

Lands Department adjusts its public services next week

In accordance with the Government's extension of special work arrangements in order to reduce social contacts and the risk of spreading the COVID-19 virus in the community, the Lands Department (LandsD) today (February 22) announced that its offices would adjust its basic, limited-scale public services from February 24 to March 1. Receipt and delivery of documents at counters and enquiry telephone lines will be provided between 9am and 5pm on Monday, Wednesday and Friday during this period. The LandsD headquarters at the North Point Government Offices will open only the counter on 21/F during the above opening hours. Other counter services, including counter enquiry, payment of government rent and premium, map sales counters, collection of compensation for land resumption, deposit of land boundary plans and survey record plans, and inspection of a full list of Authorised Land Surveyors etc., will continue to be suspended. Online services will be maintained as normal. Members of the public may continue to make enquiries or complaints through email.

An appeal is made to the public to minimise visiting LandsD's offices in person unless necessary. The public can purchase most map products from the Hong Kong Map Service 2.0, pay government rent and land premium and file enquiries or complaints as well as requests for service through online or other electronic means. Since the need to contain the infection and the special work arrangement have affected workflow and impeded progress, LandsD's processing of various enquiries, complaints and applications may be delayed and it may take a longer time to provide a reply. LandsD apologises for any inconvenience caused.