

Hon Mrs Selina CHOW to ask on 05/12/07

It has been reported that while the number of transactions in the property market has increased recently, the Integrated Registration Information System of the Land Registry repeatedly broke down or slowed down between mid and end of October this year. Members of the public therefore had to queue in person at the Land Registry in Queensway to inspect the land registers. Such a situation had caused great inconvenience to both the public and the property agency sector. After investigation, the Land Registry indicated that the main cause of the problem was transitional teething problems arising from the operation of the new software system. In this connection, will the Government inform this Council:

1. whether there were incidents of major breakdown or slowdown of the above information system last year; if so, of the details (including the date of occurrence, duration of service disruption and the reasons thereto, the time taken to repair the system and the number of complaints received); and
2. whether the above teething problems have been resolved completely and what measures the authorities will take to ensure smooth operation of the system and achieve the target of "zero breakdown", even when the system is being upgraded or the demand for online services of the above information system surges considerably?

Public Officer to reply : **Secretary for Development**