

Latest arrangements for services in Lands Department offices

In accordance with the continued implementation of special work arrangements in government departments, the Lands Department (LandsD) today (February 11) announced that arrangements have been made for staff to work from home as far as possible to achieve social distancing more effectively with a view to reducing the risk of spreading COVID-19 in the community. All LandsD offices will continue to provide basic public services on a limited scale until further notice. Telephone enquiry services will be maintained during office hours, while services for receipt and delivery of documents at counters and collection of compensation for land resumption by appointment will be provided between 1pm and 5pm during this period. Other counter services, including counter enquiries, map sales, 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.

Members of the public should minimise visits to the LandsD's offices in person unless necessary. The public can purchase most map products from Hong Kong Map Service 2.0 and can 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.