



**The Land Registry**

The Government of the Hong Kong Special Administrative Region

# Land Registry News



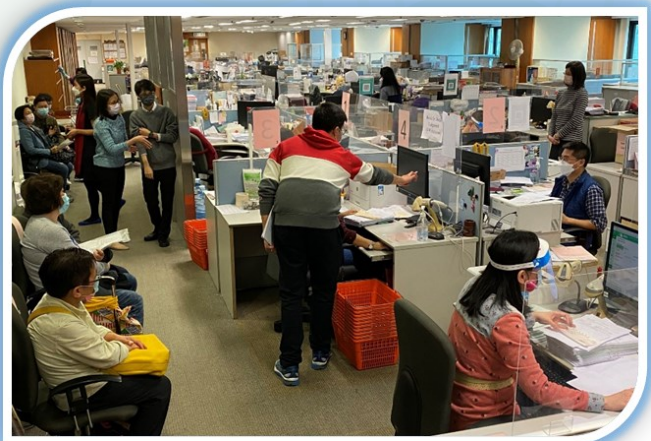
## Together, We Fight the Virus!

In alignment with the Government's special work arrangement for government employees in order to contain the spread of the epidemic, the opening hours of the Land Registry (LR) offices were adjusted from February to March 2022. While continuing to provide essential public services, albeit on a limited scale, during this period, we also mobilised manpower and resources to join the Government to fight against the fifth wave of the COVID-19 epidemic.



### *Maintaining Essential Services under Contingency Situation*

Despite the closure of the Customer Centre on 19/F, Queensway Government Offices (QGO) on 10 February 2022 due to a preliminarily tested positive case, the LR had striven to maintain the provision of essential services, including deeds lodgement, owners' corporation and search of memorial day book services, on other unaffected office floors of QGO in accordance with its contingency plan.



“Although the queuing tickets were manually distributed, customers from lodging solicitors' firms showed understanding and patience when waiting for service at our temporary deeds lodgement counters which were converted from workstations on 18/F of QGO. Collection of payment, printing of receipts and allocation of memorial numbers to the deeds received were not affected. With our concerted efforts, we are happy to note that all deeds lodged on the day were received in an orderly and efficient manner”, said Mr LAM Chun-wai, an Assistant Clerical Officer of the Registration Services Division.

**Mr** Jerry LI, a Land Registration Officer supervising frontline colleagues of the Search & Departmental Services Division, remarked, “With growing number of our colleagues getting infected, we have to react and redeploy staff promptly in order to maintain uninterrupted counter search services to members of the public. My team has worked single-heartedly to overcome all obstacles during this difficult time. I am grateful for their total devotion and commitment and for the understanding of our customers.”

## *Packaging and Distributing Anti-epidemic Service Bags*

**S**eparately, many members of our department actively joined the Government’s anti-epidemic work.

**L**ed by the Land Registrar, 36 of our colleagues volunteered to support the operation of packaging of anti-epidemic service bags in March 2022 and distribution of the service bags to households in April 2022.

**LR**’s colleagues worked in four shifts at the packaging centre located at the Quarry Bay Sports Centre to prepare the service bags. Each of the bags contained medical supplies, including two boxes of Chinese medicine, 20 sets of rapid antigen test kits, and 20 KN95 masks.



Ms Joyce TAM, Land Registrar (fourth right) engaged in the packaging work with the LR’s colleagues.

Mr Paul CHAN, Financial Secretary (third right) and Mr Michael WONG, Secretary for Development (first right) showed support to LR’s colleagues at the packaging centre.





**J**oining the Development Bureau (DEVB) and together with staff members from other departments under DEVB, our colleagues distributed the service bags to residents in Quarry Bay and called for their support for the Voluntary Testing Exercise.



Mr Michael WONG, Secretary for Development (front row, seventh left) and Ms Bernadette LINN, Permanent Secretary for Development (Planning and Lands) (front row, sixth left), together with staff members from DEVB and departments under its purview, distributed anti-epidemic service bags to households in Quarry Bay. Ms Joyce TAM, Land Registrar (front row, second right) led LR's colleagues to join the operation.

## **Participation in Restricted-Testing Declarations (RTD) Operations**

**S**ince March 2022, 46 of our colleagues, with about 23 of them each time, were teamed up with colleagues from the Buildings Department and DEVB (Planning and Lands Branch) in manning the RTD operations in different districts.



**D**uring the operation at Choi Hung Estate with over 1,500 residents involved, it rained heavily throughout the day which made our work more difficult. As many of the residents were elderly, we held up umbrellas for them when they were carrying the food packs, daily necessities and anti-epidemic supplies back home after testing. I was happy that our efforts were paid off by recognition from many residents, with words of thanks expressing gratitude for our hard work,” said Ms Alice LEUNG, a Deputy Registry Manager who led a LR’s team in the RTD operations.

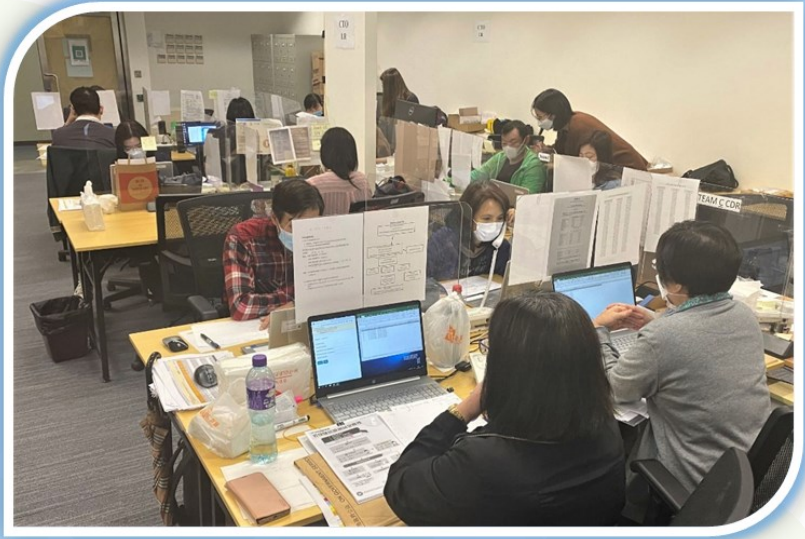


**M**r LAU Kin-ho and Mr WONG Man-kit, both Clerical Assistants, said, “Working in the Deeds Lodgement Unit of the LR, our client-facing experience had facilitated us to handle residents’ enquiries and anxiety confidently and effectively. Despite that all of us were exhausted when the operation was completed, the morale of the whole team remained high. We were proud to step out to serve members of the public in this critical situation.”



## Supporting Contact Tracing Office (CTO) and Call Operation Centre (COC)

**A** total of 50 colleagues have been deployed to the CTO of the Department of Health since March 2022 and 10 colleagues to the COC of the Public Health Laboratory Centre since February 2022 to provide support for following up on positive cases of COVID-19 including data inputting,



making follow-up calls to help individuals who were tested positive to fill in the online declaration forms, and assisting in the issuance of Quarantine and Isolation Orders.

“It is a challenge for us to quickly familiarise ourselves with the latest quarantine and testing requirements and keep abreast of the up-to-date procedure for submission of the testing result. We have to ensure that immediate assistance can be provided to the people in need,” said Mr Andy WU, an Accounting Officer who led the LR’s team working at the CTO.

**M**r LEUNG Po-tak, the Commander of the CTO at San Po Kong expressed appreciation that our colleagues had settled down so well and quickly tuned in for a new work function with competence and professionalism. He was very impressed that our team leaders had displayed a keen sense of responsibility and took up a leading role in motivating all LR’s staff to maintain effectiveness of the CTO.

# Service Updates

## E-Memorial Form

### *Web Version of e-Memorial Form is Available!*

To enhance customer experience, the LR launched on 30 May 2022 a web version of the e-Memorial Form with new features to facilitate users in preparing the memorials.

### *Enhanced Features of Online Memorial Forms*

- ◆ Latest version available online.
- ◆ Adjustable screen layout and font size to fit users' preference.
- ◆ Improve readability by showing only the single language selected (i.e. English or Traditional Chinese).
- ◆ Password protection on saved form(s) to enhance information security.

### e-Memorial Form with Auto-fill Function

- ◆ Enable retrieval of property particulars (i.e. address, undivided shares and lot information, if applicable) of up to 150 Property Reference Number from our Integrated Registration Information System Online Services.
- ◆ Expand the selection list for common description of "Nature and object of the instrument" and "Status of Parties".

### e-Memorial Form (Data Import)

- ◆ Allow users to select any combination of rows from the source Excel file to process/preview/print the memorial forms (e.g. 3, 5 - 10).
- ◆ Increase the maximum number of memorial forms to be processed from 200 to 300.
- ◆ Provide full edit functions of individual form with imported data, including retrieval of address/undivided shares/lot information.

The image displays two screenshots of the e-Memorial Form interface. The left screenshot shows the 'e-Memorial Form LR152A - For Lodging Solicitors' with a sidebar menu and a main form area. The right screenshot shows the 'e-Memorial Form LR152B - For Government Departments' with a similar layout. Both forms include fields for 'Solicitors Code of lodging firm', 'Registration Fee', 'Nature and object of the instrument', and 'Property Reference Number (if any)'. The Property Reference Number field has a '+ X' icon and three input boxes labeled (1), (2), and (3). At the bottom of each form, there are buttons for 'Get Address/Shares/Lot' and 'By text'.

## Expiry of the 2012 Versions of e-Memorial Form

The earlier versions of the e-Memorial Form which were respectively released on 19 January 2012 and 5 July 2012 (“the 2012 versions”) expired on 30 April 2022. Starting from 1 May 2022, a memorial produced by the 2012 versions should no longer be used for delivery of instruments to the LR for registration.

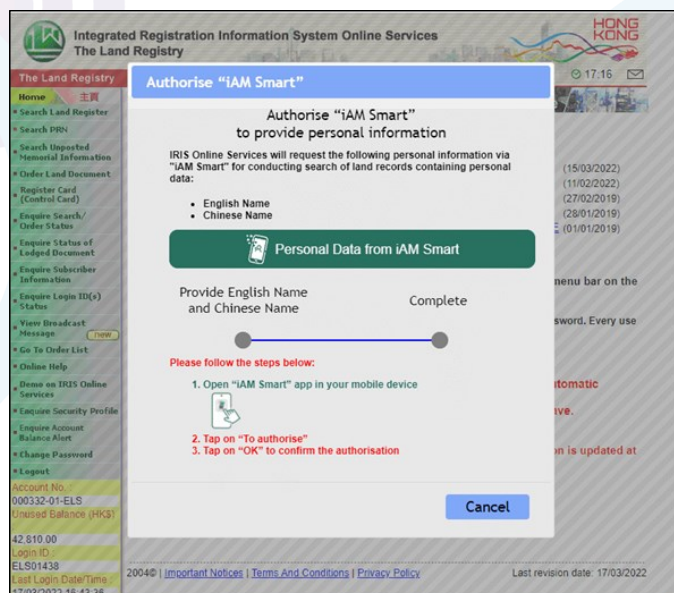
Users are advised to download the latest PDF version of the e-Memorial Form which was released on 26 March 2018 or use the newly launched web version of the e-Memorial Form from the [LR's website](#) to enjoy greater convenience in preparation of memorials.

To know more about the latest version of the e-Memorial Form, please visit the “Frequently Asked Questions” or demonstration videos posted on the [e-Memorial Form webpage](#) on the LR's website. For any enquiries, please contact us at 2867 5704.

## Integrated Registration Information System (IRIS) Enhancements

For enhancing customer experience and user-friendliness, we introduced the following features in March 2022:

- ◆ If a subscriber logs in the IRIS Online Services with iAM Smart, the requirement for filling in his personal identification document number on the “Personal Information Collection Statement and Customer Confirmation Statement” page can be obviated. In addition, if the subscriber authorises his iAM Smart account to provide his name to the IRIS Online Services, his name will be pre-filled on the page by the system.



- ◆ A new option is provided on the “Your Order List - Enter Customer Information” page for subscribers to retain and carry forward the inputted customer information from one transaction to the next login.

**Your Order List - Enter Customer Information**

**Note:**

- Service will end after 11 hrs 5 mins.
- If you select browsing or downloading as the delivery method, the records ordered will be maintained up to 28/04/2022 3:30AM.
- PDF Viewer plugin is required for viewing PDF document.
- Image viewer is required for viewing document images. Click [here](#) to show / hide the details.

For details of Delivery Method, please refer to online help

You can order up to 30 items for each transaction

You can enter User Reference for each Order by clicking [here](#)

**Search Land Register**

PRN	Address / Lot	Type of Enquiry	Nature	No. of Copies	Estimated Total No. of Pages per Copy	Estimated Total File Size (Kbytes) per Copy	Total Fee (HK\$)	Delivery Method
A1111111	FLAT B ON 3TH FLOOR FU XAR BUILDING NO.222/230 JOHNSON ROAD HONG KONG 文咸街222號	Current	Plan	1	7	50	10.00	View By Browser (HTML)
				Total:	1	7	50	10.00

Total No. of Orders for Land Register: 1

**Customer Information**

**\*\* Mandatory Fields**

Account No.: 000430-01-ELS Login ID: ELC020788  
 Account Name: XXDEPARTMENT XX JUSTICE  
 XX LINE 2  
 XX LINE 3  
 XX LINE 4

Branch / Division / Section / Unit: DEPARTMENT OF JUSTICE - E-SERVICES  
 Searcher Name/Name of Authorised User \*\*: Chan Tai Man 陳太文  
 (Should be the same as shown on your identification document)  
 Hong Kong Identity Card Number \*\*: [k] [1] [2] [3] [4] [5] [6] [(0)]  
 Contact Person Name \*\*:   
 Contact Person Phone No. \*\*: 00673500  
 User Reference for Transaction:   
 By Mail or Counter Collection (Must enter if you have selected either "By Mail" or "Counter Collection")  
 Mailing Address:   
 By Fax (Must enter if you have selected "By Fax")  
 Fax No.:   
 By Email (Must enter if you have selected "By Email")  
 Email Address:   
 Total No. of Orders: 1  
 Total Amount of Fee for All Orders (HK\$): 10.00

Maximum Plan Size = Maximum size value among all plans involved for the document, can be either A4, A3, A0, >A0. However, for order delivered by Mail or Counter Collection, Plan with Plan Size A3, A0 or > A0 will be reduced to A4 size for the order if B/W Plain version is selected.

Retain the above Customer Information for next transaction  
 Retain the above Customer Information for next login

[Back to Order List - Select Delivery Method](#) [Continue](#) [Clear](#)

## Performance Pledges 2022/23



The performance pledges 2021/22 are maintained for 2022/23. You can explore [here](#) or obtain an information leaflet on performance pledges on the [LR's website](#).

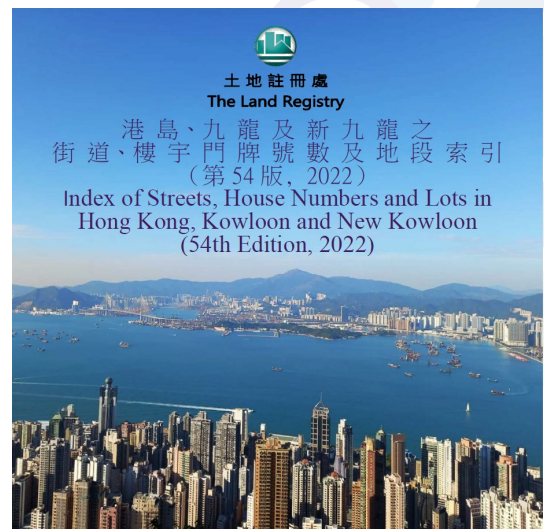
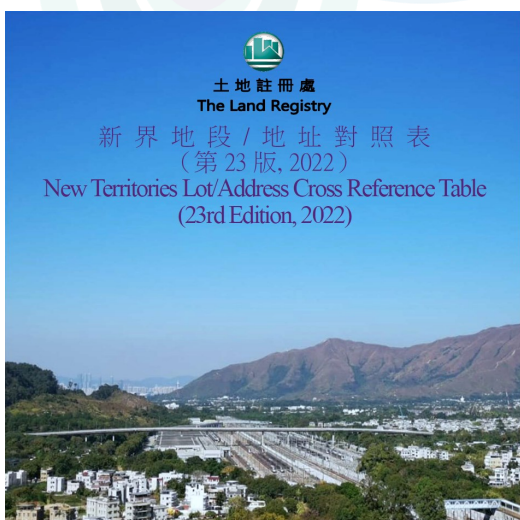
In line with the Government's measures to reduce the risk of spreading of COVID-19 in the community, the LR implemented special work arrangement from 25 January 2022 to 20 April 2022. Given that public services were provided on a limited scale under the special work arrangement, the performance of two types of services could not meet the targets pledged (i.e. registration of land documents and registration of withheld instruments redelivered for registration). We are making effort including overtime exercise to catch up with the performance targets since full resumption of service took place on 21 April 2022.



## Sale of Street Index (SI) (54th edition) and New Territories Lot/Address Cross Reference Table (CRT) (23rd edition)

The latest editions of the SI and CRT were released for sale on 29 April 2022. They are handy tools to help customers correlate property addresses, building names or lot numbers for conducting land searches.

In the new edition of the SI, 402 amendments with 20 new streets and 38 new lots/sections/subsections have been added. For the new edition of the CRT, 1,462 amendments have been made and seven new streets and 1,023 new lots/sections/subsections have been added.

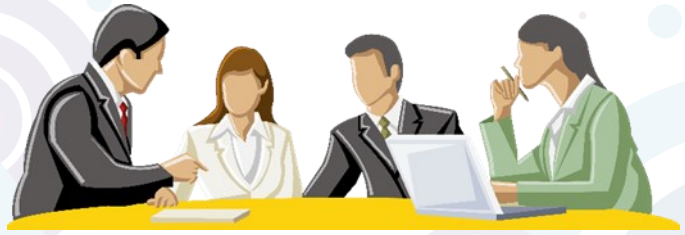


The price of the SI and CRT on compact disc is HK\$370 each. The respective licence fees are HK\$2,960 for a computer network linked to less than 50 terminals and HK\$5,920 if linked to 50 terminals or more. You can obtain the order forms [here](#).

The SI and CRT are also available [online](#) on the LR's website for free browsing. Both publications are also accessible through this [hyperlink](#) on the IRIS website.

## Title Registration

**F**or implementing the Land Titles Ordinance (Cap. 585) (LTO) on newly granted land first (“new land first” proposal), we have been actively consulting the key stakeholders.



Through the LTO Steering Committee, the agreement of the key stakeholders to proceed with legislative amendment proposals for implementing the “new land first” proposal was secured in December 2021. We are now preparing the legislative proposals for amending the LTO.

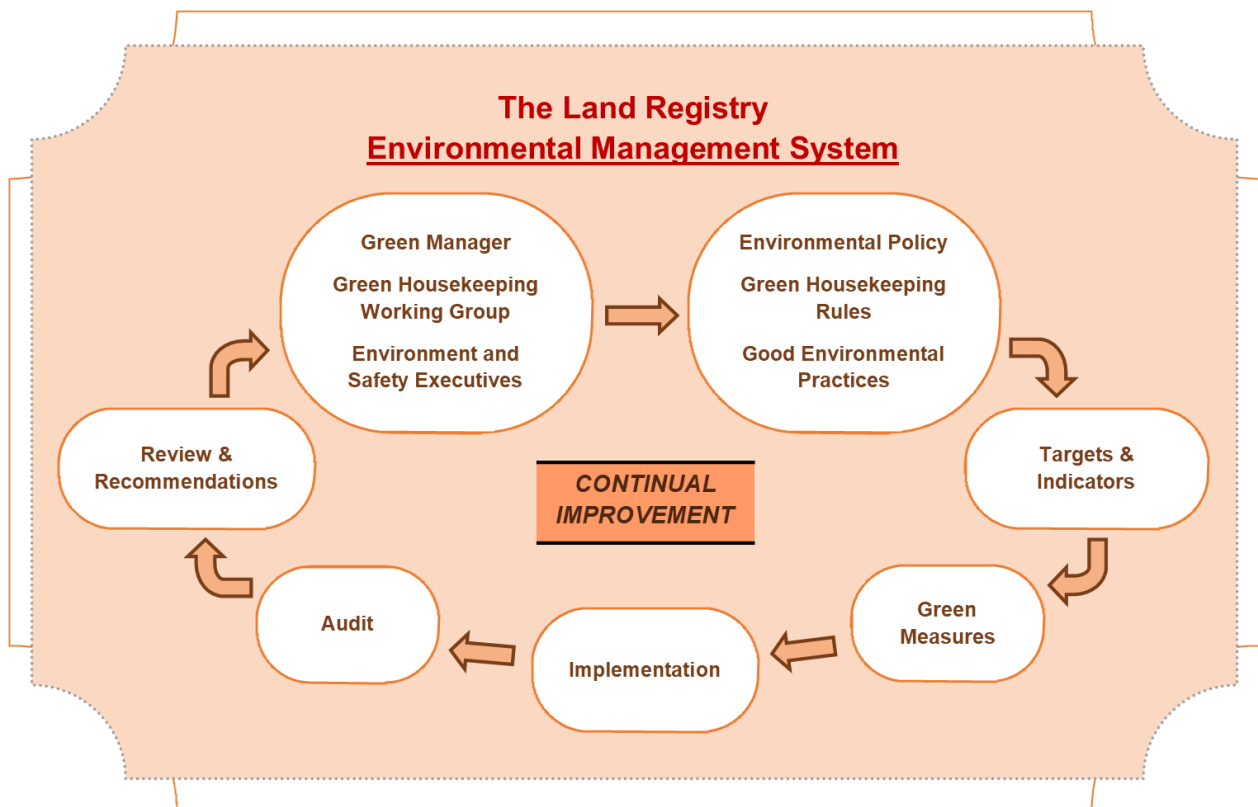
**W**e are also working to reach consensus with the key stakeholders on the remaining implementation issues and plan to consult the Legislative Council Panel on Development on the “new land first” proposal in around the fourth quarter of 2022, with a view to proceeding with law drafting and submitting an amendment bill to the Legislative Council as early as possible.



# Corporate Citizenship

## Controlling Officer's Environmental Report 2021

In May 2022, we released our [Controlling Officer's Environmental Report 2021](#) on the LR's website. It sets out our environmental policy, objectives and measures, as well as reports on our environmental performance in 2021 and environmental targets for 2022.



# Achievements

## Award of 15 Years Plus Caring Organisation Logo and Listing of “Barrier-free Companies/Organisations”



To show our dedication to corporate social responsibility, the LR has taken part in the Caring Company Scheme organised by the Hong Kong Council of Social Service (HKCSS) for sixteen consecutive years.



In recognition of our continuous commitment in caring for the community and dedicated efforts to provide barrier-free facilities for members of the public with disabilities, the HKCSS awarded us the “15 Years Plus

Caring Organisation Logo” for 2021/22 and renewed the listing of our Customer Centre, which is located on 19/F, Queensway Government Offices, in the List of Barrier-free Companies/Organisations 2021/22.

## Land Registry Best Frontline Staff Award

The Best Frontline Staff Award is to commend the exemplary performance of our frontline staff. Congratulations to the Search Services Helpdesk - Winner of the Team Award for the second half year of 2021 for their effort in promoting a customer-centric culture.

