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SMART SURVEYORS FOR LAND AND WATER MANAGEMENT CHALLENGES IN A NEW REALITY



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07.3 - Quality Management in Cadastral Surveying
Data integration & interoperability of public land administration services in Bosnia and Herzegovina

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Introduction

- Efforts of GA in FBH with the support of various carefully coordinated projects are leading to the improvement of entire land administration system and facilitation of public service provision;
- Successful work on the establishment of accurate and up to date property registers (real estate cadastre, land cadastre and land registry), address registers and sales price registers has attracted many stakeholders enabling continuous activities on data integration and interoperability;
- Exchange of data via web services with other governmental authorities and local governments raising efficiency of work in entire land administration system for user benefits;
- Prevention of duplication of data, issuance of incorrect data from unauthorized sources, helps in clear definition of roles and jurisdictions among public institutions;
- Achievements in integration and interoperability of data among different institutions enables simplification of already existing services and development of new modern customer oriented services;



Reform results

- Favorable business and investment climate have been achieved despite the fact that the Federation of BiH has a complex dual land administration system established in the late nineteenth century;
- Land registers for the entire FBH have been digitized;
- More than one 1,2 million owners and co-owners have so far registered their real estate within the project activities, which has improved the preconditions for secure legal real estate transactions and the development of the overall economy;
- Online availability of cadastral and LR data provided; E-services provided annually record multi-million figures;
- The interoperability of the cadastral and land registry information system is ensured, then the interoperability of the cadastral information system with the systems of the Digital Archive, Address Register and IDDEEA, and the interoperability of the land registry information system with the systems of the Address Register and IDDEEA



Reform results

- 50 land registry and cadastral offices are renovated which significantly improved the quality of services provided to users, improved working environment and work organization, greatly reduced the possibility of corruption and significantly improved citizens' perception and confidence in land registry and cadastre;
- More than 55% of land registry entries are based on the new cadastral survey;
- More than 72% of the territory of FBiH was vectorized;
- Gender-disaggregated data on land and real estate ownership in the Federation of BiH are monitored and analyzed on a quarterly basis;
- Information System for Sales Price Register;
- Information System for Address Register;



Support to the reform

- World Bank
- EU
- Sweden
- Norway
- Netherlands



Conclusions

- Services that are provided by the Land Administration institutions in FBH are now recognized as an essential component of the infrastructure for the benefit of the general public.
- The demand for better quality services lies in the core of public sector reforms and e-government strategies accompanied by greater accountability and transparency.
- Customer awareness and a need for value for money are ever more recognized as important drivers of change.
- Today, customers of the land administration do not differ from customers in other areas, and they expect a customer service that is easily accessible anytime and at any place through different channels to best respond to their needs.
- The improving trend of provision of more improved, accurate, and reliable real estate data with a high quality, timely, and easy-to-use customer service is evidence of the sound development of land administration in FBH



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