



FIG Working Week 2013

**The Lesotho Land Administration Authority:
A Results Report**

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FIG Working Week

**The Lesotho Land Administration Authority:
The White Elephant Lives**

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Lesotho



White elephant



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Lesotho Highlands



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Lesotho Land Problems



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2006 - 2010



Before LAA...

- Millennium Challenge Compact
- Land Act 2010
- Land Administration Authority Act 2010
- Implementation and Strategic Plans



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2011



LAA takes shape...

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



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2012



LAA operational...

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



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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

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Achievements



Quicker turnaround of applications

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

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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

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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 = M 11,996,152
- 2020 = M 0

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FAQ @ www.laa.org.ls



The screenshot shows the LAA website homepage. At the top is a navigation menu with links: Home, About us, Services, Forms, Laws, Jobs and Tenders, News, FAQs, Contact. Below the menu is a 'Latest News' section with a headline 'LAA opens New Customer Services Centre' and a sub-headline 'On 15th November 2012, the Deputy Prime Minister of the Kingdom of Lesotho, The Honourable Motheljoa Masing, officially opened the new customer services centre of the Land Administration Authority (LAA). The official opening, which was also in effect the inauguration of the LAA, was attended by the...'. Below this is a 'LAND REGULARISATION: Publication of Authorisation Record and Display of Easements' section. The main content area features a 'Welcome to LAA' message, stating 'The LAA is Lesotho's national organization responsible for issuing land title leases, for registration of land deeds of transfers, mortgages, etc., and for land or cadastral surveying and mapping. The LAA is a "one-stop-shop" for your land title leases... only! [Read more...](#)'. Below this is a 'LAA services to customers' section with the heading 'The LAA main services to the public include:'. It lists four services: 'Leasing' (The Lease Services issues leases, process lease applications and lease transaction documents including... [Read more...](#)), 'Ground Rent' (Ground Rent: Is an annual levy for use and occupation of a land parcel. It is every lease holder's obligation to pay [Read more...](#)), 'Survey and Mapping' (Survey and Mapping in the Land Administration Authority), and 'Transfer and Registration' (The land which is subject to a lease may be acquired by a transfer through the consent of the Commissioner of...).

Thank you