





FIG Working Week 2013

The Lesotho Land Administration Authority: A Results Report

(TSB-05, paper 6616, Wednesday 8th May 2013)

SEAN G. JOHNSON

DIRECTOR GENERAL

Land Administration Authority, Lesotho







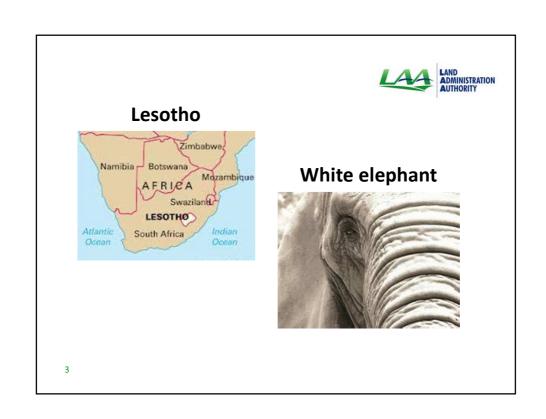
FIG Working Week

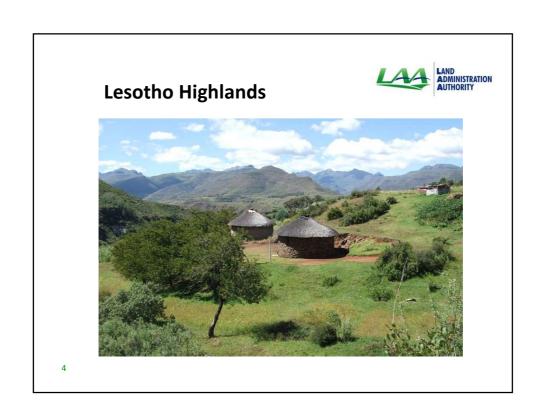
The Lesotho Land Administration Authority: The White Elephant Lives

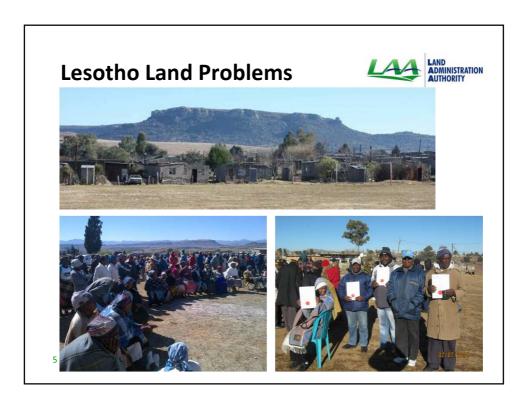
SEAN G. JOHNSON

DIRECTOR GENERAL

Land Administration Authority, Lesotho







2006 - 2010

Before LAA...

- MillenniumChallenge Compact
- Land Act 2010
- Land AdministrationAuthority Act 2010
- Implementation and
- Strategic Plans





2011



LAA takes shape...

- LAA starts recruitment (June 2011)
- LAA takes over from LSPP (Sep 2011)
- LAA fully operational (end of 2011)



7

2012



LAA operational...

59 full-time employees responsible for issuing new leases, deeds registration, regulating cadastral surveys, and topographic mapping





8

Achievements



Improved Customer Service

- Waiting time on each visit
 - 2010 = 47% waiting more than 30 minutes
 - 2012 = 66% waiting less than 5 minutes
- Overall customer satisfaction rating
 - 2010 = 60% unsatisfied
 - 2012 = 77% satisfied

9

Achievements



Quicker turnaround of applications

- Time to issue a new lease
 - -2010 = > 365 days
 - -2012 = 57 days
- Time to issue consent to transfer a lease
 - -2010 = > 218 days
 - -2012 = 14 days

10

Achievements



Quicker turnaround of applications

- World Bank Doing Business indicator: transfer of property
 - 2010 = > 105 days and 8% of value
 - 2013 = 24 days and 8% of value

11

Challenges



Financial self-sustainability

- Ground rent collections
- 2011 = M 1.0 million (LSPP)
- 2012 = M 2.8 million (LAA to Dec'12)
- 2012/13 = M 6.3 million (to Mar'13 inc. debtors)
- Fees
- 2009 = M 0.2 million (LSPP)
- 2012 = M 0.2 million (LAA to Dec'12)
- Government grant
- -2012 = M11,996,152
- -2020 = M0

