

# Lands Department adjusts its public services

In accordance with the Government's enhanced measures for disease control involving adjusting public services and making special working arrangements for civil servants, the Lands Department (LandsD) today (March 22) announced that its offices' services will be adjusted from tomorrow (March 23) until further notice in order to reduce social contact and the risk of spreading the COVID-19 virus in the community.

Receipt and delivery of documents at counters and enquiry telephone line services will be provided during office hours from Monday to Friday (except on public holidays). Other counter services, including counter enquiries, payment of government rent and premiums, map sales counters, collection of compensation for land resumption, depositing of land boundary plans and survey record plans and inspection of the full list of Authorised Land Surveyors, will 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 Hong Kong Map Service 2.0 and can pay government rent and land premiums and file enquiries or complaints as well as requests for service online or through other electronic means. Due to the special work arrangements, the processing of various enquiries, complaints and applications may be delayed and it may take a longer time to provide a reply. The department apologises for any inconvenience caused.