**DIGITAL TRANSACTIONS WITH THE LANDS COMMISSION - IMPROVING THE TURN AROUND TIME OF DOING BUSINESS -**

**CADASTRAL PLAN APPROVAL CASE STUDY**

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**Background**

The problem of the timely preparation of a Cadastral Plan for land transaction towards Land Title Registration is receiving considerable attention from various players in the field especially in Africa. The following bottle necks were identified under each service provided by the Lands Commission on the Plan Approval.

1. Unharmonized process for requests for Regional Number and other requirements across the country,
2. Physical hard copy submission and storage of documents and data for checks towards approval,
3. The “Black box” of what happens when files are submitted for approval.
4. More accurate, quick and convenient retrieval of customers’ files

It was also identified that the Lands Commission was making efforts to reform and address some of these challenges internally and also with the aid of some external support. The Commission has taken a path of implementing the CASU and GELIS along the line of re-engineering its manual processes - and this looks very bright.

Extension of introduction of information technology to bridge the gabs identified and complement the re-engineering process started by the Lands Commission was necessary to cure the above ills.

Models were developed to handle each of these three ills and a system developed to implement these models.

**PURPOSE OF THIS WORK**

The problem of the timely preparation of a Cadastral Plan for land transaction towards Land Title Registration has been identified as a bottle neck of transacting any business relating to Land. This has led to infiltration by quacks, forgery of signatures, dented image of the Lands Commission & Licensed Surveyor and the public losing value for money.

This study therefore seeks to introduce a disruptive Information Technology to:

* Digitally request and receive approval for the various services in Cadastral Plan preparation
* Digitally make payment for each transaction - help improve on revenues of the Lands Commission
* Track all the works by each Licensed Surveyor and approval stages by SMD of Lands Commission - removal of the “Black box”

**RESULTS**

It has been demonstrated from this study that once digital payment gateways are fully implemented and processes harmonized with the introduction of Information Technology in all Regions:

* + Client & staff contact will be reduced
	+ Client & staff frustrations will be reduced
	+ Turn around time in doing business with the Lands Commission will be greatly reduced
	+ The image of the Lands Commission will be significantly enhanced

**CONCLUSION**

The study concludes that to improve the turnaround time in doing business, the Lands Commission must embrace Information Technology to disrupt and bring about the needed change.