

Performance Pledges

2013-14

Lands Department

LDPM_0045
(05/2013)

The standards of service of the Lands Department are outlined below.

LANDS ADMINISTRATION OFFICE

A District Lands Office complies with the performance targets in the following service areas :

- ◆ Enquiries
- ◆ Lease modifications and land exchanges
- ◆ Rebuilding of temporary domestic structures
- ◆ Land acquisition
- ◆ Processing of New Territories small house applications
- ◆ Certificates of Compliance
- ◆ Approval of development plans

The telephone numbers and addresses of the District Lands Offices are listed at the end of the leaflet.

Performance Targets

(a) Enquiries

Simple enquiries will be answered immediately. If further information is required, the case officer will respond within 4 weeks.

(b) Lease modifications and land exchanges

- (i) Upon the receipt of an application, the case officer will advise whether the case can be proceeded with within 3 weeks.
- (ii) Upon the submission of all the necessary information and documents to support the application and the settlement of the initial administrative fees, the applicant will be advised within 22 weeks, that either :
 - (1) the application is rejected; or
 - (2) a provisional offer with basic terms (without premium) is made; or
 - (3) the application is agreed in-principle subject to the resolution of specified major issues and / or statutory procedures.
- (iii) The legal document will be issued for execution within 12 weeks from the receipt of a binding acceptance of the final basic terms and premium offer.
- (iv) Processing of technical modification applications will be completed within 12 weeks upon the submission of all the necessary information and documents and the settlement of the initial administrative fees.

(c) Rebuilding of temporary domestic structures

Processing of applications for rebuilding of domestic structures within their existing dimensions covered by Government Land Licences/Modification of Tenancy Permit and surveyed domestic structures on Government land will be completed within 48 weeks. For some District Lands Offices where there are a large number of applications, it may be necessary to operate a waiting list before the actual processing commences.

(d) Land acquisition

- (i) In the case of agricultural land in the New Territories :
 - (1) non-statutory compensation offers will be made within 4 weeks of date of Gazette Notice; and
 - (2) cheques for the amount of compensation offered will be made available for collection in the respective District Lands Offices within 4 weeks following acceptance of proof of legal title.
- (ii) In other cases :
 - (1) offers of statutory compensation or invitations to submit claims will be made within 3 weeks following land reversion; and
 - (2) payment of interest on statutory compensation will be made within 4 weeks following execution of compensation agreements.
- (iii) Payment of ex-gratia removal allowance will be made within 4 weeks following acceptance.
- (iv) Where an offer of compensation has not been accepted, wherever possible, an offer of provisional payment will be made without prejudice to any claim made by the claimant.

(e) Processing of New Territories small house applications

The waiting time for commencing the processing of all new small house applications will not exceed one year and the Lands Administration Office will process not less than 2 300 such applications per year. For straightforward cases, it may be possible for execution to take place within 24 weeks from the date of interview with the applicant. For non-straightforward cases such as those associated with local objections, land title or boundary problems or requirements imposed by other regulatory authorities that will need to be tackled upfront, the processing time may exceed the aforesaid period depending on the nature and complexity of the problematic issues being encountered.

(f) Certificates of Compliance

On receipt of an application for a Certificate of Compliance, the District Lands Office will, within 10 weeks, either issue the Certificate or a letter indicating the reasons of non-compliance.

(g) Approval of development plans

On receipt of an application for approval of the development plans under lease conditions, the District Lands Office or Building Plan Unit will, subject to the application being in compliance with the relevant Departmental Practice Notes, give a substantive reply within the following periods :

- (i) General Building Plan
 - (1) Building Committee III Cases — 10 weeks
 - (2) Non-Building Committee III Cases — 8 weeks
- (ii) Master Layout Plan
 - (1) Building Committee III Cases — 10 weeks
 - (2) Non-Building Committee III Cases — 8 weeks
- (iii) Landscaping Plan — 8 weeks

SURVEY AND MAPPING OFFICE

The Survey and Mapping Office complies with the performance targets in the following service areas :

- ◆ **Land boundary survey**
- ◆ **Provision of mapping, land boundary and geodetic information**
- ◆ **Supply of up-to-date large scale plans and mapping products**

The telephone numbers and addresses of the Map Publications Centres are listed at the end of the leaflet.

Performance Targets

(a) Setting out of land boundaries

The time taken to set out the boundaries of a land parcel depends on the size of the land and the availability of sufficient land boundary information. Normally a parcel of land can be set out within 12 weeks from receipt of the request.

(b) Checking of plans submitted under Land Survey Ordinance

Checking of plans submitted under the Land Survey Ordinance will be completed within 4 weeks, except for plans of complicated case where any of the subject lots is a section/subsection of a lot or the total number of parcels resulting from the divisions of the subject lots is more than 5.

(c) Supply of digital maps

Digital maps will be supplied within 4 working days upon receipt of payment for the order.

(d) Provision of mapping, land boundary and geodetic information

Most of the requests for mapping, land boundary and geodetic information can be dealt with within the same day. Where the information requested involves calculation and research, normally 1 working day is needed for processing and supplying the requested information.

(e) Supply of up-to-date large scale plans and mapping products

Major infra-structural projects would be surveyed and shown on large scale plans within 12 weeks after completion. These plans, together with our other mapping products, can be ordered from our Map Publications Centres and District Survey Offices. The up-to-date black and white plans are usually available for collection within 1 working day after request.

Service Environment

We are committed to providing an efficient, courteous and professional service to the public in a friendly environment.

Monitoring the Performance Pledges

We will closely monitor our performance pledges and publish the results annually.

The Public's Role

We welcome any comments or suggestions on our services. You are entitled to a full and prompt explanation in case the service provided to you is unable to match the standards.

If you wish to make suggestions or seek explanations, please write to the Departmental Secretary at 21/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong.

Right of Appeal

If you feel that your case has not been dealt with adequately, you may write to the Departmental Secretary at 21/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong.

Where to Go for Further Information

If you wish to obtain further information on the services provided by the Lands Department, please approach us. Our telephone numbers and addresses are shown in the list at the end of the leaflet.

Vision and Missions

Vision

We strive to achieve excellence in land administration in Hong Kong for the greater benefit of the community.

Missions

- To keep pace with economic and market trends in a local and regional context.
- To continuously review policies and employ best practices to meet the changing needs of the community.
- To develop and sustain a culture of transparency and professionalism.
- To use up-to-date technology and optimise human resources to enhance productivity and efficiency.

**Good land administration ensures optimum land use
Lands Department**

How You Can Contact Us

Website & E-mail Address

Website : <http://www.landsd.gov.hk>
E-mail Address : landsd@landsd.gov.hk

Headquarters Enquiries

Address : 20/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong
Telephone No. : 2231 3294

District Lands Offices

Hong Kong East

19/F, Southorn Centre, 130 Hennessy Road,
Wan Chai, Hong Kong
Telephone No.: 2835 1684

Hong Kong West and South

20/F, Southorn Centre, 130 Hennessy Road,
Wan Chai, Hong Kong
Telephone No.: 2835 1711

Kowloon East

10/F, Yau Ma Tei Carpark Building,
250 Shanghai Street, Kowloon
Telephone No.: 2300 1764

Kowloon West

10/F, Yau Ma Tei Carpark Building,
250 Shanghai Street, Kowloon
Telephone No.: 2300 1764

Islands

19/F, Harbour Building, 38 Pier Road,
Central, Hong Kong
Telephone No.: 2852 4265

North

6/F, North District Government Offices,
3 Pik Fung Road, Fanling, New Territories
Telephone No.: 2675 1809

Sai Kung

3/F and 4/F, Sai Kung Government Offices,
34 Chan Man Street, Sai Kung, New Territories
Telephone No.: 2791 7019

Sha Tin

11/F, Sha Tin Government Offices, 1 Sheung Wo
Che Road, Sha Tin, New Territories
Telephone No.: 2158 4700

Tai Po

1/F, Tai Po Government Offices, Ting Kok Road,
Tai Po, New Territories
Telephone No.: 2654 1263

Tsuen Wan and Kwai Tsing

10/F and 11/F, Tsuen Wan Multi-storey Carpark
Building, 174-208 Castle Peak Road,
Tsuen Wan, New Territories
Telephone No.: 2402 1164

Tuen Mun

6/F and 7/F, Tuen Mun Government Offices,
1 Tuen Hi Road, Tuen Mun, New Territories
Telephone No.: 2451 1176

Yuen Long

9/F to 11/F, Yuen Long Government Offices,
2 Kiu Lok Square, Yuen Long, New Territories
Telephone No.: 2443 3573

Survey and Mapping Office

Survey and Mapping Office Hotline: 2231 3187

Map Publications Centre (Hong Kong)

23/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong
Telephone No.: 2231 3187

Map Publications Centre (Kowloon)

382 Nathan Road, Kowloon
Telephone No.: 2780 0981