

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

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SUMMARY

In 2010 in the Federation of Bosnia and Herzegovina service standards were defined to be oriented towards the service of users and permanent communication with clients, enabling competent institutions to identify the needed tasks and activities, with respect to making improvements to Land Administration sector. The long-term objective of Federal Administration for Geodetic and Real Property Affairs is to support and facilitate economic development and good governance by having clear records of real estate that is easily accessible to users through electronic media in an automated system, as well as having sound policies addressing related Land Administration issues. Nowadays information regarding real estate is expected to be available to potential users via the Internet or other public networks in a transparent and user-friendly manner. Making improvements to the service provision process in the Federation of Bosnia and Herzegovina has implied to improving access to data, defining service standards and establishing monitoring and evaluating system.

This article describes the implementation of client oriented cadastral services in the Federation of Bosnia and Herzegovina that have been mainly facilitated by the new IT system for cadaster data maintenance. In fact, during 2011-2012, new Katastar.ba software was developed to replace the multiple software solutions in support of maintaining the cadaster data and service delivery to clients in municipal cadaster offices (World Bank, 2012c). Successful implementation of this System has been regionally and internationally recognized, and is seen as best practices example in Land Administration.

Parallel to the real estate data arrangements, and setting-up central databases, Federal Administration for Geodetic and Real Property Affairs is progressively using information technology to improve other services and transparency. The provision of more improved, accurate,

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and reliable data with a high quality, timely, and easy-to-use customer service is evidence of development of Land Administration in the decentralized constitutional and administrative surroundings.

The article draws conclusions from the process of design and implementation of the new IT system for cadaster data maintenance and other client oriented services in the Federation of Bosnia and Herzegovina, that are accompanied by reforms to the organisation and procedures.

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