

FIG

FIG WORKING WEEK 2017

Helsinki Finland

29 May - 2 June 2017

Presented at the FIG Working Week 2017,  
May 29 - June 2, 2017 in Helsinki, Finland

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

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**Presenting: Denis TABUČIĆ**

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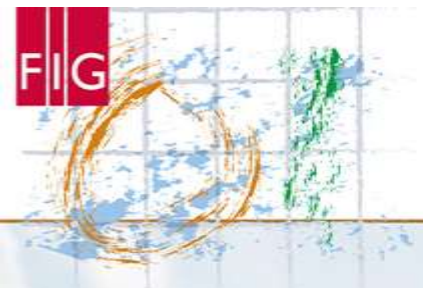
The objective:

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.



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## 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



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## 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;



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## 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;



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## 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;



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## 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;



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## EXTERNAL SUPPORT TO THE REFORM, others

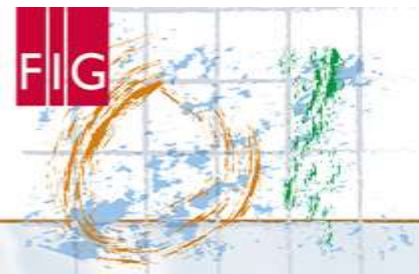
- “Capacity Building for Improvement of Land Administration and Procedures in BH - CILAP”
- "Public services for the real estate market and European integration Project”
- IMPULS project
- EU financed projects
- MATRA
- Other



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## 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.

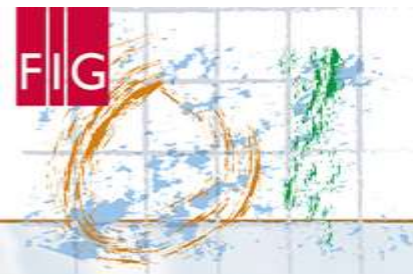


Monitoring and evaluation system established (yearly indicators).



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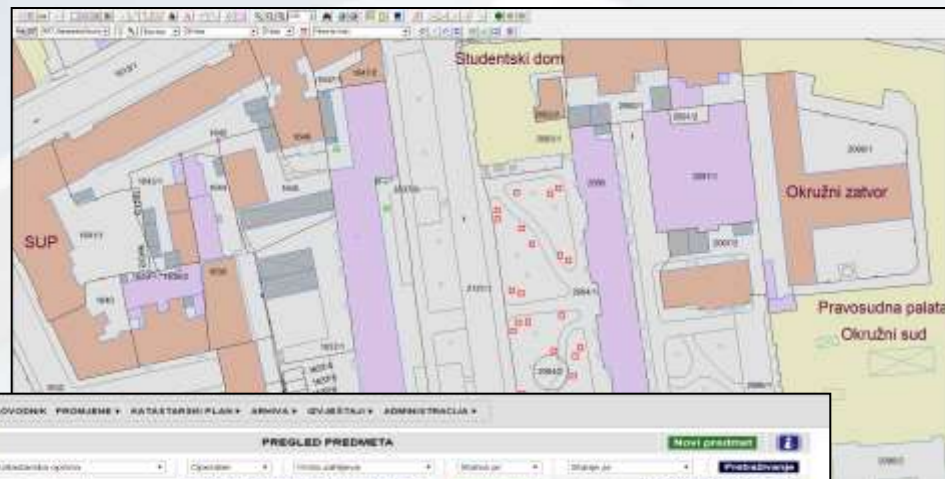
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## CADASTER INFORMATION SYSTEM

### Katastar.ba software:

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

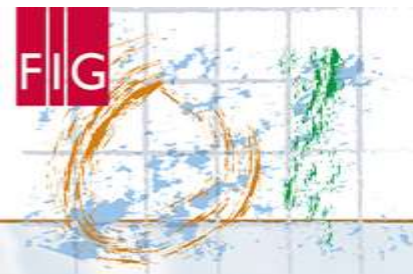


PREGLJED PREDMETA

Šifra	Kat. lokacija	Prostorni broj SP	Šifra SP	Šifra objekta	Stavbeni objekti	Zaključni (obj. Realiz.)	Stavba predmetna	Postavljena	Stanje
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena
2014	Okružni zatvor	30-30-110010	110010	110010	Objekat je završen i nema dodatnih promjena	07.11.2014	07.11.2014	završen	Objekat je završen i nema dodatnih promjena

<http://www.katastar.ba/>





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## CADASTER INFORMATION SYSTEM, e-services

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](http://www.katastar.ba/geoportal)) is developed as integral part of the public website.



Općina: CENTAR SARAJEVO

Katastarska općina: SARAJEVO IV

Broj katastarske parcele: 12

iii

Broj posjedovnog lista: Primjer: 64

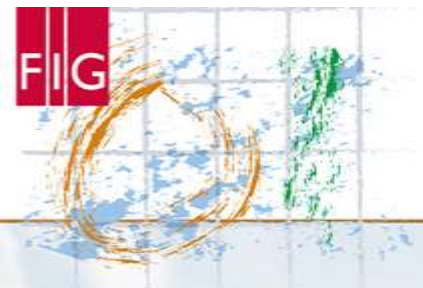
Katastarska parcela 🔍 PL / KKU 🔍



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## OTHER INFORMATION SYSTEMS, Address register - AR

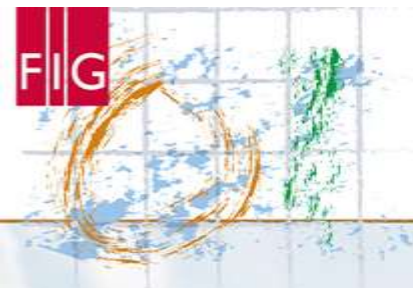
The screenshot displays a GIS application interface with a map of a residential area. The map shows buildings, streets, and property boundaries. A search bar at the top left contains the text "POMIŠTANJE". Below it, there are several input fields and dropdown menus for filtering data, including "Kak. opština" (set to "Dug. s. n. 25"), "Broj parcela par.", "Nastajanje nepok.", "Ulica", and "Kulni brojevi".

On the right side of the map, there is a legend titled "LEGENDA" with various categories and symbols. A large data entry form is overlaid on the map, containing the following information:

- ULICA:** ILSIRSKI TRG
- PARCELA:**
  - Parcelni broj: 7854/1
  - Parcela: 1581
  - Broj parcela: 8034
  - Parcela: GORNJA CARINA 13/1
  - Ulica: Vlasništvo fizičkih i pravnih lica/besob.
  - Parcelacioni broj: 8210/0 DEMANA JAKŠIĆ 1/1
- NASIJELENO Mjesto:** TERŠANJ
- Kulni broj:**
  - Ulica: 3
  - Ulica: ILSIRSKI TRG
  - Parcelacioni broj: TERŠANJ
  - Ulica: 14

The map also shows labels for "TRG ŽRTAVA 8 OKTOBRA" and "ULICA TITOVA".





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## OTHER INFORMATION SYSTEMS, Sales price register - SPR

**REGISTAR CIJENA**

Početna strana

- MODEL A
- Nova transakcija
- Pregled transakcija
- Pregled kupca/prod.

OPĆINA: Centar Sarajevo BROJ PROTOKOLA: 09-9/2-16-4-4444/16 BROJ UGOVORA: 33/2016 CIJENA: 90.000,00 BAM STATUS: Zaključen unos

Klasifikacija po RCN: Stan

Katastarska općina: SARAJEVO VII

Klasifikacija po katastru: Kuća i zgrada

Parcela po novom promjeru (broj, podbroj): 515 / 0

LOKACIJA NEKRETNINE

SLIKE NEKRETNINE

OPIS: NAPOMENA 023.JPG

**REGISTAR CIJENA**

Početna strana

- MODEL A
- Nova transakcija
- Pregled transakcija
- Pregled kupca/prod.

MODEL B

- Izdvajanje modela B
- Pregled transakcija
- Verifikacija

MODEL C

- Izdvajanje modela C
- Pregled transakcija
- Verifikacija

MODEL D

- Izdvajanje modela D
- Pregled transakcija
- Verifikacija

MODEL E

- Izdvajanje modela E
- Pregled transakcija
- Verifikacija

MODEL F

- Izdvajanje modela F
- Pregled transakcija
- Verifikacija

MODEL G

- Izdvajanje modela G
- Pregled transakcija
- Verifikacija

MODEL H

- Izdvajanje modela H
- Pregled transakcija
- Verifikacija

MODEL I

- Izdvajanje modela I
- Pregled transakcija
- Verifikacija

MODEL J

- Izdvajanje modela J
- Pregled transakcija
- Verifikacija

MODEL K

- Izdvajanje modela K
- Pregled transakcija
- Verifikacija

MODEL L

- Izdvajanje modela L
- Pregled transakcija
- Verifikacija

MODEL M

- Izdvajanje modela M
- Pregled transakcija
- Verifikacija

MODEL N

- Izdvajanje modela N
- Pregled transakcija
- Verifikacija

MODEL O

- Izdvajanje modela O
- Pregled transakcija
- Verifikacija

MODEL P

- Izdvajanje modela P
- Pregled transakcija
- Verifikacija

MODEL Q

- Izdvajanje modela Q
- Pregled transakcija
- Verifikacija

MODEL R

- Izdvajanje modela R
- Pregled transakcija
- Verifikacija

MODEL S

- Izdvajanje modela S
- Pregled transakcija
- Verifikacija

MODEL T

- Izdvajanje modela T
- Pregled transakcija
- Verifikacija

MODEL U

- Izdvajanje modela U
- Pregled transakcija
- Verifikacija

MODEL V

- Izdvajanje modela V
- Pregled transakcija
- Verifikacija

MODEL W

- Izdvajanje modela W
- Pregled transakcija
- Verifikacija

MODEL X

- Izdvajanje modela X
- Pregled transakcija
- Verifikacija

MODEL Y

- Izdvajanje modela Y
- Pregled transakcija
- Verifikacija

MODEL Z

- Izdvajanje modela Z
- Pregled transakcija
- Verifikacija

NEKRETNINE - MODEL A

Pregled sa: -- sve općine --

OP: -- odaberi adre. općine --

Podrška: -- sve klasifikacije --

Status: -- svi iz liste --

Priklad: 01.01.2017 - 23.05.2017

Datumi:  IZBIRNO  IZBIRNO  IZBIRNO

SVE ADM OPĆINE => sve kat općine => datum ugovora od 01.01.2017 do 23.05.2017

PROCIJENA - IZNOSIMOZ - KLASIFIKACIJA

31.04.2017 - 1.000.00 - Kuća

31.04.2017 - 700.00 - Gradjevinsko zemljište sa postojećom infrastrukturom







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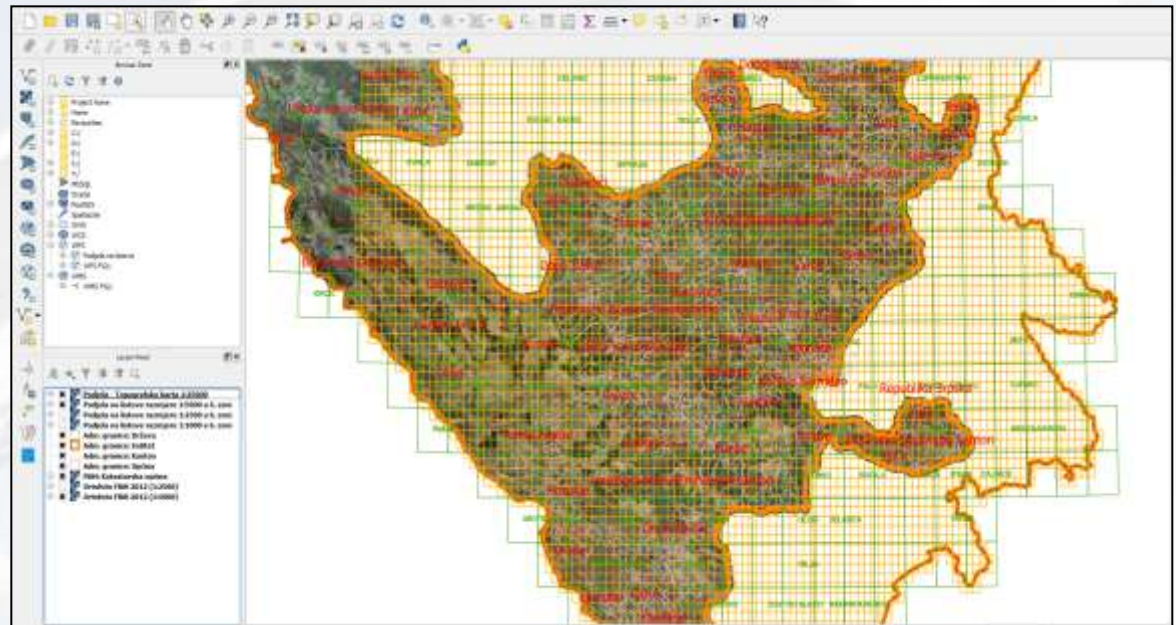
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## OTHER INFORMATION SYSTEMS, Topographic information system- TIS

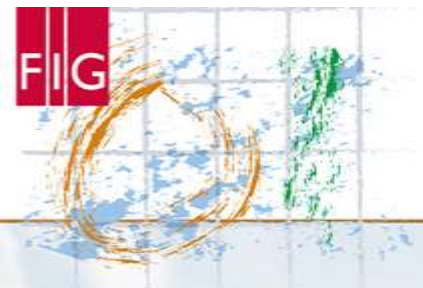
- accepted international standards in this area, there is a clear tendency towards an efficient information system for topographic/cartographic data of the FGA;
- topographic data model;
- support for e-Government;



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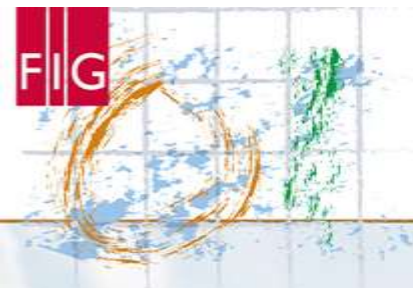
## OTHER INFORMATION SYSTEMS, Digital archive

The screenshot shows the Digital Archive FGU website. At the top left is the FGU logo with the tagline "Veština koja je prošla - dostizanje budućnosti". A navigation bar includes "DSpace Home" and the user name "Denis Tabucic". The main content area is titled "Digital Archive FGU" and lists the types of data stored: Austrian land register, land cadaster, Real Estate Cadaster 1984, topographic maps, orthophotos, BH Archive, JICA project, and vectorized geodetic maps. Below this is a "Communities in DSpace" section with two entries: "Distribucija podataka [9]" and "Geodetska dokumentacija [149]". A "Recently Added" section features two items: "6H23-26-11\_G" by GRADAČAC (2017) and "Podaci o trigonometrijskoj tacki" by an unknown author (1987). On the right side, there is a search bar, a "BROWSE" menu with "All of DSpace" selected, a "MY ACCOUNT" menu with "Logout", "Profile", and "Submissions", and a "DISCOVER" menu with "Author" selected, listing "FGU (144)", "GRADAČAC (4)", "Subject", "Skica podjela na listove (117)", and "Topografska karta (11)".



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## 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.

**Priljubljen korisnik**

Ime: Bruno Štanić	Uloga: Nadzornik	Iskazan dnevnik: 28.08.2014 12:21	Pomoć
Šifra: Opcionni sud u Kiseljaku	Vrijeme prijave:	Broj dnevnika:	Statistički zbrojnik
			Iskazan: nadzornik@opssud.hr

**Osnovni podaci o dnevniku**

Broj dnevnika: 22    2014

Tržišni

**Dnevnik**

Šifra za izdavanje

Broj dnevnika: 243-0-074-14-000-022

Status: UPISAN

Priodot: Nizak

**Zahtjevi**

Broj zahtjeva: 1

Identi	Broj	Broj ukupno	KO
1	1079		OPRAVNO

**Dobrodošli u aplikaciju za pregled ZK podataka!**

Ova je aplikacija zemljišnog registra sud za uvid u elektroničku bazu podataka i ima automatski raspisane: RAZD-ŠIFRA

- podatke iz katastarskih općina u kojima je izvršen prijava;
- podatke iz zemljišnog registra u kojima je izvršen prijava;
- podatke koji su do sada ručno uneseni iz zemljišne knjige i
- podatke prenesene iz elektroničke baze Mjesta Posjednih Ugovora.

Baza podataka ne uključuje podatke čiji prikazivanje nije sukladno suradničkom Zakonu o zaštiti osobnih podataka. Prikazani podaci zemljišnog registra imaju najviši informativni karakter i ne smatraju se službenim dokumentom. Za značajne zemljišnoknjižne izmjene je potrebno obratiti se sudu nadležnom za zemljišnoknjižni sud.

**NAPOMENA:**  
Za korištenje ovog servisa neophodni je ispravljeni podaci od strane programa

- Google Chrome (zve verzija)
- Firefox (zve verzija)
- Opera (zve verzija)
- Internet Explorer verzija 11 ili viša

za pregled izvodata:

- Acrobat Reader verzija 6.0 ili viša



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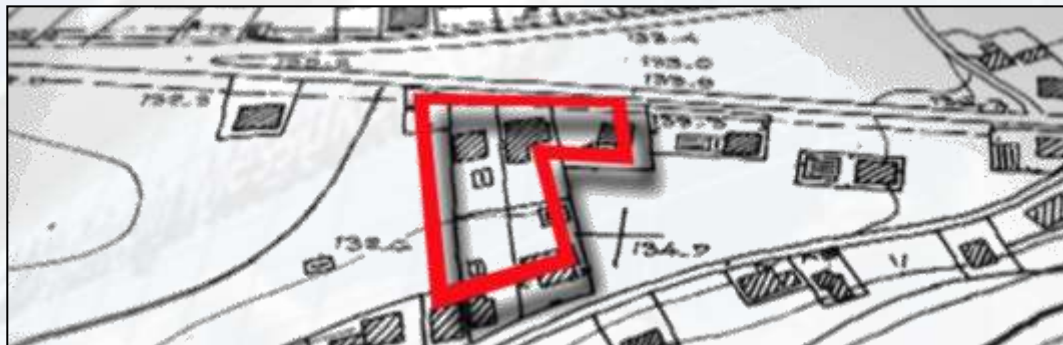
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## COMPLETE/INTEGRAL INFORMATION SYSTEM ON REAL ESTATE

- 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;



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## 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;



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