



Conclusions of the UNECE Working Party on Land Administration workshop „Collaborating for secure ownership“

Uppsala, 29 - 31 May 2013

**Gulnara Roll, Head, Housing and Land
Management Unit, UNECE**





Who will use the workshop recommendations?

- Participants of the seminar
- Representatives of governmental agencies and relevant stakeholders in the UNECE region
- International partner organizations – the World Bank, OECD, UN-HABITAT, others (report will be disseminated)



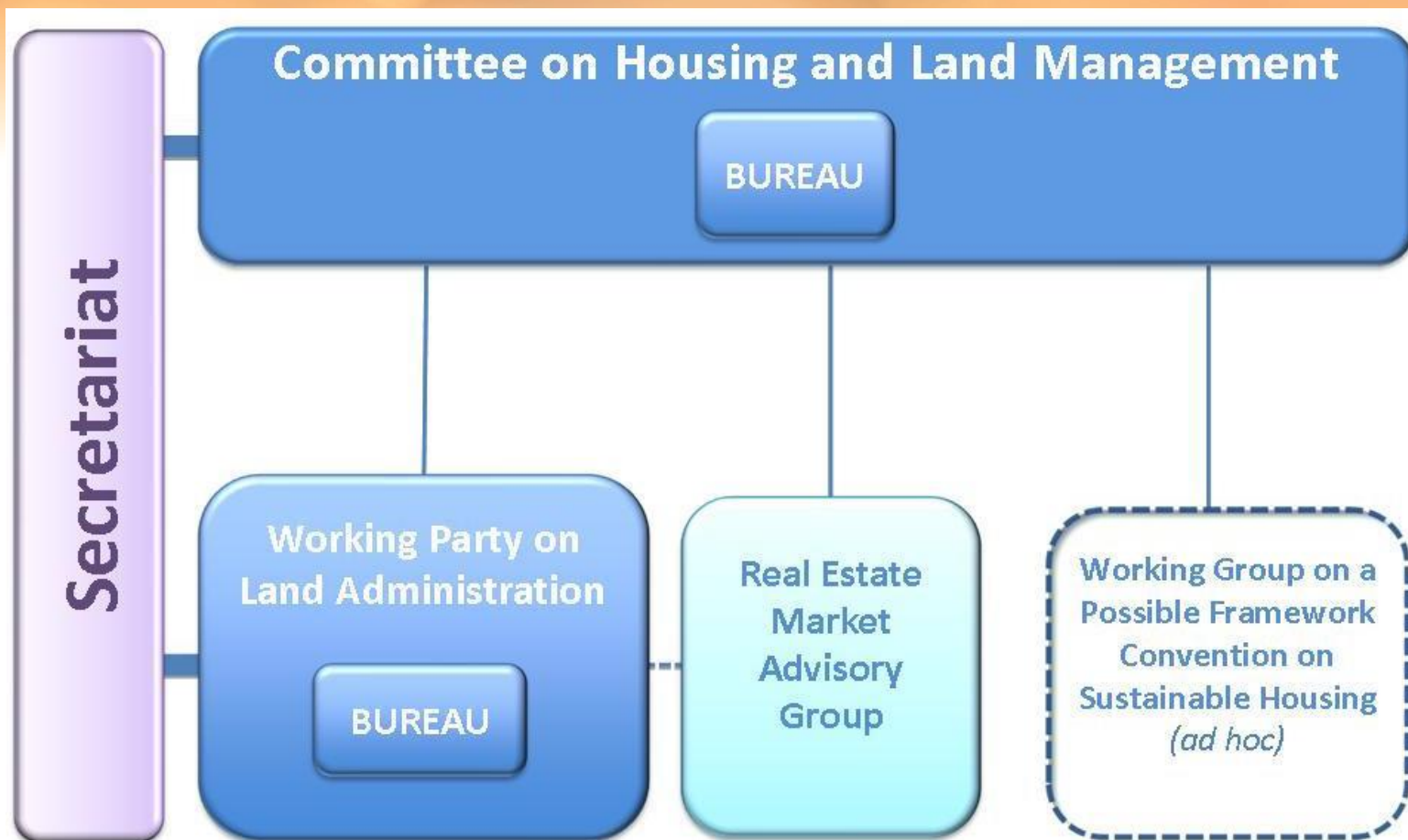


56 member States of the Committee and WPLA





The structure of the Committee on Housing and Land Management





Previous WPLA workshops

- Land administration in a networked society, Amsterdam, 12 to 15 October 2011;
- Supporting global economic recovery: the role of land registration authorities, London, 10 to 13 October 2012;
- Spatial information, informal development, property and housing, Athens, 10 to 14 December 2012;
- The challenges of land registration in Central Asia, Bishkek, 19 and 20 March 2013





Uppsala WPLA workshop

Took place at Norrlands nation, Uppsala
110 participants from 35 countries

Representatives of government agencies,
academia, private sector, Swedish
Association of Local Authorities,
international organizations (UNECE,
EuroGeographics, EULIS, FIG).





Workshop's main question:

How can e-government be developed in a way that gives the individual land owner better service and gives the administration as a whole conditions to serve society more efficiently?





From land administration to land governance

Stronger communication with policy-makers, stakeholders as well as with public, higher impact on the society

Land and property register, cadaster, spatial data in general are the basis for e-governance





Land administration authorities as engines of the global economic recovery

Land administration is important to macroeconomy. It plays an important role in providing rules and information for the real property market.

At the same time, improvement of the data and services' provision has a positive impact on the macroeconomic situation





Land administration authorities as engines of the global economic recovery

- Big gains for the financial sector from making the data available online and for free. Example: Finland lost 1,5 million EUR in revenues while also gained from opening the data
- Openness of the data/information to the market drives land registries work and also pays for a great deal of the business

To study and obtain the data on the financial gains from more efficient data and service provision





The cooperation between the different agencies and stakeholders is critically important

The cooperation brings:

- Higher quality and efficiency of services
- Provides more complete sets of services for certain client situations
- Promotes flow of information
- Increases transparency.

Importance of the cooperation with municipalities and youth..

Recommendations: Promote the cooperation using existing models (such as e-Government delegation in Sweden)





Example: the Swedish eGovernment operational level:

- Coordination between agencies to enhance efficiency and quality;
- Initiate and support strategical interagency projects;
- Standartisation;
- Joint guidelines.





Keep it simple for the user

Apply the principle „*As simple as possible for as many as possible*“

(the Swedish eGovernment delegation moto)

This requires

- Development and implementation of business strategies to learn and accommodate customers' needs;
- Regular dialogue with stakeholders through, establishing advisory committees, workshops, testing, marketing and education;
- Hiring highly qualified professionals to develop IT solutions





Improve efficiency and quality of operations in the administration

- Organizational changes to respond to the changing economic situation
- Open and flexible administration supports innovation and participation (The Swedish eGovernment delegation)





Move from the registration business to data provision

Data strategy

- Free data – transparency agenda, a pressure to release more data for free (1,5 million EUR loss by releasing the data for free in Finland)
- Data for licensing
- Developing commercial products
- Diversity is important.





Technical issues

Promote interoperability of different data registers





No „one size fits all“ approach in the institutional arrangements and IT systems

- Organizational structures and IT systems' solutions depend on the countries' legal systems and traditions
- Use of cultural symbols in implementation
- Therefore, no „one size fits all“ approach could be used; need in meetings to exchange practices and approaches





Prepare users for the use of the digital content

Be proactive in promoting change of the behaviour and attitudes of the customers to promote use of the digital content through:

- Education and marketing
- Establishing trust and dialogue
- Use tools and instruments to motivate the customers (quicker return of taxes while applying online)





Prepare employees to serve better the customer, especially during organizational changes

- Importance of one organizational culture in agencies serving the population
- When you make changes, changing the organizational culture (the soft component of the change) should be addressed with the same seriousness as the change of the organizational structure.





Challenges

- Open data (data for free??)
- Quality of data, stability of the systems
- Personal data protection
- Missing legal base
- Simplicity versus flexibility?

To be possible discussed at next WPLA workshops:

- Denmark, 2014: „How the property registries and the data they collect could be used to support public administration“ as well as
- Vienna, Austria; Baku, Azerbaijan, 2015





Ministerial Meeting on housing and land management Seventy-fourth session and related events

- Monday, 7 October – Seventy-fourth session of the Committee**
- Tuesday, 8 October – Ministerial Meeting**
- Wednesday, 9 October – Seventy-fourth session of the Committee (continued)**

When arranging the dates of your travel, please also take into account the following side events:

- Monday, 7 October - Lunch seminar on the occasion of World Habitat Day**
13.00, room XIX
- Evening cocktail on the occasion of World Habitat Day**
18.00, venue to be confirmed

- Tuesday, 8 October - Special Ministerial working lunch**
13.00, venue to be confirmed (reserved for Ministers only)





THANK YOU!

For more information,
please contact at
gulnara.roll@unece.org

<http://www.unece.org/hlm/welcome.html>

