

Existing and planned measures on the promotion of racial equality

The Land Registry

The Land Registry is a public office for registration of instruments affecting land in Hong Kong and provision of land records for public search under the Land Registration Ordinance (Cap. 128) (LRO) and Land Registration Regulations (Cap. 128A) (LRR). We are also responsible for registration of owners' corporations (OCs), filing of documents required to be submitted by the OCs and provision of search services of the OC records under the Building Management Ordinance (Cap. 344) (BMO). We attach great importance to ensuring equal access to the services concerned by all members of the public, regardless of their racial and ethnic background.

Services Concerned

- The Land Registry shall register instruments that comply with the LRO and the LRR. The public can search land registers and place orders for copies of land records through the Integrated Registration Information System (IRIS) Online Services (www.iris.gov.hk) or at our Customer Centre or any of our New Territories Search Offices (collectively "Land Registry offices") (www.landreg.gov.hk/en/contact/contact_2.htm).
- Management committees appointed under the BMO can apply to the Land Registrar for registration of OCs. Secretaries of the management committees of the OCs shall file any document required to be submitted to the Land Registrar under the BMO. Members of the public can search the OC records at the relevant Land Registry offices.

Existing Measures

- The Land Registry communicates with the public in Chinese and/or English in the provision of services. All printed information for the public (including information leaflets, application forms, etc.) and information on the departmental and IRIS Online Services websites are in both Chinese and English.

- Interpretation service will be arranged when necessary through the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER provides interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese.

Assessment of
Future Work

- The measures are reviewed from time to time for continuous improvement. Feedback/suggestions from users, if any, are recorded and reviewed to see if further improvement can be made where necessary and appropriate.

Additional
Measures
Taken/To Be
Taken

- We will continue to arrange our staff to attend suitable training courses provided by relevant organisations such as the Equal Opportunities Commission, the Constitutional and Mainland Affairs Bureau, the Civil Service College, etc. as appropriate to enhance their awareness and understanding of racial and ethnic equality.

For enquiries concerning the above measures on the promotion of racial equality, please contact our Customer Service Manager, Ms Ella TSOI via the following channels -

Telephone No. : 3105 0000
 Fax No. : 2596 0281
 Email : csa@landreg.gov.hk
 Postal Address : The Land Registry
 28th Floor, Queensway Government Offices
 66 Queensway
 Hong Kong

The Land Registry
May 2023