

Services in Lands Department's offices adjusted

In accordance with the Government's extension of special work arrangements in order to enable staff to work from home as far as possible and to further achieve social distancing more effectively with a view to reducing the risk of the spread of novel coronavirus in the community, the Lands Department (LandsD) today (February 8) announced that its offices will adjust their basic, limited-scale public services from February 10 to 16.

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 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 continue to be suspended. Online services will be maintained as normal. 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 for services as far as possible unless necessary. The public can purchase most map products from HKMS 2.0, pay Government rent and land premiums and file enquiries or complaints as well as requests for service online or through other electronic payment means. However, as the need to contain infection and the special work arrangements have affected workflow and impeded progress, LandsD's processing of various enquiries, complaints and applications may be delayed and it may take a longer time for LandsD to reply. LandsD apologises for any inconvenience caused.