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JAWATANKUASA PEGUAM PULAU PINANG PENANG BAR COMMITTEE

CPC 28/20

27 Nov 2020

To Members of the Penang Bar,

Update No 1: Operations at Office of Lands and Mines, Penang (PTG Penang) during Conditional Movement Control Order from 9 Nov 2020 to 6 Dec 2020

Upon receipt of feedback from Members about long queues and delays for counter transactions at the Office of Lands and Mines, Penang (PTG Penang) located on the 3rd Floor of Kompleks Tun Abdul Razak (KOMTAR) since 23 Nov 2020, we started engaging with PTG Penang regarding the issues brought to our attention.

In order to better understand the issues and present our feedback, we paid a visit to PTG Penang on 26 Nov 2020 and met with Senior Deputy Director of PTG Penang's Strata Division, Encik Mohd Nizam Bin Mokhtar. Based on our observations and the following information provided by Encik Mohd Nizam:

- PTG Penang is currently operating with 50% of their workforce due to the restrictions imposed during the ongoing Conditional Movement Control Order (CMCO) period.
- The statistics of transactions during the Recovery Movement Control Order (RMCO) from 1 Oct to 6 Nov 2020 (26 working days) and the ongoing CMCO from 9 Nov to 25 Nov 2020 (13 working days) are comparable, i.e. a daily average of approximately 574 and 500 transactions respectively, despite half the workforce.
- A minimum of 3 counters are open (2 for registrations, 1 for land searches) but more counters have been/may be opened if necessary and when additional PTG personnel can be deployed to man the extra counters.
- Due to a police report lodged last week in relation to the lack of adherence of physical distancing/Standard Operating Procedures (SOPs) by the crowd waiting to transact their businesses at the PTG Penang counters, measures have been imposed to restrict the number of persons who transact their businesses with PTG Penang at any one time to 20 only. Pass cards are distributed daily from 7:30 am onwards and only those who have obtained the said pass cards (only 20 are distributed at any one time) are allowed to transact their business with PTG Penang.
- Approximately 40 queue numbers for registrations are targeted to be distributed daily (i.e. 1 queue number = 1 docket = 5 titles) whilst there is no limit set for land searches.

We also provided our views to Encik Mohd Nizam to improve the abovesaid measures which will be in effect until the current CMCO is lifted. As a collaborative effort to improve the situation, we urge for Members' cooperation and understanding on the following:

- i) Members or their legal firms' representatives visiting PTG Penang shall comply with the relevant SOPs at all times;
- ii) The use of many or multiple dockets by legal firm representatives who are able to obtain their pass cards is strongly discouraged as this prevents or delays others from getting the necessary pass cards to conduct their own transactions; and
- iii) Members are urged to postpone presentation for cases which are not urgent or do not have imminent deadlines until after the CMCO has been lifted to avoid over-crowding at PTG Penang.

We will continue to engage with PTG Penang on these and other related issues and further updates will be notified to Members in due course. We continue to invite and welcome Members' invaluable feedback.

Zemilah Mohd Noor
Chairperson
Conveyancing Practice Subcommittee