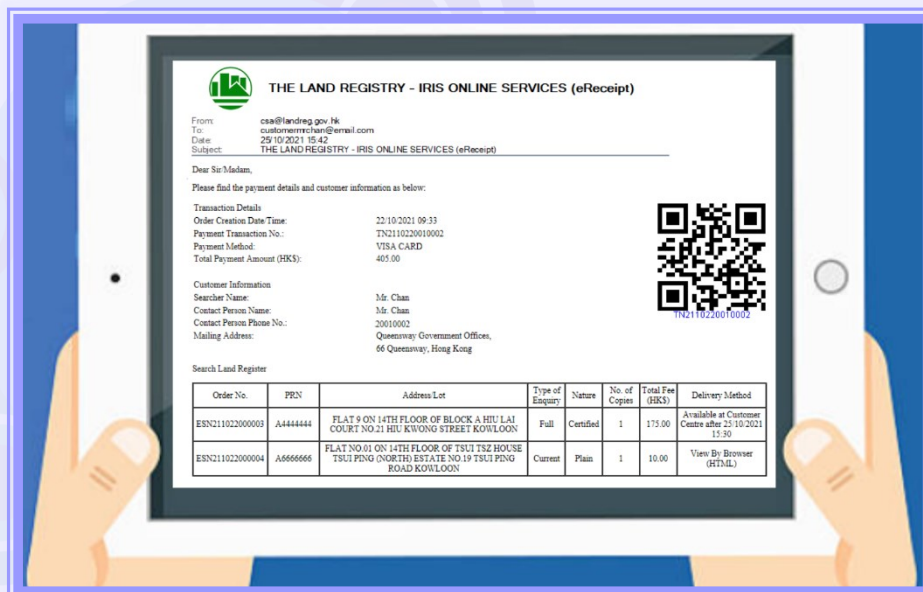
New Arrangements for Search of Land Records and Owners' Corporations Records



The Land Registry has implemented new arrangements for conducting search of land records and owners' corporations records with effect from 1 November 2021. To enhance the protection of privacy of the personal data contained in the land records, the new arrangements require searchers to provide their identification information and to give a confirmation statement that they do not intend to use and will not use the personal data contained in the land records and owners' corporations records in contravention of the Personal Data (Privacy) Ordinance (Cap. 486) or for purposes not related to the purposes for which the records are kept and made available to the public. The new arrangements have not changed the availability of land records for search by the public.

Integrated Registration Information System (IRIS) Enhancements

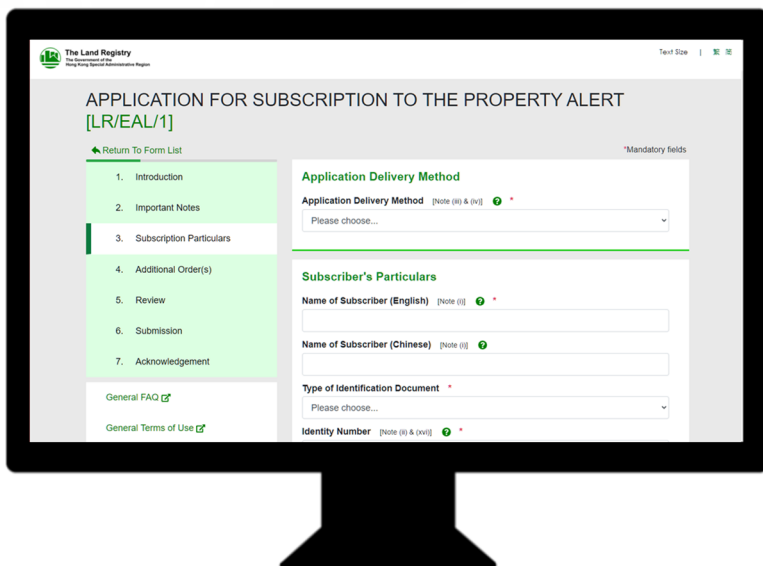
With improving customer experience in mind, electronic payment receipts with two-dimensional barcodes are provided to customers starting from December 2021 to facilitate their collection of land records ordered through the IRIS Online Services at search counters.



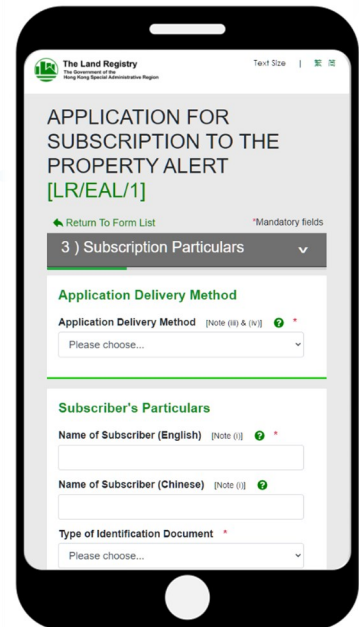
Land Registry Online Forms

To enhance our services of electronic submission, we launched a new set of online forms with additional features on 28 June 2021.

Supported by personal/corporate digital certificate or iAM Smart+ for digital signing, the customers can now enjoy one-stop service for online submission of the LR's public forms and payment of the related service fees anytime and anywhere. Layout of the forms is designed to best fit any of the customers' electronic device no matter it is a desktop computer or a mobile device.



The screenshot shows a desktop view of the 'APPLICATION FOR SUBSCRIPTION TO THE PROPERTY ALERT [LR/EAL/1]' form. The form is displayed on a monitor with a black frame. The interface includes a top navigation bar with the Land Registry logo and the text 'The Land Registry The Department of the Hong Kong Special Administrative Region'. Below the title, there is a 'Return To Form List' link and a 'Mandatory fields' indicator. A left-hand sidebar contains a numbered list of steps: 1. Introduction, 2. Important Notes, 3. Subscription Particulars (highlighted in green), 4. Additional Order(s), 5. Review, 6. Submission, and 7. Acknowledgement. At the bottom of the sidebar are links for 'General FAQ' and 'General Terms of Use'. The main content area is divided into two sections: 'Application Delivery Method' and 'Subscriber's Particulars'. The 'Application Delivery Method' section has a dropdown menu with the text 'Please choose...'. The 'Subscriber's Particulars' section contains three input fields: 'Name of Subscriber (English)', 'Name of Subscriber (Chinese)', and 'Type of Identification Document' (with a dropdown menu). At the bottom, there is an 'Identity Number' field with a note '(Note (i) & (vii))' and a green checkmark icon.



The screenshot shows a mobile view of the same 'APPLICATION FOR SUBSCRIPTION TO THE PROPERTY ALERT [LR/EAL/1]' form. The interface is adapted for a smaller screen. It features a top navigation bar with the Land Registry logo and the text 'The Land Registry The Department of the Hong Kong Special Administrative Region'. Below the title, there is a 'Return To Form List' link and a 'Mandatory fields' indicator. A dark grey header bar displays '3) Subscription Particulars' with a dropdown arrow. The main content area is divided into two sections: 'Application Delivery Method' and 'Subscriber's Particulars'. The 'Application Delivery Method' section has a dropdown menu with the text 'Please choose...'. The 'Subscriber's Particulars' section contains three input fields: 'Name of Subscriber (English)', 'Name of Subscriber (Chinese)', and 'Type of Identification Document' (with a dropdown menu). At the bottom, there is an 'Identity Number' field with a note '(Note (i) & (vii))' and a green checkmark icon.

The new forms have the following user-friendly features:

- step-by-step guidance to users with notes with one click;
- drop-down list for quick selection;
- saving of form for later use; and
- acknowledgment about successful submission for future communication.

Please visit our [website](#) for more details.

Annual Validation of Customer Records



As an annual exercise for updating the information in our customer management system to facilitate effective communication with customers, invitations were sent out in November 2021 to all subscribers of the IRIS Online Services and customers using our deeds lodgement services for providing up-to-date information by completing a Customer Data Form. Customers may also download the [Change of Account Particulars Form](#) to update their records whenever necessary.

Title Registration

Implementing the Land Titles Ordinance (Cap. 585) (LTO) on newly granted land first (“new land first” proposal) was included as one of the initiatives in the Chief Executive’s 2021 Policy Address. To take forward the “new land first” proposal, we spare no effort to work with the key stakeholders through different channels.

A meeting of LTO Steering Committee comprising representatives from key stakeholders and relevant Government departments was held in December 2021 to discuss and exchange views on major proposals and latest development for implementing the LTO under the “new land first” proposal.



We will continue to engage the key stakeholders with a view to resolving the outstanding issues for implementing the “new land first” proposal and finalising the proposed amendments to the LTO as well as working out a more concrete implementation timetable.

Events and Activities

“Meet the Clients” Sessions on “Common Reasons for Withholding Instruments from Registration”

Two “Meet the Clients” Sessions, with over 200 participants from solicitors’ firms, were held in December 2021 to facilitate customers to better understand the common reasons for withholding instruments from registration.

The sessions highlighted the key points for avoiding errors in preparing instruments and memorials for registration and included a sharing on instruments not acceptable for registration. Briefings on the use of e-Memorial Form and how the Property Alert service can benefit property owners were also conducted.



The sessions were well received and provided an effective platform for exchange of views and sharing of experience with our customers.



48th Registrars of Title Conference (ROTC)

The 48th ROTC hosted by Landgate of Western Australia was held through a video conferencing platform on 15, 17, 19, 22, 24, 26 and 29 November 2021. The virtual conference brought together the delegates from various jurisdictions including Australia, Canada, England & Wales, Hong Kong, Ireland, New Zealand, Scotland and Singapore. Hong Kong Land Registry was represented by Ms Joyce TAM, Land Registrar, Mrs Amy FONG, Registry Manager, Mr Joseph HUI, Deputy Principal Solicitor and Ms Rachel WONG, Assistant Registry Manager.

The conference covered presentations and discussions on topics including electronic conveyancing, digital identity and signature, use of registry data and the future of work. It provided valuable insights for our future development of title registration and service enhancements.



Visit by Hong Kong Institute of Vocational Education (Sha Tin)

We have continued efforts to introduce our services and the land registration system in Hong Kong to the school community as part of our public education activities. A visit was arranged for the Law and Administration students of the Hong Kong Institute of Vocational Education (Sha Tin) on 19 July 2021.



The students showed great interest in our work and they had gained a better understanding of our services as well as the land registration system in Hong Kong.



Land Registry Trading Fund (LRTF) Annual Report 2020/21



Released on 20 October 2021, the **LRTF Annual Report 2020/21** reports on the business performance of the LRTF during the year and includes an audited financial statement with full account of the financial position of the LRTF.

The LRTF had strived to enhance its services and explore new initiatives for the customers amid the Coronavirus Disease 2019 pandemic.

Corporate Citizenship

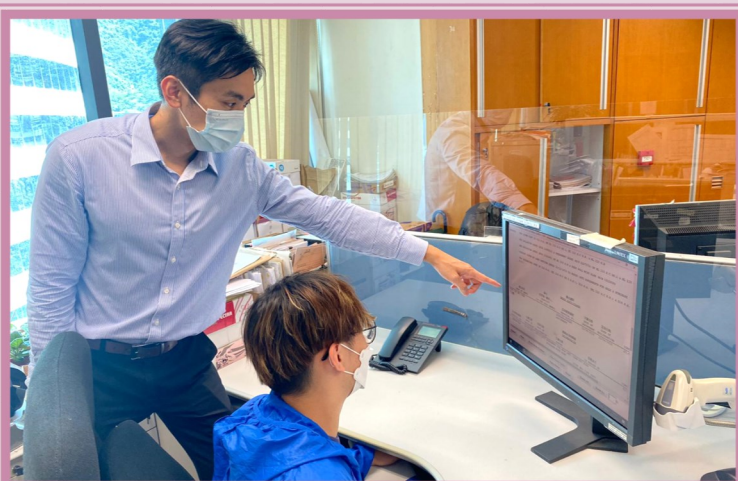
Students Internship Schemes



As a caring organisation committed to providing equal opportunities for employees and eliminating discrimination in the workplace, we participated in the 2021 Internship Scheme for Students with Disabilities organised by the Civil Service Bureau. We also offered internship placements under the Post-Secondary Student Summer Internship Programme and Internship

Programme for Non-ethnic Chinese Students 2021 with a view to helping students to gain work experience.

A total of seven undergraduate interns were placed in our Legal Services Division, Search and



Departmental Services Division, General Support Services Division and Information Technology Management Division during the summer vacation from June to August 2021. They were arranged to work in a real office setting and assigned a variety of tasks to enrich their knowledge and skills.



At the wrap-up sharing session, interns made fruitful exchanges about their work experience and takeaways from the internship. They concluded that, with the guidance of their mentors, they had acquired valuable hands-on work experience and job-related skills, which were useful for boosting their self-confidence and further developing good work skills in the future.

Controlling Officer's Environmental Report 2020

In May 2021, we released our Controlling Officer's Environmental Report 2020 in the LR's website. It sets out our environmental policy, objectives and measures, as well as reports on our environmental performance in 2020 and environmental targets for 2021.



Achievements

The Ombudsman's Awards 2021 for Officers of Public Organisations

Congratulations to our Land Registration Officer I, Ms POON Lai-chun, Christine and our Senior Clerical Officer, Ms LEE Mei-wai, Margaret who were awarded "The Ombudsman's Awards 2021 for Officers of Public Organisations".



Ms POON's and Ms LEE's dedication in providing high quality services and their professionalism in serving customers have set a role model in the public service. The award presentation ceremony was held on 4 November 2021.

The Secretary for the Civil Service's Commendation Award Scheme 2021

Congratulations to our Clerical Officer, Mr TSUI Ka-kui, Johnny, who was selected under the Secretary for the Civil Service's Commendation Award Scheme 2021 in recognition of his consistently exemplary performance and devotion to providing quality services.



Awards for Land Registry Trading Fund (LRTF) Annual Report 2019/20

The LRTF Annual Report 2019/20 (the Report) won the Platinum Award of the League of American Communications Professionals (LACP) 2020 Vision Awards, under the category of “Print-Based Annual Report – Government – City/State/National”. It is the third consecutive year for the LRTF to achieve the highest level of award in this competition, recognising its efforts in production of quality annual reports.



LACP is a prominent international institution for honouring organisations which demonstrate exemplary communications behaviours. Its 2020 Vision Awards Annual Report Competition drew around 1,000 submissions from corporations of various industries worldwide.



The Report also won the “Certificate of Excellence in Environmental, Social and Governance Reporting” of the Hong Kong Management Association (HKMA) Best Annual Reports Awards 2021.

Organised by the HKMA since 1973 and co-organised with the South China Morning Post since 2007, the Best Annual Reports Awards is an annual competition to encourage the publication of timely, accurate, informative and well-presented annual reports.

Land Registry Best Frontline Staff Award

The objective of the Best Frontline Staff Award is to recognise exemplary performance of our frontline staff. The Team Award for the first half year of 2021 was awarded to the Yuen Long Search Office.

