



## Annex A: Questionnaire 2007 for Information Resource

# Cadastral and Land Registration in Europe

## Introduction

This questionnaire

- is based on the EuroGeographics vision document 'Cadastral and Land Registration in Europe 2012',
- consists of two parts: Basic indicators / Indicators monitoring the 5 groups of topics identified in the Vision Statement of the vision document

## Basic indicators

0.1 Some basic facts about the country.

Population	
Area (km <sup>2</sup> )	
Number of parcels	
Percentage of information in digital form (%)	
- Cadastre	
- Land Register	

0.2 Are the three functions "cadastre", "land registration" and "topographic mapping" being operated in one or in separate organizations?

- a  All three functions in one organization
- b  Cadastre and land registration in one organization, topographic mapping in another organization
- c  Cadastre and topographic mapping in one organization, land registration in another organization
- d  All three functions in three separate organizations

0.3 The functions and types of cadastral and land registry systems vary across nations. Information about these is collected in the Cadastral Template ([www.cadastraltemplate.org](http://www.cadastraltemplate.org)). Is this information still valid for your country?

- a  Yes
- b  No
- c  Other ...

## Indicators monitoring the 5 topic groups in the Vision Statement

### 1. Providing state of the art services to the real property market and market for land information

#### Related questions

1.1 To what extent do you apply the principles of e-government?

- a  Information about C&LR organisations and services is available online.
- b  C&LR products/services are available online.
- c  Transfer of deeds or titles can be triggered online
- d  Application for parcel subdivision can be triggered online
- e  C&LR information and processes are integrated in a wider 'real estate' or 'geo'-portal, offering a range of public and private services

1.2 In most countries, institutions on different government levels (local, regional or national) are responsible for maintaining and providing access to information relevant for the real property market and market for land information. Use the table below to provide answers to the following questions:

1. What institutions are responsible for maintaining/managing these types of information?
  - a. National public authority or agency
  - b. Regional public authority or agency (state/province/department/county/canton etc)
  - c. Local public authority or agency (municipality, local court)
  - d. Private organization
2. Are these types of information available in electronic form?
  - a. Yes, in the whole country
  - b. Yes, in one or some regions
  - c. Yes, in some local instances
  - d. No
3. Are there instances of 'single points of access' which combine different types of information on a local level? (tick the types of information available)
4. As 3., on a regional level
5. As 3., on national level

Type of information	1. Responsible institution (a-d)	2. Online (a-d)	3. One-stop local	4. One-stop regional	5. One-stop nationwide
Cadastral information (cadastral objects)					
Land registry information (subjects and legal rights)					
Mortgage information					
Public restrictions					
Easements/servitudes					



Topographic information					
Land use and land cover					
Land valuation (taxed value)					
Zoning plans					
Address					
Building					
Environmental					
Utility					
Other: .....					

1.3 What was in the last year the total number of online requests of C&LR information on the national level?

.....
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Country	Cadastre	Land Register	Total

1.4 Is the C&LR system able to register volumes (e.g. condominiums, underground structures)?

Cadastre  
 a  Yes  
 b  No

Land register  
 c  Yes  
 d  No

1.5 What other user requirements are you aware of that should be met in the next few years?

...
...
...

1.6 Is C&LR information available for producing value added services?

a  Yes  
 b  No

For what reason some information is not available for producing value added services?

...
...

...

## 2. Co-operating in building the National and European Spatial Data Infrastructure

### INSPIRE

INfrastructure for SPatial InfoRmation in Europe is an initiative launched by the European Commission, making available relevant, harmonised and quality geographic information to support formulation, implementation, monitoring and evaluation of Community policies with a territorial dimension or impact. INSPIRE will be based on infrastructures for spatial information established and operated by the Member States. The components of those infrastructures will include: Metadata, spatial data themes, spatial data services, network services and technologies, agreements of sharing, access and use, co-ordination and monitoring mechanisms, process and procedures. INSPIRE will make interoperable spatial information readily available in support of both national and Community policy and enable the public to access this information.

([http://eurogeographics.org/eng/documents/COM\\_2004\\_0516\\_F\\_EN\\_ACTE.pdf](http://eurogeographics.org/eng/documents/COM_2004_0516_F_EN_ACTE.pdf))

### Related questions

2.1 What is the role of the C&LR organization(s) in the National SDIs? (Multiple choice possible)

- a  Leading
- b  Coordinating
- c  Secondary/assisting
- d  No role
- e Which organisation (C or LR) if they are separate? ...

2.2 Do the basic definitions of your national C&LR (cadastral parcel, land use and others) correspond with the proposed definitions in the INSPIRE directive?

- a  Yes
- b  Partly
- c  No

## 3. Supporting the European policies

### Related question

3.1 Are you participating in EULIS?

- a  Yes, participating
- b  Yes, being operational
- c  No, but working on it
- d  No, but planning to
- e  No, and no plans to

#### 4. Building an efficient and effective organisation

This question should be answered by the organisation responsible for the described processes. E.g. if a municipality is in charge of subdivision, this municipality should answer the questionnaire for questions 4.1 up to 4.4.

##### Related questions

##### 4.1 Duration and cost of C&LR processes

	<b>How long does it take to:</b> in [days]	<b>How much does it cost the client to:</b> in [% of original property value]	<b>How many procedures<sup>4</sup> are involved to:</b>
Convey a property <sup>1</sup>			
Register a mortgage <sup>2</sup>			
Subdivide a parcel <sup>3</sup>			

<sup>1</sup> World Bank case. ( See

<http://www.doingbusiness.org/MethodologySurveys/RegisteringProperty.aspx> ) <sup>2</sup>The company in the World Bank case wants to register a mortgage of 75% of the value of the property

<sup>3</sup>The property in the World Bank case, but not situated in the city but in a rural area, is divided into two even parts (the building is not an obstacle), by a straight border line on request of the existing owner (no conveyance is involved). New parcels inherit all the restrictions of the existing one.

<sup>4</sup> A procedure is defined as any interaction of the buyer or the seller, their agents (if the agent is required by law) or the property with external parties, including government agencies, inspectors, notaries and lawyers. Interactions between company officers and employees are not considered. All procedures that are legally required for registering property are recorded, even if they may be avoided in exceptional cases. It is assumed that the buyer follows the fastest legal option available. Although the business may use lawyers or other professionals where necessary in the registration process, it is assumed that it does not employ an outside facilitator in the registration process unless required to by law.

##### 4.2 What performance indicators do you use to monitor the operations?

- |   |   |
|---|---|
| a <input type="checkbox"/> Hours per unit of production                             | f <input type="checkbox"/> Production backlogs          |
| b <input type="checkbox"/> Personnel cost per hour                                  | g <input type="checkbox"/> Number of transactions       |
| c <input type="checkbox"/> Productivity of personnel (# productive hours/man years) | h <input type="checkbox"/> Process quality measurements |
| d <input type="checkbox"/> Cost recovery  | i <input type="checkbox"/> Other: .....                 |
| e <input type="checkbox"/> Throughput time  | j <input type="checkbox"/> None                         |

##### 4.3 How do you investigate customer demands?

- |  |  |
|--|--|
| a <input type="checkbox"/> Market research                   | c <input type="checkbox"/> Direct customer contact (e.g. account management) |
| b <input type="checkbox"/> Customer satisfaction measurement | d <input type="checkbox"/> Complaint registration                            |
|  | e <input type="checkbox"/> Monitoring the usability of services              |



f  Other: .....

g  None

4.4 If your organization measures customer satisfaction, how often it is done?

Once every

a  Year

b  2 years

c  3 or more years

d  Never

4.5 Does the C&LR organization support methods of e-payment, e.g. credit card, PayPal, Direct Debit for information delivery?

Cadastre

a  Yes

b  No

Land Register

c  Yes

d  No

4.6 Does the C&LR organization support methods of e-payment, e.g. credit card, PayPal, Direct Debit for property registration?

Cadastre

a  Yes

b  No

Land Register

c  Yes

d  No

## 5. Assisting Cadastre and Land Registry organisations in developing countries and transition economies

### Related questions

5.1 How many projects in implementing cadastre and land registration services in developing countries and in transition economies does the C&LR organization participate in?

5.2 How many international projects are involved in implementing the cadastre and land registration system in your country?