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JAWATANKUASA PEGUAM PULAU PINANG PENANG BAR COMMITTEE

CPC 14/21

17 Mar 2021

To Members of the Penang Bar,

Update 2 on Presentation of Documents at Office of Lands and Mines, Penang

Further to Circular CPC 13/21 issued as an update in respect of Presentation of Documents at Office of Lands and Mines, Penang ("PTG Penang") dated 12 Mar 2021, Members are advised to take note of the following additional updates.

Based on feedback received from conveyancing practitioners in respect of the physical queue system which resumed on 15 Mar 2021, we have reiterated to PTG Penang the imperative need for all the counters to be fully operational on every business day i.e. four (4) Single Point of Contact ("SPOC") counters and two (2) miscellaneous counters.

Based on the feedback received, we have also made the following suggestions to PTG Penang to improve the physical queue system:

1. All queue numbers for the day (to be decided by PTG Penang based on the statistics) are to be given out every morning to avoid crowding at Level 3, Kompleks Tun Abdul Razak (KOMTAR) and reduce potential violations of the prevailing Standard Operating Procedures ("SOPs"). Firms' representatives who manage to get a queue number may thereafter leave PTG Penang and return for their transactions based on their own estimation of time.
2. Any queue number given but unable to be attended to by PTG Penang during the same day is to be carried forward to the next business day of PTG Penang with priority over the new queue numbers of that day.
3. The fourth SPOC counter (which is reserved for members of public) is to also be utilised for registration of critical presentation by firms whereby every firm will be allowed to present transaction involving only one (1) Title (*Hakmilik*).

Members will be updated again once we receive a reply from PTG Penang regarding the suggestions above.

Zemilah Binti Mohd Noor
Chairperson
Conveyancing Practice Subcommittee