

# Provision of services in LandsD's offices

In accordance with the implementation of special work arrangement of the Government, the Lands Department (LandsD) today (July 19) announced that arrangement would be 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 spread of novel coronavirus in the community. From July 20 to 26, all LandsD offices would provide basic public services on limited scale. Services for receipt and delivery of documents at counters and enquiry telephone lines will be provided between 1pm and 5pm on Monday, Wednesday and Friday during this period. The LandsD headquarters at North Point Government Offices will open only the counter on the 21st floor during the above opening hours. Other counter services, including counter enquiries, payment of government rent and premium, 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 would 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.