

Latest arrangements for services in LandsD offices

In accordance with the implementation of special work arrangements by the Government, the Lands Department (LandsD) today (August 14) 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 up to August 23. Services for receipt and delivery of documents at counters will be provided between 1pm and 5pm on Monday, Wednesday and Friday during this period. The telephone enquiry hotline service will be provided during office hours from Monday to Friday. The LandsD headquarters at North Point Government Offices will only open the counter on the 21st floor during the above opening hours. Other counter services, including counter enquiries, map sales counters, collection of compensation for land resumption, depositing of land boundary plans and survey record plans, and inspection of a 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 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 services 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.