

Latest arrangements for services in LandsD offices

In accordance with the implementation of special work arrangements in Government departments, the Lands Department (LandsD) today (December 1) 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 provide basic public services on a limited scale from December 2 to 15. Services for receipt and delivery of documents at counters, collection of compensation for land resumption by appointment and enquiry telephone lines will be provided between 1pm and 5pm from Monday to Friday during this period. Other counter services, including counter enquiries, map sales, depositing of land boundary plans and survey record plans, and inspection of the 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 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.