Performance Pledges 2026/2027

THE LAND REGISTRY

Securing Your Property, Supporting an Open Market

April 2026

2026/2027 Performance Pledges

Service Type	Service Standard	Performance Target (%)
1. Registration of land documents	14 working days	90
(a) From receipt of an instrument to updating the land register with the registered instrument ^; and	11 working days	
(b) Completion of imaging and return of the registered instrument to the lodging party ^	3 working days	
2. Counter search of land registers	15 minutes	97
3. Supply of imaged copies of land records		
(a) Over the counter		
• Without oversized plans	15 minutes	97
• With oversized plans	5 working days	97
(b) Order via online services		
(i) Collection in person		
• Without coloured plans	1 working day	97
• With coloured plans	3 working days	97
• With oversized plans	5 working days	97
(ii) Delivery by post or courier		
• Without coloured plans		
○ Orders placed before 6 pm	1 working day	97
○ Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2 working days	97
• With coloured plans	3 working days	97
• With oversized plans	5 working days	97

Service Type	Service Standard	Performance Target (%)
4. Supply of certified copies of land records		
(a) Over the counter		
• Land registers	30 minutes	97
• Imaged copies without oversized plans	30 minutes	97
• Imaged copies with oversized plans	5 working days	97
(b) Order via online services		
(i) Collection in person		
• Land registers	1 working day	97
• Imaged copies		
○ Without oversized plans	3 working days	97
○ With oversized plans	5 working days	97
(ii) Delivery by post or courier		
• Land registers		
○ Orders placed before 6 pm	1 working day	97
○ Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2 working days	97
• Imaged copies without oversized plans	3 working days	97
• Imaged copies with oversized plans	5 working days	97
5. Sale of Memorial Day Book (MDB)		
(a) Approval of MDB applications	2 working days	98
(b) Delivery of MDB data files	1 working day	98
6. Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)		
(a) Approval of MMIM applications	2 working days	98
(b) Delivery of MMIM data files	4 working days	98

^ Excluding complicated cases and instruments withheld from registration

* Excluding complicated cases and applications that require further supporting documents for processing

	Service Type	Service Standard	Performance Target (%)
7.	**Telephone Enquiry Services**		
	(a) Voice mail left during office hours	Return calls within 40 minutes after receiving the voice mail	94
	(b) Voice mail left after office hours	Return calls before 10 am on the next working day	94
8.	**Amendment of Registered Data**		
	(a) Simple Cases (i.e. Rectification of land registers based on Memorial information)	3 working days	94
	(b) Complicated Cases	10 working days	95
9.	**Registration of withheld instruments redelivered for registration**	15 working days	90
	(a) From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and	12 working days	
	(b) Completion of imaging and return of the registered instrument to the lodging party	3 working days	
10.	**Owners' corporation services**		
	(a) Registration of owners' corporations*	20 working days	97
	(b) Supply of copies of owners' corporation records	30 minutes	90
11.	**Handling of suggestions/complaints**		
	Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		-

Our Vision

To be the best in all that we do.

Our Mission

- To ensure secure, customer friendly land registration and information services.
- To develop our human resources, information technology and service environment so as to ensure improvement in service quality and value to our customers.
- To advocate reform of Hong Kong's land registration system through introduction of land title registration system.

Our Values

Integrity – to customers, partners and colleagues we observe the highest ethical standards.

Excellence – we aim to excel in all that we do.

Respect – we show respect and trust to our customers, partners and colleagues.

Learning – we learn constantly from each other, from our partners, customers and comparable organisations elsewhere how to provide better services to the community.

Your Feedback

We welcome your comments and suggestions on our services and performance. Your comments and suggestions will help us serve you better. You may contact us through the following channels:

- Calling our Customer Service Hotline: 3105 0000
- Writing to: The Land Registry
  Queensway Government Offices
  28th Floor
  66 Queensway
  Hong Kong
  or
  The Land Registry
  Freepost No.10
  Hong Kong
- Fax No.: 2523 0065
- E-mail: csa@landreg.gov.hk
- Website: www.landreg.gov.hk
- Filling in a comment card available at our Customer Centre and any of our Search Offices