



Integrated Land Administration System Project (P122219)

EUROPE AND CENTRAL ASIA | Croatia | Social, Urban, Rural and Resilience Global Practice Global Practice | IBRD/IDA | Investment Project Financing | FY 2012 | Seq No: 14 | ARCHIVED on 07-Dec-2017 | ISR30482 |

Implementing Agencies: Ministry of Justice, Ministry of Finance, State Geodetic Authority

Key Dates

Key Project Dates

Bank Approval Date:04-Aug-2011

Effectiveness Date:15-Nov-2011

Planned Mid Term Review Date:28-Oct-2013

Actual Mid-Term Review Date:06-Nov-2013

Original Closing Date:31-Oct-2015

Revised Closing Date:30-Apr-2018

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The objective of the proposed Project is to modernize the land administration and management system to improve the efficiency, transparency and cost effectiveness of government services.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components

Name

A: Land Registration System Development:(Cost \$0.13 M)

B: Spatial Information and Cadastre System Modernization:(Cost \$3.93 M)

C: Improving Digital Services:(Cost \$12.35 M)

D: Project Management, Training, Public Awareness:(Cost \$1.64 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	● Moderately Satisfactory	● Moderately Satisfactory
Overall Implementation Progress (IP)	● Moderately Satisfactory	● Moderately Satisfactory
Overall Risk Rating	● Moderate	● Moderate



Implementation Status and Key Decisions

The implementing agencies are on track to achieve the PDO. Processing times in Cadastre Offices (COs) and Land Registry Offices (LROs) have significantly decreased and are now close to the 10-day end target. During the third quarter of 2017, 4.8 percent of the requests for registration and extracts received by COs and LROs have been lodged online, which means that the end-target of 5 percent has almost been achieved. With 28 agencies accessing the spatial data of the implementing agencies, the objective to ensure that these data are shared with at least 18 agencies has been exceeded. Finally, a survey will be conducted during the first quarter of 2018 to measure customers' satisfaction with land administration services. The Bank and the implementing agencies are discussing a possible Additional Financing (AF). Among others, the AF would allow the implementing agencies to exceed the project targets; scale up efforts to digitize their archives and improve the quality of real property data; further develop e-services, and; advance the integration of cadastre and registration services.

Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	--	● Moderate	● Moderate
Macroeconomic	--	● Low	● Low
Sector Strategies and Policies	--	● Low	● Low
Technical Design of Project or Program	--	● Low	● Low
Institutional Capacity for Implementation and Sustainability	--	● Moderate	● Moderate
Fiduciary	--	● Low	● Low
Environment and Social	--	● Low	● Low
Stakeholders	--	● Moderate	● Moderate
Other	--	--	--
Overall	--	● Moderate	● Moderate

Results

Project Development Objective Indicators

► Increased customer satisfaction with land admin services (measured on a scale from 1 to 5) (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	4.4 (cadastre) 4.1 (Land registry)	4.7 (cadastre) 4.5 (Land registry)	4.7 (cadastre) 4.5 (Land registry)	4.50
Date	30-Nov-2009	31-Dec-2016	31-Dec-2016	30-Apr-2018
Comments				



The current value is based on the 2016 customer satisfaction survey. The implementing agencies plan to conduct the next survey during the first quarter of 2018.

► Reduced transaction processing times in the land registry and cadastre (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	46 days (LROs) and 30 days (COs)	12.5 days (LROs) and 3.5 days (COs)	12 days (LROs) and 8 days (COs)	10 days (LORs) and 10 (COs) days
Date	31-Dec-2010	30-Apr-2017	30-Sep-2017	30-Apr-2018

► Increased percentage of customers lodging requests online (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	3.50	4.80	5.00
Date	31-Dec-2010	30-Apr-2017	30-Sep-2017	30-Apr-2018

Comments

The increase from 3.5% to 4.8% since the previous ISR mainly results from improvements in the JIS statistical reporting functionality, which have allowed the implementing agencies to exclude the requests that were sent ex-officio between the Cadastre and Land Registry Offices.

► Increased use of shared spatial data by government agencies/ministries (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	6 agencies use data of SGA	28.00	28.00	18.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

Overall Comments



Intermediate Results Indicators

► Percent of LR offices processing transactions in 10 days or less (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	40.00	62.60	66.35	80.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► No. of pages scanned (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	12.5 million	12.5 million	10 million
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► Land registration strategy completed (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	no strategy	In Progress	In Progress	strategy completed
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

Comments

The implementing agencies are preparing a joint cadastre and land registry strategy instead of the separate strategies that were initially planned. The plan is to complete the joint strategy during the first quarter of 2018.



► No. of queries on MOJ eLR-book web portal (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	30 million	51 million	14.3 million	no target
Date	31-Dec-2010	31-Dec-2016	30-Sep-2017	30-Apr-2018

Comments

The current value is the number of queries between January 1 to September 30, 2017.

► Average time to process transactions in COs (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	30 days	3.5 days	8 days	10 days
Date	31-Dec-2010	30-Apr-2017	30-Sep-2017	30-Apr-2018

► Number of new offices completed (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	3.00	3.00	4.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

Comments

The SGA will not be able to complete the renovation of the Sisak regional CO before the project closing date.



► No. of pages scanned (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1 million	10.4 million	11.3 million	4 million
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► Number of services provided by the Geoportal (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	9.00	44.00	46.00	17.00
Date	31-Dec-2010	30-Mar-2017	30-Sep-2017	30-Apr-2018

► Number of requests processed online via the Geoportal (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	850,000.00	4,117,000.00	4,026,000.00	1,100,000.00
Date	31-Dec-2010	31-Dec-2016	30-Sep-2017	30-Apr-2018

Comments

The current value is the number of requests processed between January 1 to September 30, 2017.

► SGA strategy completed (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	Y	Y	Y
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018



► NSDI implementation underway (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Preliminary NSDI strategy prepared	Yes	Yes	Yes
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► No. of page views on SGA cadastre web portal (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	9.4 million	14.5 million	13.5 million	no target
Date	31-Dec-2010	31-Mar-2017	31-Mar-2017	30-Apr-2018

Comments

The current value is the number of paged viewed between January 1 to September 30, 2017.

► No. of cadastre and land registry offices with Joint Information System in operation (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	3 LROs and 2 COs	108 LROs and 113 COs.	107 LROs and 113 COs.	109 LROs and 82 COs
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

Comments

The JIS has been rolled out to all COs and LROs (i.e 107 LROs and 113 COs, including the Zagreb CO).



► Number of Cadastral Municipalities with cadastre maps homogenized (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	106.00	106.00	400.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► JIS management organization established (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	ad-hoc organization for JIS management	JIS management organization established	Org. established with sufficient financing and human capacity	Org. established with sufficient financing and human capacity
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► Percent of records in the JIS with the personal identification number (OIB) added (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	7%	33.2%	38.5%	40%
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► No. of government registers connected to the JIS (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	4.00	4.00	4.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018



► No. of web services provided to external users via JIS (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	5.00	6.00	4.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

Comments

The e-registration service (electronic submission of request for land book registration) has been introduced for lawyers and public notaries in the entire Croatia on March 15, 2017.

► M&E system in operation (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Y	Y	Y	Y
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► Number of training programs delivered for SGA staff (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	21.00	21.00	12.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

► Number of SGA staff trained (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	3,337.00	3,423.00	800.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018



▶ Number of training programs delivered for MOJ staff (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	8.00	8.00	4.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

▶ Number of MOJ staff trained (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	929.00	934.00	600.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

▶ Avg no. of days to complete recordn of purchase/sale of property in land adm systm (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	46.00	12.50	12.00	10.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018

▲ Avg no. of days to complete recordn of purchase/sale of property—Urban (Number, Custom Breakdown)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	46.00	12.50	12.00	7.00
Date	31-Dec-2010	31-Mar-2017	30-Sep-2017	30-Apr-2018



► User Perception of Quality of Public Services (%) (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	88.00	90.00	90.00	90.00
Date	30-Nov-2009	31-Dec-2016	31-Dec-2016	30-Apr-2018


▲ Total number of transactions of the main public service targeted by the project (Number, Custom Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	200,000.00	--	--	200,000.00

Overall Comments

Data on Financial Performance

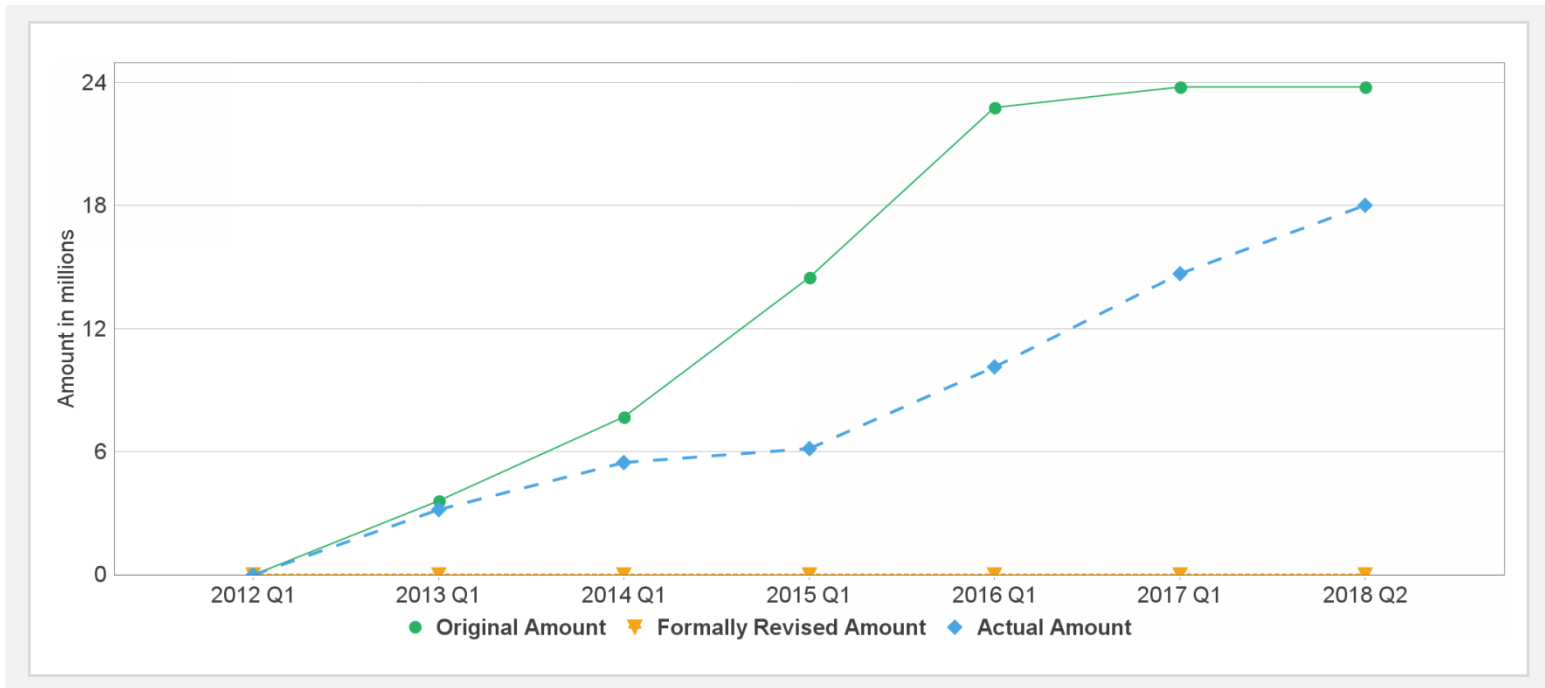
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P122219	IBRD-80860	Effective	USD	23.80	23.80	0.00	18.06	1.71	 76%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P122219	IBRD-80860	Effective	04-Aug-2011	17-Aug-2011	15-Nov-2011	31-Oct-2015	30-Apr-2018

Cumulative Disbursements



Restructuring History

Level 2 Approved on 16-Jan-2014 ,Level 2 Approved on 07-Aug-2015 ,Level 2 Approved on 13-Apr-2017

Related Project(s)

P166321-Integrated Land Administration System - Additional Financing ,P166324-Integrated Land Administration System - Additional Financing