

Theme II: Customers and Services: Customers Demand and Feedback

IMPLYING CUSTOMERS: THE SPANISH EXPERIENCE

Vienna, 12-13 September 2002

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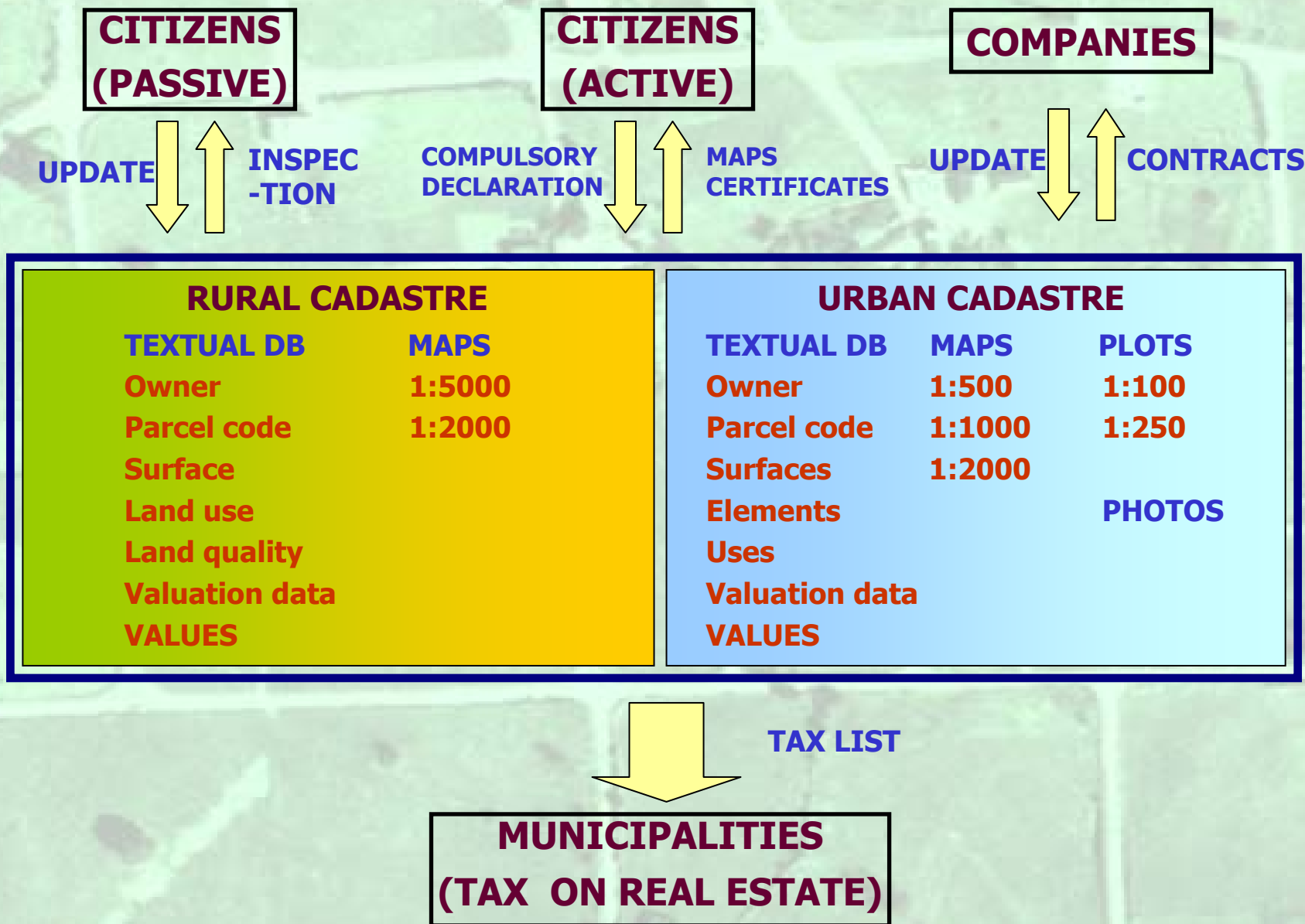
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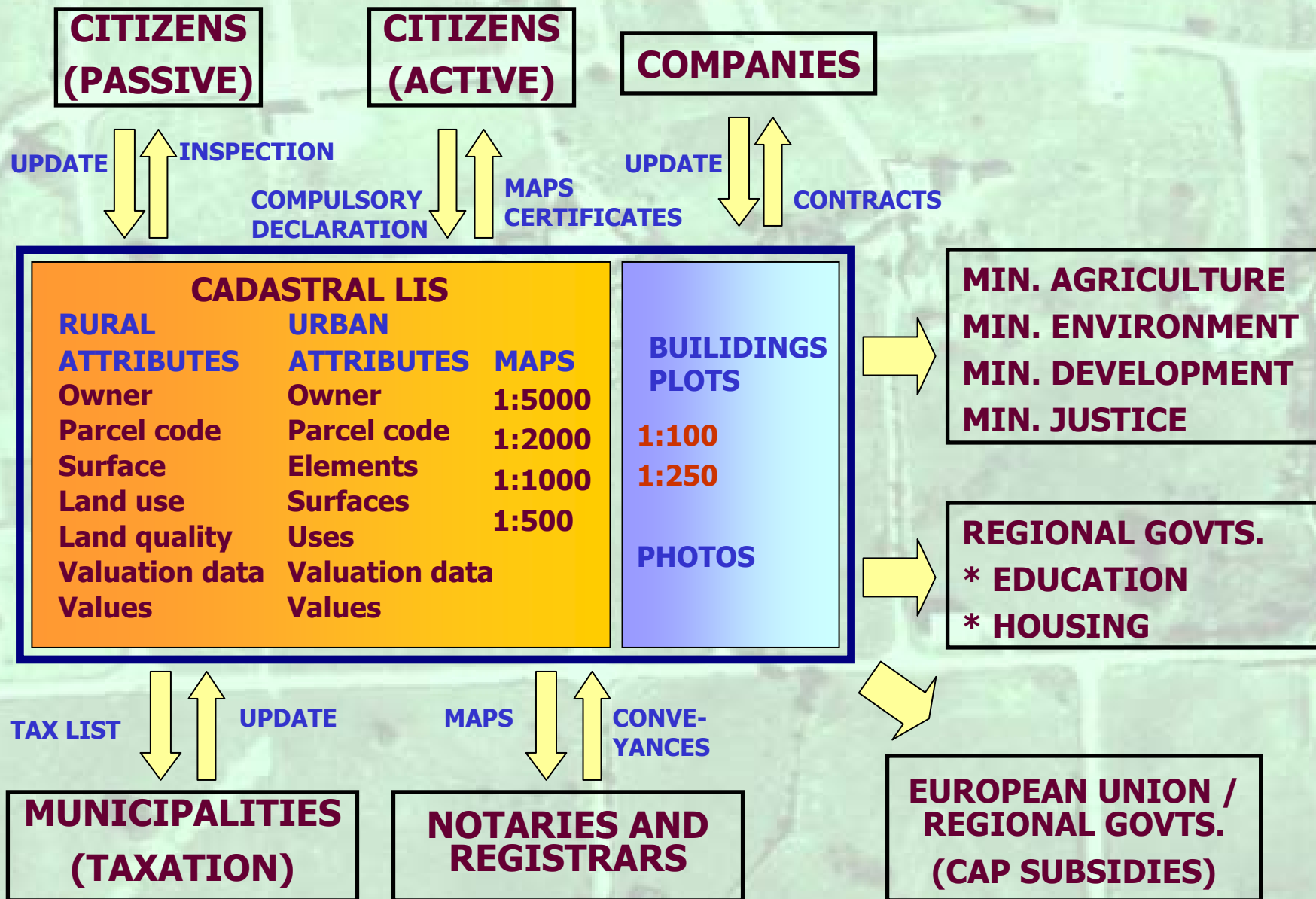


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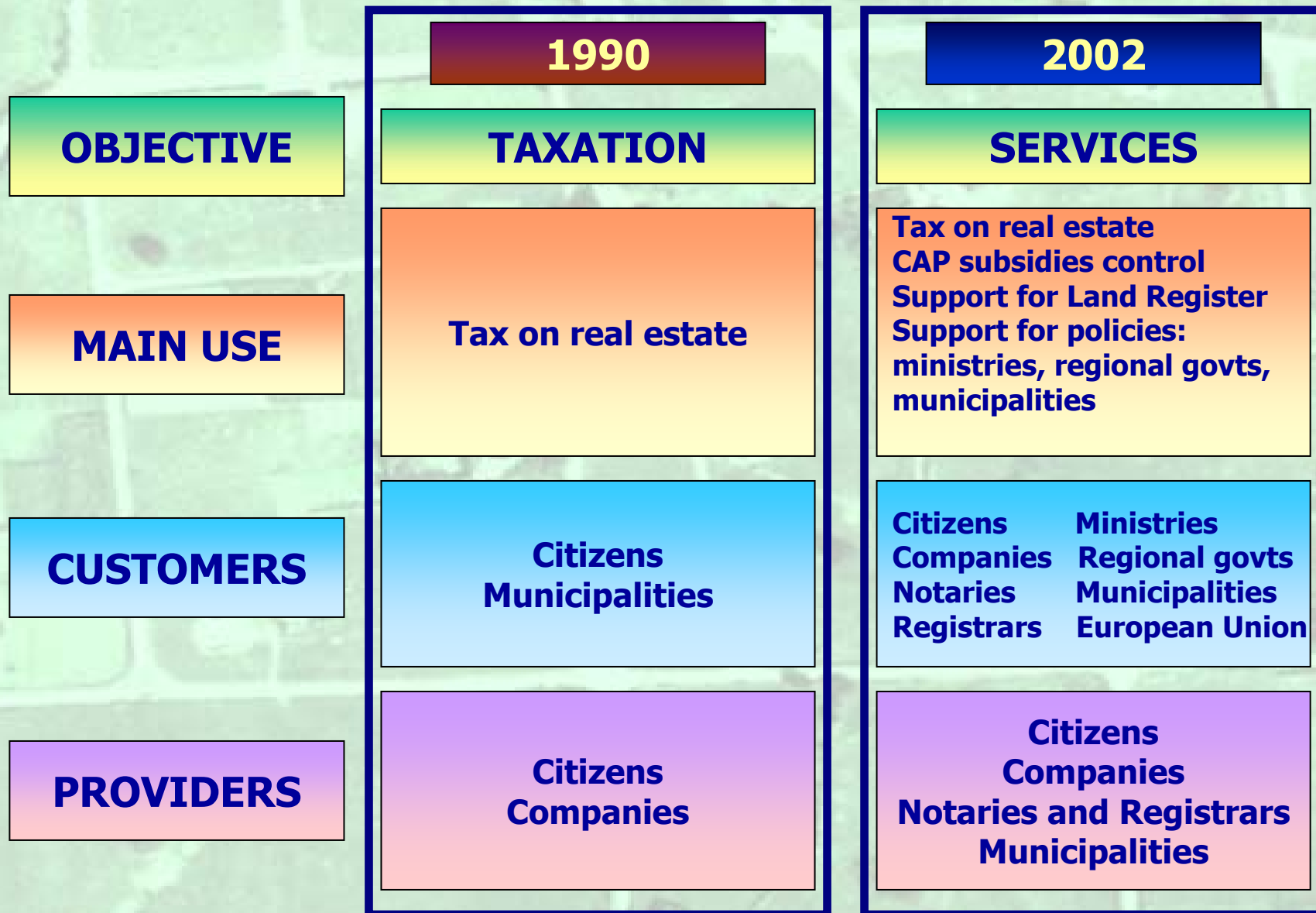
THE CADASTRAL SYSTEM IN 1990



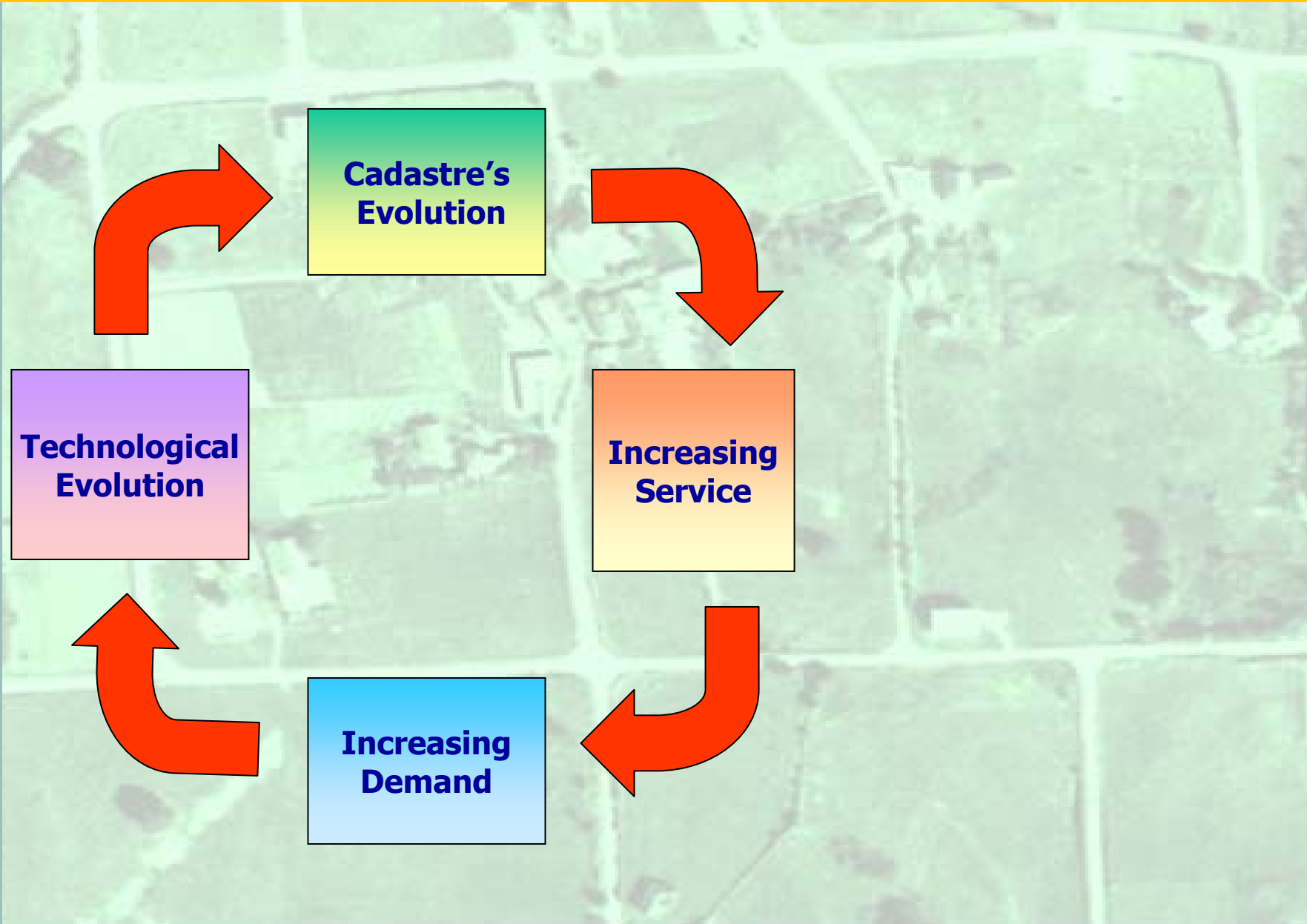
THE CADASTRAL SYSTEM IN 2002



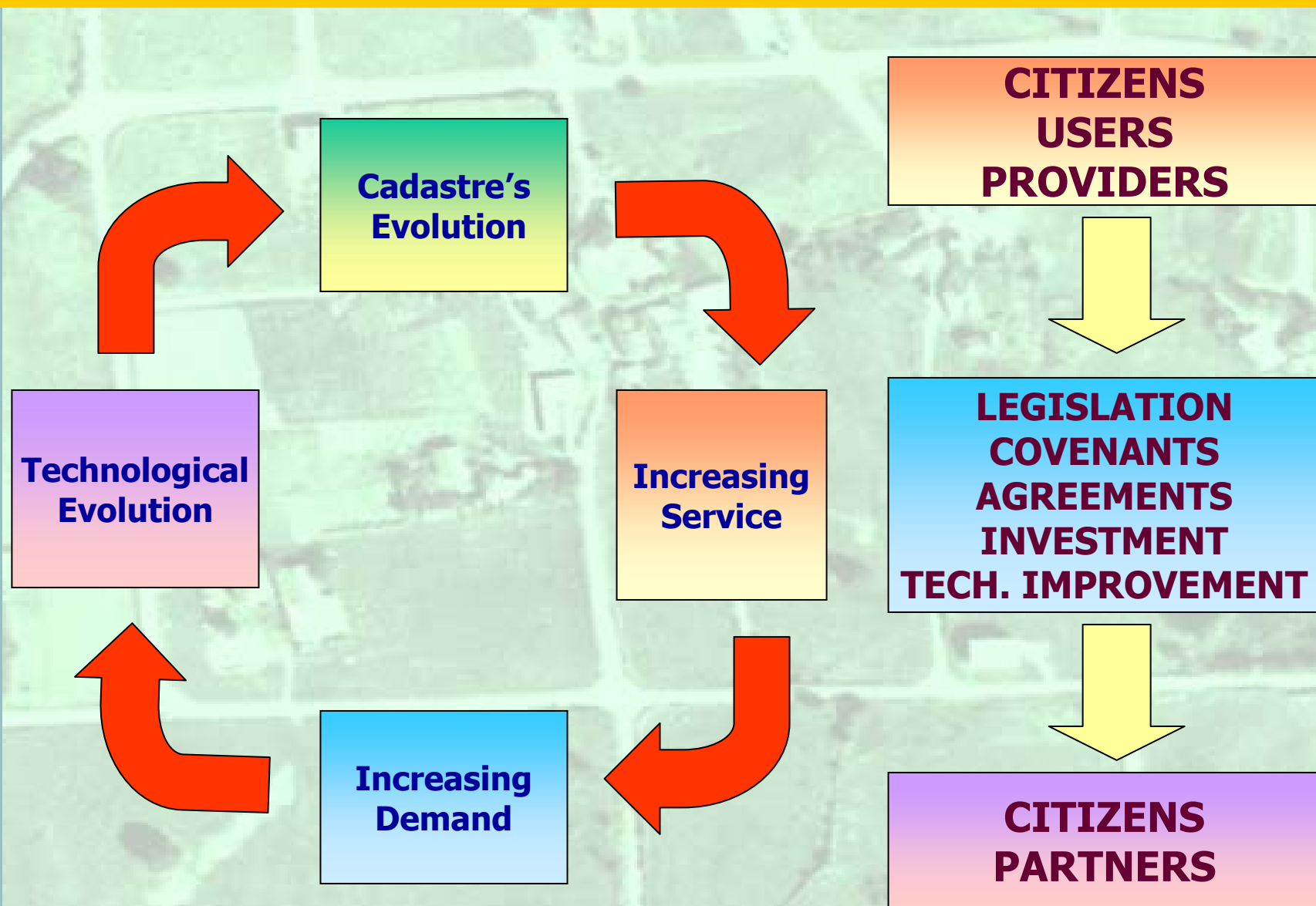
THE CADASTRE'S EVOLUTION



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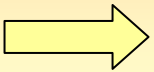
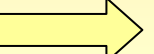
HOW TO IMPROVE THE SERVICE OF LAND ADMINISTRATION?

FACT 1

CADASTRE IS A BASIC INFRAESTRUCTURE

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

FOCUSING 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