

Lands Department continues its basic and limited-scale public services next week

In accordance with the Government's extension of its special work arrangement to enable staff to work from home as far as possible in order to reduce social contacts and the risk of spreading the novel coronavirus in the community, the Lands Department (LandsD) today (February 14) announced that its offices would continue to provide basic, limited-scale public services from February 17 to 23. Receipt and delivery of documents at counters and enquiry telephone lines will be provided between 1pm and 5pm on Monday, Wednesday and Friday during the period. LandsD headquarters at the North Point Government Offices will open only the counter on 21/F during the above opening hours. Other counter services, including counter enquiries, payments of Government rent and premiums, map sales counters, collection of compensation for land resumptions, deposits of land boundary plans and survey record plans, and inspections of a full list of Authorised Land Surveyors etc, will continue to 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 LandsD's offices in person unless necessary. The public can purchase most map products from the Hong Kong Map Service 2.0, pay Government rent and land premiums and file enquiries or complaints as well as requests for services through online or other electronic means. Since the need to contain the infection and the special work arrangement 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 the department to provide a reply. LandsD apologises for any inconvenience caused.

Public service on Registration Cards for People with Disabilities

The Labour and Welfare Bureau (LWB) today (February 14) announced that, in light of the extended special work arrangements for government employees up to February 23, persons intending to apply for Registration Cards for People with Disabilities can continue to download the application forms from the LWB's website (www.lwb.gov.hk/en/servicedesk/forms). Duly completed application forms with the required documents can be submitted via the LWB's website by e-submission, or posted to the Central Registry for

Rehabilitation, Labour and Welfare Bureau, 11/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar.

Enquiries can be sent by email to the LWB (enquiry@lwb.gov.hk).

Analytical Accounts of the Exchange Fund

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) released today (February 14) the key analytical accounts of the Exchange Fund at the end of January 2020.

Foreign assets, representing the external assets of the Exchange Fund, increased during the month by HK\$24.9 billion to HK\$3,642.2 billion.

The Monetary Base, comprising Certificates of Indebtedness, Government-issued currency notes and coins in circulation, the balance of the banking system and Exchange Fund Bills and Notes issued, amounted to HK\$1,688.7 billion.

Claims on the private sector in Hong Kong amounted to HK\$293.9 billion.

The analytical accounts of the Exchange Fund are released in accordance with the International Monetary Fund's Special Data Dissemination Standard (SDDS) and are referred to as the Analytical Accounts of the Central Bank under SDDS (Annex).

At present, four press releases relating to the Exchange Fund's data are issued by the HKMA each month. Three of these releases are issued to disseminate monetary data in accordance with the International Monetary Fund's Special Data Dissemination Standard (SDDS). The fourth press release, on the Exchange Fund's Abridged Balance Sheet and Currency Board Account, is made in accordance with the HKMA's policy of maintaining a high level of transparency. For the month of February 2020, the scheduled dates for issuing the press releases are as follows:

February 7 (Issued)	SDDS International Reserves (Hong Kong's Latest Foreign Currency Reserve Assets Figures)
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February 14	SDDS Analytical Accounts of the Central Bank (Analytical Accounts of the Exchange Fund)
February 28	SDDS Template on International Reserves and Foreign Currency Liquidity
February 28	Exchange Fund Abridged Balance Sheet and Currency Board Account

Progress in handling of banking complaints by HKMA

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) announced today (February 14) the progress made in its handling of banking complaints received as at end-January 2020. Banking complaints include cases concerning general banking services and conduct-related issues.

In January 2020, 160 cases were received and the handling of 129 cases was completed. As at end-January, the handling of 421 cases was in progress.

A table summarising the progress made in the handling of banking complaints by the HKMA is attached.

Tentative issuance schedule for Exchange Fund Bills and Notes

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) issued today (February 14) a tentative issuance schedule for Exchange Fund Bills and Notes (EFBNs) for the coming quarter of April to June 2020. The schedule contains information on

the tentative tender dates, tender sizes and issue dates of individual issues, representing rollover of maturing issues and taking into account planned adjustments to the maturity spectrum of the EFBNs portfolio.

The quarterly schedule is issued in the second month of each quarter (i.e. February, May, August and November), covering the EFBNs tenders in the following quarter.

It should be noted that the tender dates, tender sizes and issue dates projected in the advance issuance schedule are tentative. The details of new issues of Exchange Fund Bills are to be confirmed and announced at least four business days prior to the respective tender dates. The details of new issues of Exchange Fund Notes are to be confirmed and announced seven business days prior to their respective tender dates. The HKMA may make changes in the light of prevailing market conditions.