The Lesotho Land Administration Authority: A Results Report

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Lesotho

White elephant

Lesotho Highlands
Lesotho Land Problems

2006 - 2010

Before LAA...

- Millennium Challenge Compact
- Land Act 2010
- Land Administration Authority 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)

2012

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

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
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

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
FAQ @ www.laa.org.ls

Thank you