



Serbia - Real Estate Management Project (P147050)

EUROPE AND CENTRAL ASIA | Serbia | Urban, Resilience and Land Global Practice |
IBRD/IDA | Investment Project Financing | FY 2015 | Seq No: 14 | ARCHIVED on 20-Jun-2022 | ISR52025 |

Implementing Agencies: Ministry of Construction Transport and Infrastructure, Republic Geodetic Authority, Republic of Serbia

Key Dates

Key Project Dates

Bank Approval Date: 16-Mar-2015

Effectiveness Date: 08-Oct-2015

Planned Mid Term Review Date: 23-Apr-2018

Actual Mid-Term Review Date: 24-Oct-2018

Original Closing Date: 31-Dec-2020

Revised Closing Date: 31-Dec-2023

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

To improve the efficiency, transparency, accessibility and reliability of Serbia's real property management systems.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components Table

Name

- A. Valuation and Property Taxation:(Cost \$13.22 M)
- B. E-governance for Enabling Access to Real Estate Information:(Cost \$34.00 M)
- C. Institutional Development of the Republic Geodetic Authority:(Cost \$14.21 M)
- D. Project Management and Supporting Activities:(Cost \$5.30 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	<input type="checkbox"/> Moderately Satisfactory	<input type="checkbox"/> Satisfactory
Overall Implementation Progress (IP)	<input type="checkbox"/> Moderately Satisfactory	<input type="checkbox"/> Moderately Satisfactory
Overall Risk Rating	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate

Implementation Status and Key Decisions

The progress on meeting the Project Development Objective (PDO) is good and the Project is meeting all of its PDO targets. In March 2022, the Additional Financing Loan was extended for one year - till December 31, 2023. Important progress was made on piloting new valuation model for residential properties, building new paper archive and conducting levelling works. Most critical delays relate to the roll-out of the Integrated System for the Real Estate Cadastre and formulation of a roadmap for the transformation of Republic Geodetic Authority (RGA) to an executive, service oriented, fee - based (on cost-recovery basis) agency operating on modern principles which ensure sustainability of investments made so far. An Action Plan needs to be formulated by RGA to bring these activities back on track, while the discussion on RGA transformation should restart once the new government is in place.



Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Substantial
Macroeconomic	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Sector Strategies and Policies	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Technical Design of Project or Program	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Institutional Capacity for Implementation and Sustainability	--	<input type="checkbox"/> Substantial	<input type="checkbox"/> Substantial
Fiduciary	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Environment and Social	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Stakeholders	--	<input type="checkbox"/> Substantial	<input type="checkbox"/> Substantial
Other	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Low
Overall	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate

Results

PDO Indicators by Objectives / Outcomes

Improve efficiency of Serbia's real property management system				
▶ Avg no. of days to complete recordn of purchase/sale of property in land adm system (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	48.00	3.59	3.84	4.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
□ Avg no. of days to complete recordn of purchase/sale of property—Urban (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	48.00	3.92	3.92	4.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
□ Avg no. of days to complete recordn of purchase/sale of property—Rural (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	48.00	3.31	3.29	4.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022

Improve transparency of Serbia's real property management systems

► Rules, procedures, methodologies and information widely and easily accessible and procedures operate for public to verify their information (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Limited availability.	Data available on internet.	Data available on internet.	Data available on internet
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
Comments:	Target achieved.			

Improve accessibility of Serbia's real property management systems

► Open (structured) data available to municipalities for re-use (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	None	Available	Available	Available
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
Comments:	Target achieved.			

Improve the reliability of Serbia's real property management systems.

► Increased customer satisfaction with real property management system, including as to quality and efficiency. (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	66.00	91.00	91.00	80.00
Date	24-Mar-2014	08-Dec-2021	15-Jun-2022	30-Sep-2022
Comments:	Customer satisfaction surveys have been conducted biennially. So far, three customer satisfaction surveys were conducted under the project, in 2016, 2018 and 2020. Next survey will be conducted by the end of the project. Feedback collected from past two satisfaction surveys have been analyzed, communicated and translated into concise corrective actions. This indicator also measures RGA's responsiveness to customer feedback provided through using the e-Front Desk or Help Desk.			

□ Increased customer satisfaction with real property management system, including as to quality and efficiency - female (Percentage, Custom Breakdown)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	67.00	91.00	91.00	82.00



Date	30-Mar-2018	08-Dec-2021	15-Jun-2022	30-Sep-2022
------	-------------	-------------	-------------	-------------

Overall Comments

All PDO targets are being met.

Intermediate Results Indicators by Components

A. Valuation and Property Taxation				
▶ Property price index established (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Initial system in place.	Periodical price index established.	Periodical price index established.	Price index established.
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
▶ Valuers operating in accordance with valuation standards. (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Limited use of standards.	Valuers operating in accordance with the valuation standards.	Valuers operating in accordance with the valuation standards.	Valuers operating in accordance with valuation standards.
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2020
Comments:	Target achieved.			
▶ Building register (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	80.00	80.00	100.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
Comments:	All buildings identified and georeferenced, including structures built without construction permit or exceeding the scope of the construction permit, or lacking an occupancy permit. Satellite imagery renewed ensuring building registry being up-to-date. Additional data need to be collected so that registry could provide the information on taxable units within one building.			
▶ Mass appraisal system developed (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No system	No system yet. Valuation model for apartments rolled-out to population of properties in pilot	Valuation model for residential properties developed, verified and rolled-out in pilot	In use in 5 Municipalities



		municipalities. Model for other residential and for commercial properties under development and yet to be verified.	municipalities. Model commercial properties under development.	
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022

B. E-governance for Enabling Access to Real Estate Information

► Integrated REC and Registration System is operational in all RGA offices (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No integrated system	No integrated system. Phase 1 (DMS, Workflow) and Phase 2 (Address register and Administrative Units register) developed and implemented countrywide. Phase 3 (property and property rights registry) developed and rolled-out in one LCO. Phase 4 under contracting.	Integrated system consists of three elements/phases: Phase 1 (DMS, Workflow) and Phase 2 (Address register and Administrative Units register) developed and implemented countrywide. Phase 3 (property and property rights registry) developed and rolled-out in four LCO. Phase 4 - Business Intelligence System-under development.	System fully implemented in all LCOs
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022

► Central archive operational (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
Comments:	Construction works on central paper archive building have been completed. Process for obtaining use (occupancy) permit ongoing.			

► System for electronic issuing of building permit established. (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No system	System established.	System established.	System developed, tested and piloted
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2020
Comments:	Target achieved.			



▶ Number of institutions providing data through NSDI. (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	17.00	31.00	38.00	45.00
Date	30-Sep-2019	08-Dec-2021	15-Jun-2022	30-Sep-2022
▶ Number of properties with data maintained in gender disaggregated manner as share of total number of properties registered (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	58.80	62.10	63.00	80.00
Date	30-Sep-2019	08-Dec-2021	15-Jun-2022	30-Sep-2022

C. Institutional Development of the Republic Geodetic Authority

▶ Corporate strategy and business plan submitted to government (Yes/No, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	Yes	Yes	Yes
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2020
Comments:	Target achieved.			
▶ Clearing backlogs in accordance with defined service standards. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	95.00	98.00	95.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
▶ Number of beneficiaries from vulnerable groups assisted through mobile services (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	no mobile service established yet	One mobile service established for the city of Belgrade.	One mobile service established for the city of Belgrade.	No target. Just to be monitored
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
Comments:	Mobile services have been redesigned as there was no demand from one pilot which was established. Instead of 5 pilots around the country, a centralized mobile unit will be established at HQ in Belgrade to respond to calls for service from clients with disabilities living in the greater Belgrade city area covered by 17 local cadastre offices.			
▶ Number of beneficiaries from vulnerable groups assisted through mobile services - female (Text, Custom)				



	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	One mobile service established for the city of Belgrade; no beneficiaries were served since the last ISR. This service is provided on a demand basis. It is not being provided during the COVID-19 pandemic.	One mobile service established for the city of Belgrade; no beneficiaries were served since the last ISR. This service is provided on a demand basis.	No target. Just to be monitored.
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
► Digital utility lines completed under the project (Kilometers, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	108,000.00	111,234.00	34,000.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2020
Comments:	Target achieved and exceeded.			
► Area covered by digital maps under the project. (Hectare(Ha), Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	4,661,004.00	6,700,000.00	6,700,000.00	6,700,000.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2020
Comments:	All cadastral maps have been digitized. Through data quality improvement their quality is being enhanced. Upon the completion of the enhanced digital cadastral maps the target would be considered fully achieved.			
► RGA's institutional development roadmap submitted to the government. (Yes/No, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	30-Sep-2019	08-Dec-2021	15-Jun-2022	30-Sep-2022
Comments:	Institutional development roadmap is being developed under the additional financing loan. Draft concept had been prepared and internally discussed with supervising ministry - Ministry of Construction, Transport and Infrastructure before it is discussed at the Government.			
► Area covered with leveling network established under the project as a share of total country area. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	90.00	96.00	100.00
Date	30-Sep-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022



D. Project Management and Supporting Activities				
▶ Number of persons trained (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	7,408.00	7,527.00	7,300.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
□ Number of persons trained - female (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	2,774.00	2,844.00	2,100.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
▶ Level of satisfaction of trainees with training (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	93.90	93.56	90.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
□ Level of satisfaction of trainees with training - female (Percentage, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	96.60	95.34	90.00
Date	01-Jan-2015	08-Dec-2021	15-Jun-2022	30-Sep-2022
▶ Properties registered to women as a share of total properties registered. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	34.20	36.32	37.21	36.20
Date	30-Sep-2017	08-Dec-2021	15-Jun-2022	30-Sep-2022

Performance-Based Conditions

Data on Financial Performance

Disbursements (by loan)

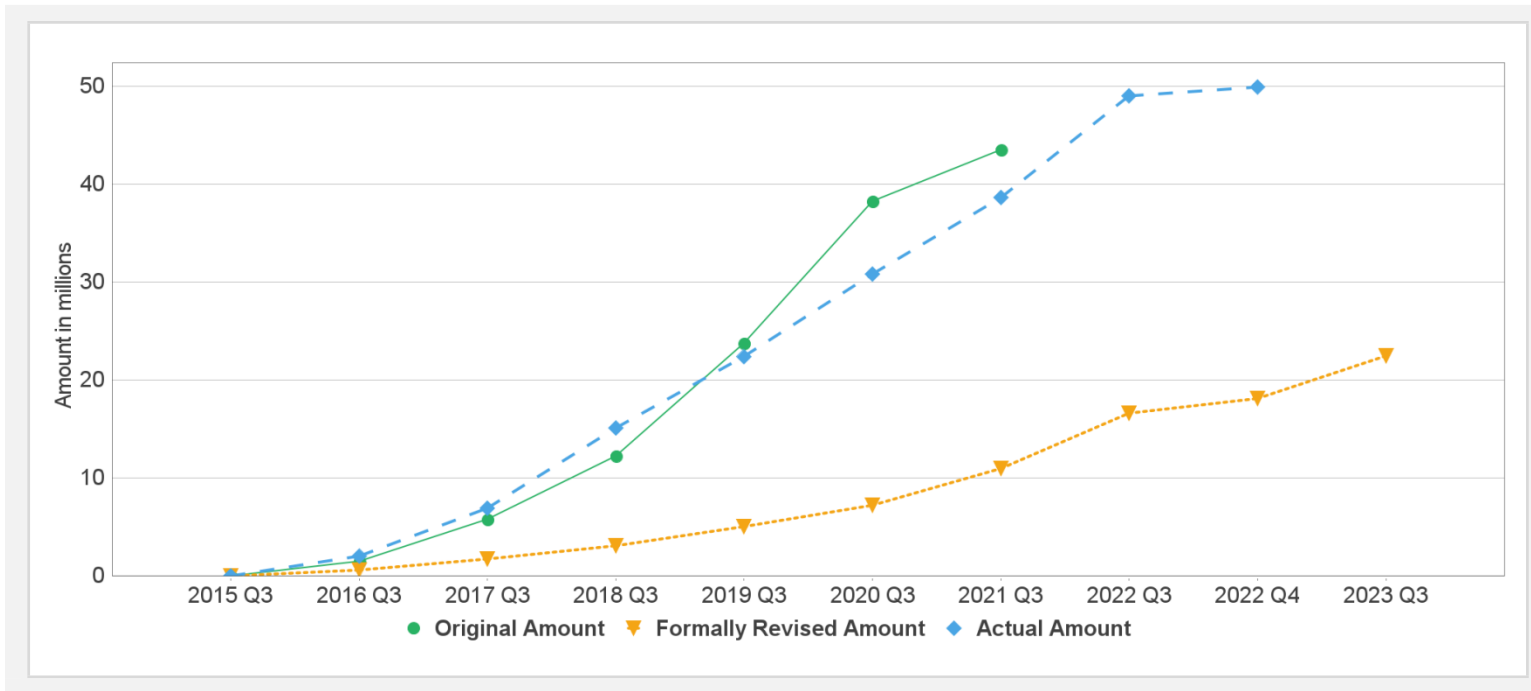


Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P147050	IBRD-84860	Effective	USD	44.00	44.00	0.00	40.90	0.49	99%
P147050	IBRD-90200	Effective	USD	22.90	22.90	0.00	9.18	14.37	39%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P147050	IBRD-84860	Effective	16-Mar-2015	17-Apr-2015	08-Oct-2015	31-Dec-2020	31-Dec-2022
P147050	IBRD-90200	Effective	21-Nov-2019	28-Nov-2019	19-Feb-2020	31-Dec-2022	31-Dec-2023

Cumulative Disbursements



Restructuring History

Level 2 Approved on 21-Jun-2021 ,Level 2 Approved on 17-Mar-2022

Related Project(s)

P168640-Real Estate Management Project Additional Financing