"Implementation of Client Oriented Cadastral Services, the Federation of BH experience and lessons learned"

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The objective:

Draw conclusions from the reforms to the organisations and procedures in order to introduce improved client oriented services in the Federation of Bosnia and Herzegovina.
Bosnia and Herzegovina: QUICK FACTS

- Location: Southeast Europe.
- Area: 51,129 sq km (19,741 sq mi).
- Population: 3.8 million inhabitants (census 2013 results).
- Administrative: the Federation of Bosnia and Herzegovina (FBH), the Republic Srpska (RS) and an independent district (Brčko).
- FBH: a dual registration system.

Recognized by the European Union (EU) as a potential candidate country since 2003.
LAND ADMINISTRATION REFORM IN PROGRESS

• Land administration sector policy and strategy in BH since 2011;

• The long-term objective: facilitate economic development and good governance by having clear records of all real estate easily accessible to users online;

• Recognizing the significance of land administration the entity governments and Council of Ministers support the development of the land administration field for optimal service delivery to customers;

• Federation of Bosnia and Herzegovina is successfully implementing internationally recognized best practices in land administration and starting to building up spatial data infrastructures;
LAND ADMINISTRATION REFORM IN PROGRESS

• Land administration services are an essential component of public infrastructure for the benefit of the general public; easy and full access to information related to real estate should be ensured for every potential user.

• All information related to real estate should be in digital form and made available to potential users via the Internet or other public networks in a transparent and user-friendly manner.

• The vision is to create a land administration system in which relevant authorities will ensure: the availability of digital data to all in order to enable unhindered access to data and data distribution;
LAND ADMINISTRATION REFORM IN PROGRESS

• A new draft Law on Geodetic Survey and Real Estate Register in the procedure has a basic objective of establishing a unified registration system with an integrated real estate database;

• The Doing Business 2016 report: The time needed to register a property has fallen from 331 days to 24 days, and the cost of registration has fallen to 5.2% of a property’s value;
EXTERNAL SUPPORT TO THE REFORM, The World Bank

- Extremely satisfactory and synergetic cooperation on the Real Estate Registration Project (RERP) as a follow-up to the Land Registration Project, managed by the WB;
- The private sector, and public, academic and other institutions are working successfully in a demanding environment, and within reasonable resources in support to the sustainable development of the LA sector;
- The project’s development objective is to support the development of a sustainable real estate registration system with harmonized land register and cadastre records in urban areas;
- The objective is to establish up-to-date and interlinked land register and cadastre database;
- This will in the future lead to the provision of electronic online services and eventually to electronic conveyancing;
EXTERNAL SUPPORT TO THE REFORM, others

- “Capacity Building for Improvement of Land Administration and Procedures in BH - CILAP”
- "Public services for the real estate market and European integration Project”
- IMPULS project
- EU financed projects
- MATRA
- Other
SERVICE STANDARDS

- Service and quality standards are prepared and adopted - best practice example in the region;

- In terms of quality standards, competent institutions are required to:
  - provide services in a way that will make clients have full trust;
  - align services, objectives, and tasks with the need of service users; and
  - process clients' requests promptly and without errors made by staff.

Monitoring and evaluation system established (yearly indicators).
Katastar.ba software:

- Unique Object-Relational model
- Central Database established
- Graphic and alphanumeric data maintenance
- GIS and workflow
- Data portal developed.

http://www.katastar.ba/
In operation since 2014. Steadily growing interest.

- 323 k visitors
- 12.5 mil. data views
- 7.9 mil. executed searches
- 7.3 mil. searches by the parcel number
- 555 k searches by the possession sheet
- 532 k insights in the parcel geometry
- 117 k hits on the Geoportal browser
- 457 k hits on the mobile Geoportal browser.

2016. statistics

The Geoportal (www.katastar.ba/geoportal) is developed as integral part of the public website.
OTHER INFORMATION SYSTEMS, Address register - AR
OTHER INFORMATION SYSTEMS, Sales price register - SPR
accepted international standards in this area, there is a clear tendency towards an efficient information system for topographic/cartographic data of the FGA;

- topographic data model;
- support for e-Government;
OTHER INFORMATION SYSTEMS, Digital archive

Digital Archive FGU

Digital Archives store the following data/content:
Austrian land register and land cadaster, Land cadaster, Real Estate Cadaster 1884, Topographic, maps Orthophoto, Content of BH Archive, JICA project, Vectorized geodetic maps, RINEX

Communities in DSpace

Select a community to browse its collections.

Distribucija podataka [9]
Distribucija

Geodetska dokumentacija [149]
FGU

Recently Added

GH23-26-11_G
GRADAČAC (isster, 2017)

Podaci o trigonometrijskoj tacki
Unknown author (1965)
LAND REGISTRY INFORMATION SYSTEM, e-grunt

Software for all LR offices

• All locations connected to the central location and database;
• Technical precondition for data sharing met;
• Different e-services available.
COMPLETE/INTEGRAL INFORMATION SYSTEM ON REAL ESTATE

- The existence of unique software for the land registry and for the cadastre;

- Enable access to information on real estate across the Federation of BH;

- Changes in current regulations are needed;
CONCLUSIONS

• Land administration services are recognized as an essential component of the infrastructure for the benefit of the general public;

• Customer awareness and a need for value for money are recognized as important drivers of change. Building a quality e-government;

• Constant improvements of availability, accessibility, efficiency and effectiveness of the service to the public, professional users and government organizations;

• Supporting the reform of public institutions and EU aspirations with the provision improved, accurate, and reliable real estate data with a high quality, timely, and easy-to-use customer service;
THANK YOU FOR YOUR ATTENTION!