



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: 9 | ARCHIVED on 09-Dec-2019 | ISR39304 |

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

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-2022

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

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"/> Moderately Satisfactory |
| Overall Implementation Progress (IP) | <input type="checkbox"/> Moderately Satisfactory | <input type="checkbox"/> Moderately Satisfactory |
| Overall Risk Rating | <input type="checkbox"/> Substantial | <input type="checkbox"/> Substantial |

Implementation Status and Key Decisions

Additional Financing (AF) for in the amount of US\$ 25 million had been approved by the Board of Executive Directors on November 21, 2019. The AF loan will become effective once it was approved by the Parliament of the Republic of Serbia. The progress toward the project development objective (PDO), which is to improve the



efficiency, transparency, accessibility and reliability of Serbia’s real and property systems, is moderately satisfactory. The average time to register a property has improved and it now takes 7 days on average to register purchase and sales of property (also inheritances and gifts), down from 48 days in 2015. These 7 days relate only to transactions that take place through e-front Desk used by notaries. Applications for property transactions registration for those transactions that took place before the introduction of e-Front Desk (before July 1, 2018) are being submitted in paper form to local cadastre offices and processing of those applications takes much longer. As for the accessibility and transparency of the systems, the progress is solid and it includes the development of the Sales Price Registry, new Geoportal with geospatial information available, introduction of the Document Management System with tracking of the status of applications, etc. Development of an integrated software solution in RGA which should further improve the system is ongoing but with delays.

Risks

Systematic Operations Risk-rating Tool

| Risk Category | Rating at Approval | Previous Rating | Current Rating |
|--|--------------------|-----------------|----------------|
| Political and Governance | -- | □Substantial | □Substantial |
| Macroeconomic | -- | □Moderate | □Moderate |
| Sector Strategies and Policies | -- | □Low | □Low |
| Technical Design of Project or Program | -- | □Substantial | □Substantial |
| Institutional Capacity for Implementation and Sustainability | -- | □Substantial | □Substantial |
| Fiduciary | -- | □Moderate | □Substantial |
| Environment and Social | -- | □Low | □Moderate |
| Stakeholders | -- | □Substantial | □Substantial |
| Other | -- | -- | -- |
| Overall | -- | □Substantial | □Substantial |

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 systm (Number, Custom) | | | | |
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | 48.00 | 13.00 | 7.00 | 4.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 | 13.00 | 7.00 | 4.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 | 7.00 | 7.00 | 4.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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. | Increased availability of updated procedures, methodologies and information. Sales Price Registry established and publicly available. eKatastar application provides information on real estates and rights (search through land parcel number or address; viewing only); information on procedures available online and elsewhere (local offices, media). | Increased availability of updated procedures, methodologies and information. Sales Price Registry established and publicly available. eKatastar application provides information on real estates and rights (search through land parcel number or address; viewing only); information on procedures available online and elsewhere (local offices, media). | Data available on internet |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |

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 | Data available for viewing. Limited availability of datasets for download and re-use - download function is under development. | Data available and can be viewed and download or accessible through Geoportals services (for municipalities to re-use). | Available |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |



| 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 | 76.00 | 90.00 | 80.00 |
| Date | 24-Mar-2014 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |
| ▫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 | -- | 94.00 | 82.00 |
| Date | 30-Mar-2018 | -- | 02-Dec-2019 | 30-Sep-2022 |

Overall Comments

Customer satisfaction surveys have been conducted biennially. So far, two customer satisfaction surveys were conducted under the project, in 2016 and 2018. Additional two surveys will be conducted by the end of the project, in 2020 and in 2022. Feedback collected from customers have been analysed, communicated and translated into concise corrective actions. For instance, customers report difficult access to information, unkind officers, and long queues in RGA's offices. RGA (1) established a Help Desk (InfoCentar) which collects feedback from RGA customers, gives guidance and assistance on RGA services, and provides information on the status of applications and appeals; (2) staff was trained in customer-oriented service provision and professional approaches to engage with various customers; and (3) front office infrastructure was improved.

Crowdsourcing through Geoportal: All citizens and interested stakeholders are able to provide feedback and suggestions and to advise on the quality of current property information through a crowdsourcing mechanism for the Geoportal. The RGA continues to build up and correct geospatial data based on citizens' and Geoportal users' input.

Participatory design of the e-Front Desk for surveyors: An electronic platform for surveyors was developed and established through participatory approach. A working group (consisting of RGA staff and private sector representatives) has been set up to test the E-Front Desk and to consider and further integrate users' needs and concerns.

Definition of the PDO indicator- Increased customer satisfaction with real property management system including as to quality and efficiency – is expanded to include RGA's responsiveness to customer feedback aiming to capture experience of customers involved in working groups, using the e-Front Desk or Help Desk.

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. | Initial system in place; Sales Price Registry established; Original backlog (2012-2015) resolved. As of July 1, 2018, databases of courts, notaries and cadaster connected and data entered all up-to-date. RGA works developing a periodical price index. | Sales Price Registry established. As of July 1, 2018, databases of courts, notaries and cadaster connected and data entered all up-to-date. RGA is developing a periodical price index. | Price index established. |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |
| ▫Valuers operating in accordance with valuation standards. (Text, Custom) | | | | |
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | Limited use of standards. | National valuation standards based on international valuation standards for valuers to operate adopted and the rulebook developed. | Valuers operating in accordance with the valuation standards. | Valuers operating in accordance with valuation standards. |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2020 |
| Comments: | Target achieved. | | | |
| ▫Building register (Percentage, Custom) | | | | |
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | 0.00 | 72.00 | 72.00 | 100.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |
| ▫Mass appraisal system developed (Text, Custom) | | | | |
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | No system | No system yet. MoUs with 4 (of 5) pilot municipalities signed. Coordinators for the pilots recruited and trained. | No system yet. Data source identification in pilot municipalities ongoing. | In use in 5 Municipalities |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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) developed and implemented. Phase 2 (Address register and | No integrated system. Phase 1 (DMS, Workflow) developed and implemented. Phase 2 | System fully implemented in all LCOs |



| | | | | |
|--|------------------|---|--|--------------------------------------|
| | | Administrative Units register) and Phase 3 (property and property rights registry) contracted and under development. | (Address register and Administrative Units register) and Phase 3 (property and property rights registry) contracted and under development. | |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |
| □System for electronic issuing of building permit established. (Text, Custom) | | | | |
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | No system | Initial system established and operational. The Govt approved funding for system upgrade to include all functionalities as per the law. | System established. | System developed, tested and piloted |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 | -- | 17.00 | 45.00 |
| Date | 30-Sep-2019 | -- | 02-Dec-2019 | 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 | -- | 58.80 | 80.00 |
| Date | 30-Sep-2019 | -- | 02-Dec-2019 | 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 | No | Yes | Yes |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 | 80.00 | 85.00 | 95.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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; five beneficiaries served. | One mobile service established; five beneficiaries served. | No target. Just to be monitored |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 at 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; five beneficiaries served of which one female.. | One mobile service established; five beneficiaries served of which one female.. | No target. Just to be monitored. |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |
| □Digital utility lines completed under the project (Kilometers, Custom) | | | | |
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | 0.00 | 29,915.00 | 64,170.00 | 34,000.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 | 30-Sep-2018 | 02-Dec-2019 | 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 | Yes |
| Date | 30-Sep-2019 | -- | 02-Dec-2019 | 30-Sep-2022 |
| □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 | -- | 30.00 | 100.00 |
| Date | 30-Sep-2015 | -- | 02-Dec-2019 | 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 | 5,362.00 | 6,800.00 | 7,300.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |

□Number of persons trained - female (Number, Custom Breakdown)

| | | | | |
|-------|-------------|-------------------|------------------|-------------|
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | 0.00 | 2,332.00 | 2,455.00 | 2,100.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |

□Level of satisfaction of trainees with training (Percentage, Custom)

| | | | | |
|-------|-------------|-------------------|------------------|-------------|
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | 0.00 | 93.00 | 93.95 | 90.00 |
| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 30-Sep-2022 |

□Level of satisfaction of trainees with training - female (Percentage, Custom Breakdown)

| | | | | |
|-------|----------|-------------------|------------------|------------|
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
| Value | 0.00 | 97.00 | 96.20 | 90.00 |



| Date | 01-Jan-2015 | 30-Sep-2018 | 02-Dec-2019 | 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 | -- | 35.30 | 36.20 |
| Date | 30-Sep-2017 | -- | 02-Dec-2019 | 30-Sep-2022 |

Data on Financial Performance

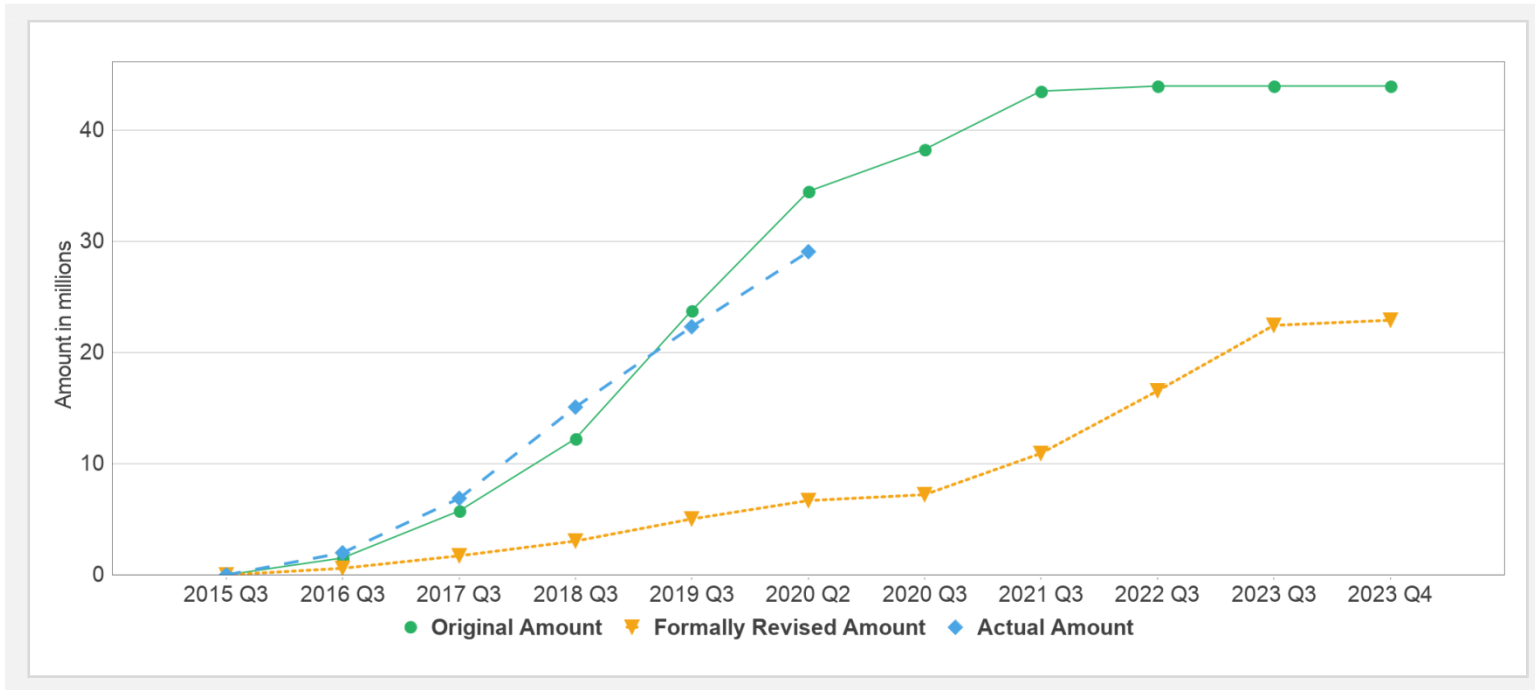
Disbursements (by loan)

| Project | Loan/Credit/TF | Status | Currency | Original | Revised | Cancelled | Disbursed | Undisbursed | % Disbursed |
|---------|----------------|---------------|----------|----------|---------|-----------|-----------|-------------|-------------|
| P147050 | IBRD-84860 | Effective | USD | 44.00 | 44.00 | 0.00 | 29.19 | 12.79 | 70% |
| P147050 | IBRD-90200 | Not Effective | USD | 22.90 | 22.90 | 0.00 | 0.00 | 22.90 | 0% |

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 | Not Effective | 21-Nov-2019 | 28-Nov-2019 | -- | 31-Dec-2022 | 31-Dec-2022 |

Cumulative Disbursements



Restructuring History

There has been no restructuring to date.

Related Project(s)

P168640-Real Estate Management Project Additional Financing