

ACCOLADES FOR AWARD-WINNING SERVICE IN AN ANNIVERSARY YEAR FOR STATE LAND SERVICE, LATVIA



In a year which marked its 20th anniversary, the State Land Service, Latvia also won a number of accolades for its customer focus which includes communicating with users via a range of social networks.

Named as the most public-friendly state and local authority institution and the most public-friendly state institution in e-services in the Praise Good Service campaign 2012, the Service was also awarded a certificate of recognition in the annual Effective Administration prize. This acknowledged its compliance with good governance principles; its customer-orientated approach to service development; the implementation of sustainable administration; and the reduction of administrative barriers for customers.

The creation of a new e-service enabled the 24/7 electronic submission of cadastral surveying files using the data publication portal www.kadastrs.lv. Signed with an electronic signature and submitted via the State Land Service FTP server, the files are then registered

in the cadastral information system.

Thirteen of the 82 services provided by the State Land Service are now e-services and, during the past year, their use increased by 15%. In addition, the Service provides open data to 137 State institutions - 119 of which are local governments.

Work on the geospatial data geographical information system and to improve data quality in its information systems also continued. As a result of the new regulation of legal acts, local governments can now submit declarations for the registration of data on existing but not registered buildings in the cadastral information system. More than 6,400 buildings with a total cadastral value of €56.92 million were registered in this way in 2012. These provide extra income for the state budget from the real estate tax. During the year, the Cabinet of Ministers also approved a project to ensure the quality of cadastral valuation data so that it will be more consistent with real estate market values and more easily understood by the public.

