Theme II: Customers and Services: Customers Demand and Feedback

IMPLYING CUSTOMERS: THE SPANISH EXPERIENCE

Vienna, 12-13 September 2002

Jerónimo Mirón Pérez
Dirección General del Catastro
(Spain)

jeronimo.miron@granada.catastro.minhac.es
IMPLYING CUSTOMERS: THE SPANISH EXPERIENCE

THE CADAstral SYSTEM IN 1990

CITIZENS
(PASSIVE)

CITIZENS
(ACTIVE)

COMPANIES

RURAL CADASTRE

TEXTUAL DB
Owner
Parcel code
Surface
Land use
Land quality
Valuation data
VALUES

MAPS
1:5000
1:2000

URBAN CADASTRE

TEXTUAL DB
Owner
Parcel code
Surfaces
Elements
Uses
Valuation data
VALUES

MAPS
PLOTS
1:500
1:100
1:1000
1:250
1:2000

PHOTOS

MUNICIPALITIES
(TAX ON REAL ESTATE)

TAX LIST

UPDATE
INSPECTION

COMPULSORY DECLARATION

MAPS CERTIFICATES

UPDATE

CONTRACTS
### The Cadastral System in 2002

#### Cadastral LIS

<table>
<thead>
<tr>
<th>Rural Attributes</th>
<th>Urban Attributes</th>
<th>Maps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>Owner</td>
<td>1:5000</td>
</tr>
<tr>
<td>Parcel code</td>
<td>Parcel code</td>
<td>1:2000</td>
</tr>
<tr>
<td>Surface</td>
<td>Elements</td>
<td>1:1000</td>
</tr>
<tr>
<td>Land use</td>
<td>Surfaces</td>
<td>1:500</td>
</tr>
<tr>
<td>Land quality</td>
<td>Uses</td>
<td></td>
</tr>
<tr>
<td>Valuation data</td>
<td>Valuation data</td>
<td></td>
</tr>
<tr>
<td>Values</td>
<td>Values</td>
<td></td>
</tr>
</tbody>
</table>

#### Buildings

- PLOTS: 1:100, 1:250
- PHOTOS

#### Min. Agriculture
- Min. Environment
- Min. Development
- Min. Justice

#### Regional Govts.
- * Education
- * Housing

#### European Union / Regional Govts. (Cap Subsidies)

#### Ministries
- **CITIZENS (Passive)**
- **CITIZENS (Active)**
- **Companies**

- Update
- Inspection
- Compulsory Declaration
- Maps Update
- Contracts
- Tax List
- Update
- Maps
- Conveyances

#### Ministries and Agencies
- **Municipalities (Taxation)**
- **Notaries and Registrars**
- **Secretaría de Estado de Hacienda**
- **Dirección General del Catastro**

- **Workshop: “Customers-Cooperation-Services”**
IMPLYING CUSTOMERS: THE SPANISH EXPERIENCE

THE CADASTRE’S EVOLUTION

OBJECTIVE

1990

TAXATION

2000

SERVICES

CUSTOMERS

MAIN USE

1990

Citizens

Municipalities

Tax on real estate

Citizens

Companies

Tax on real estate

Citizens

Companies

2002

SERVICES

Tax on real estate
CAP subsidies control
Support for Land Register
Support for policies: ministries, regional govts, municipalities

Citizens
Companies
Notaries
Registrars
Ministries
Regional govts
Municipalities
European Union

Citizens
Companies
Notaries and Registrars
Municipalities
IMPLYING CUSTOMERS: THE SPANISH EXPERIENCE

THE CADASTRE’S EVOLUTION

- Increasing Demand
- Increasing Service
- Cadastre’s Evolution
- Technological Evolution
IMPLYING CUSTOMERS: THE SPANISH EXPERIENCE

THE CADASTRE’S EVOLUTION

- Technological Evolution
- Cadastre’s Evolution
- Increasing Service
- Increasing Demand
- Legislation Covenants Agreements Investment Tech. Improvement
- Citizens Users Providers
- Citizens Partners
HOW TO IMPROVE THE SERVICE OF LAND ADMINISTRATION?

**FACT 1**  
CADASTRE IS A BASIC INFRASTRUCTURE

**HOW TO KEEP THE CADASTRE ALIVE?**
**HOW TO KEEP THE DATABASE UPDATED?**

* By technological and human improvement
* By paying attention to new demands and potential customers
* By providing efficient service → customer satisfaction
* Social pressure in favour of Cadastre

**FACT 2**  
CADASTRE’S MAINTENANCE IS EXPENSIVE

**HOW TO EXPLAIN OR REDUCE PUBLIC COSTS?**

* By increasing awareness in social benefits
* By cost recovery strategies
* By turning customers into partners
IMPLYING CUSTOMERS: THE SPANISH EXPERIENCE

FOCUSSING ON THE CITIZEN/CUSTOMER: THE SERVICES CHART

SERVICES

* Maintenance of the Cadastre
* Assignment of the Cadastral Code
* Publication of annual real estate tax list
* Information for citizens
* Information for public administrations
* Hot line for general information

RIGHTS

* To receive information on status of files
* To obtain copies of the documents in files
* To know the identity of personnel
* To be informed of procedures and requirements
* To present allegations, complaints, suggestions
* To select co-official language
* To personal privacy and confidentiality
* To receive specific written response
* To an accurate cadastral inscription
* To a proper value assessment of real estate
* To gain access to information in databases
* To participate in cadastral services improvement

COMMITMENTS

* Provide descriptive certificates at the moment of request in 90% of cases
* Provide graphic and descriptive certificates in 15 days in 90% of cases
* Free of charge new certificate if errors
* Save citizens from certificate for public aid
* Process certificates by mail
* Revise the tax list the year the conveyance is filed to the cadastral office
* Save from declaration in case of notary or registrar communication
* Provide orientation to fill cadastral declarations
* Set up appointments with specialised personnel in 7 days
* Reduce waiting time for personal attention
* Receive complaints by hot line

QUALITY EVALUATION

* Citizen satisfaction polls
* Internal quality control on services provided
* Annual evaluation through indicators