



LANDS TITLES DIVISION

A DIVISION OF THE DEPARTMENT OF LANDS

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NOTICE TO LODGING PARTIES

CLIENT ADVICE SERVICE

In line with the commitment to a Total Quality Management program for staff and clients of the Lands Titles Division, a Client Advice service will be introduced on 6th May, 1991.

The role of this service is to:

- . analyse the nature of the enquiries to the examiners and determine the needs for training programs and seminars for major clients.
- . monitor the standard of requisitions raised by the examiners.
- . enable examiners to manage their time more effectively; for example, by eliminating interruptions when they are examining a complex series of documents.
- . provide technical advice to clients on complex documentary matters, where the client has exhausted all other sources of information e.g. Notices to Lodging Parties, procedures manuals, Forms and Practice etc. Clients are advised that the purpose of this service is not to pre-examine drafts in the ordinary course of a client's business but to provide assistance to clients in dealing with difficult and unusual situations. Clients intending to use this service will need to make an appointment to ensure the availability of the Client Advice Officer to discuss their problem.

The Client Advice Service will complement existing arrangements; it will not supersede them.

Access to examiners for routine enquiries and for enquiries on requisitions will continue to be available although in a slightly more structured way. Clients who appear to rely too heavily on advice from this office in the ordinary conduct of their business will be encouraged to conduct their own research.

Clients who wish to speak to an examiner should telephone 226 3983. The relevant examiner, or the Client Advice Officer, if appropriate, will respond as soon as possible.

The Client Advice Service will be reviewed after six months of operation.

L.B. KIDD
REGISTRAR-GENERAL
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