The Integrated Data Processing of the "Patrimonial Documentation" Administration of Belgium

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Key words : Cadastre; e-Governance; Risk management; "Registration"; "Mortgage Service", "BPR", "Juridical Security", "Collaboration"

SUMMARY

The « Coperfin Reform », the reform of the Ministry of Finance of Belgium has led to the creation of new organization charts, new structures and new assignments. The Ministry of Finance became the "Federal Public Service Finance".

The general administration of the Patrimonial Documentation (before the "Coperfin Reform": Cadastre, Registration, Public Property administration" and "Mortgage Service") has in this context more than forty projects, technical, functional and structural projects.

The objectives of the Integrated Data Processing of the Patrimonial Documentation (the Integrated system of the Patrimonial Documentation) are to manage in a rational and regular way the portfolio of projects having the same common objective.

RESUME

La réforme « Coperfin », la réforme du Ministère des Finances de Belgique a conduit à la création de nouveaux organigrammes, nouvelles structures et nouvelles missions.

L'administration générale de la Documentation patrimoniale (avant la réforme Coperfin : Cadastre, Enregistrement, Domaines et Hypothèques) a dans ce contexte plus de 40 projets, projets techniques, fonctionnels et structurels.

L'objectif du Système Intégré de la Documentation patrimoniale est de gérer rationnellement le portfolio de projets.

SAMENVATTING

De "Coperfin" hervorming, de hervorming bij het Belgische Ministerie van Financiën heeft geleid tot het opstellen van nieuwe organigrammen, nieuwe structuren en nieuwe opdrachten.

De algemene administratie van de Patrimoniumdocumentatie (vóór de Coperfin hervorming : Kadaster, Registratie, Domeinen en Hypotheken) heeft in deze context meer dan 40 projecten technische, functionele en structurele projecten.

De doelstelling van het Geïntegreerd Systeem van de Patrimoniumdocumentatie is het rationeel beheren van de portfolio van de projecten.

ZUSAMMENFASSUNG

Die Umgestaltung « Koperfin », die Reform des Belgischen Ministeriums der Finanzen führte zur Einrichtung neuer Organigramme, neuer Strukturen und neuer Missionen.

Die Allgemeinverwaltung der Vermögensdokumentation (Vor Koperfin: Kataster, Registrierung, Domänen und Hypotheken) hat in diesem Zusammenhang mehr als 40 technische, funktionale und strukturale Projekte.

Das Ziel des integrierten Systems der Vermögensdokumentation ist die rationale Verwaltung des Gesamtpakets dieser Vorhaben.

RESUMEN

La reforma " Coperfin ", la reforma del Ministerio de Finanzas de Bélgica a llevado a cabo la creación de nuevos organigramas, nuevas estructuras y nuevas misiones.

La Administración general de la documentación patrimonial (antes la reforma Coperfin : Catastro, registros; dominios y hipotecas) tiene dentro de su contexto más de 40 proyectos técnicos, funcionales y estructurales.

El objetivo del Sistema Integrado de la Documentación patrimonial es de administrar racionalmente la cartera de proyectos.

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1. INTRODUCTION : THE "PATRIMONIAL DOCUMENTATION" ADMINISTRATION OF BELGIUM

1.1. The New Chart

The "Coperfin Reform", the reform of the Ministry of Finance of Belgium has led to the creation of new organization charts and new structures.
The Ministry of Finance became the "Federal Public Service Finance".

The "Federal Public Service Finance" is now composed of three general administrations :
1. Taxes and Tax Collection;
2. Patrimonial Documentation;
3. Treasury

The general administration of the Patrimonial Documentation (before the "Coperfin Reform")

"Cadastre, Registration, Public Property administration and Mortgage Service" is composed of five general departments :
1. Juridical Security;
2. Measures and Evaluations;
3. Patrimonial Services;
4. Not fiscal Tax office;
5. Collect and Swap of information.

There are also central services with functions of "support – coordination" and controlling.
The three "staff services" are :
1. The Service Appraisal and Functional Support;
2. The Running Service;
3. The Service "Program Management Office".

1.2. The Programs

Moreover, there are also generic programs :
- the "Citizen Relationship Management" C.R.M. which manages the fact that the user is at the center of the services offered by the administration;
- the program "Regulations and Procedures of work".

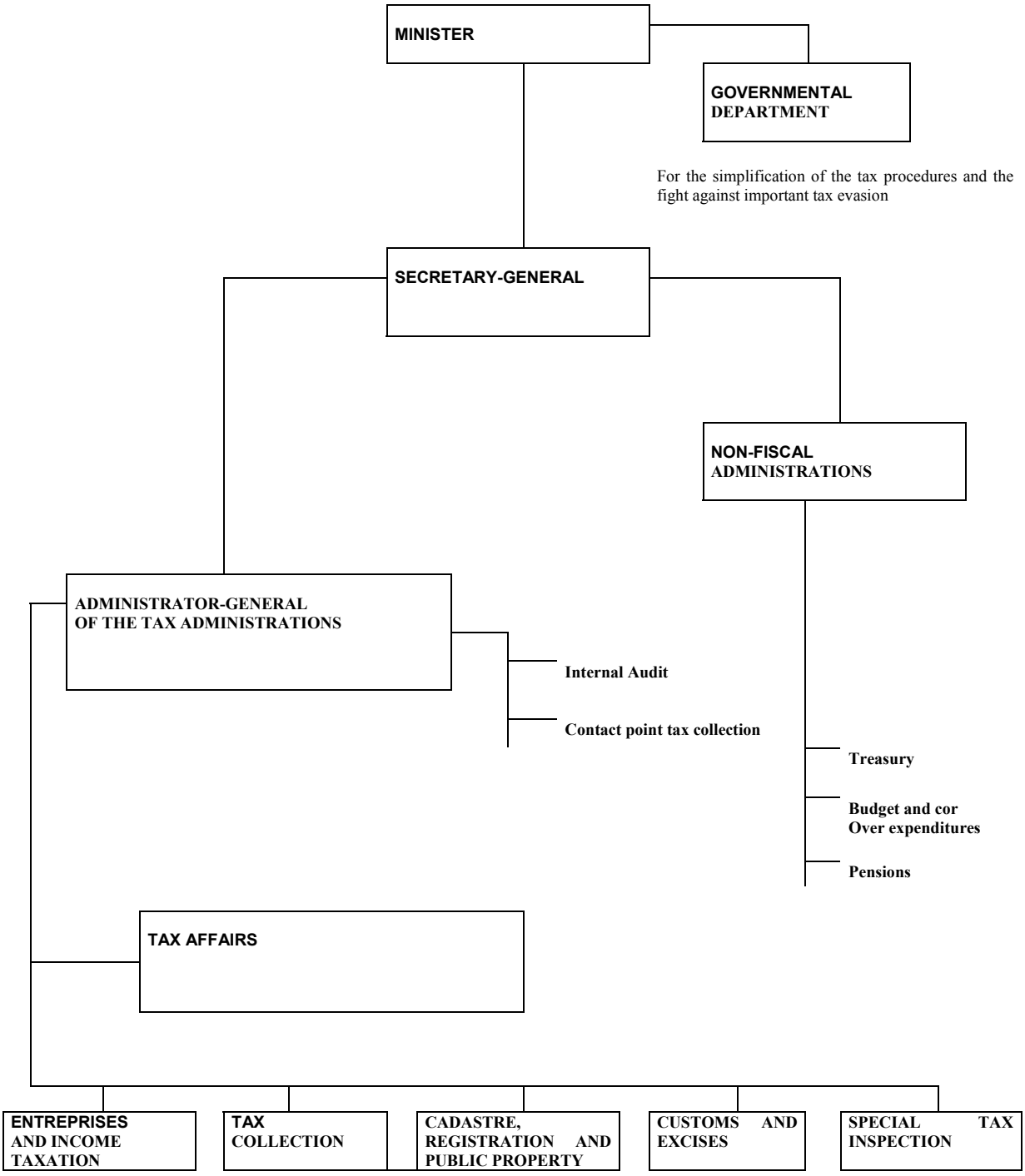
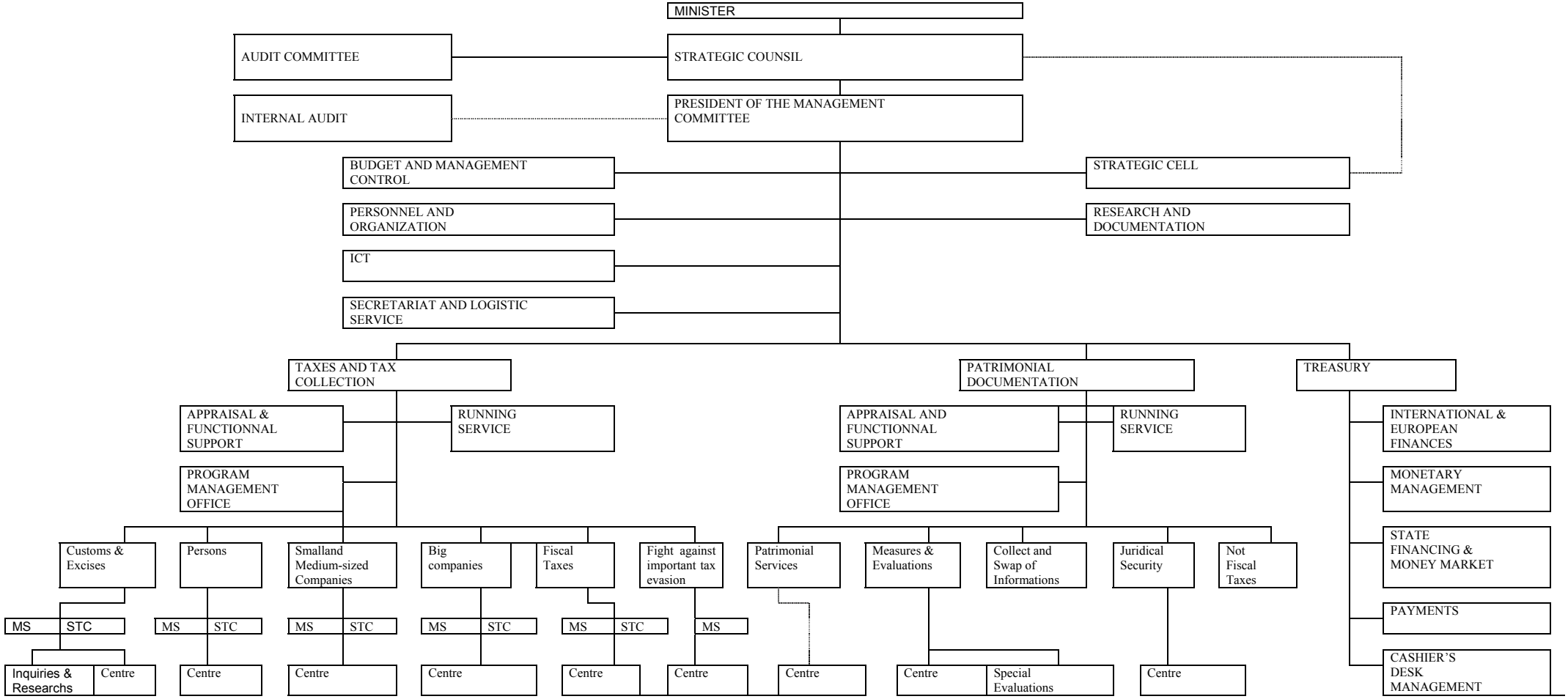


Figure 1 : The chart of the Ministry of Finance



MS : MAGEMENT SUPPORT
STC : STRATEGY OF THE TARGET CLUSTERS

Figure 2 : The chart of the Federal Public Service Finance

1.2.1. The "Citizen Relationship Program"

The objectives of the C.R.M. – Program are :
- to give the choice of the interactive way (internet, e-mail, phone contact-center, face to face;
- to know the needs;
- to give a "made to measure" service;
- to give the possibility to have a "one-stop" service the better service;
- to grow the legibility of the formularies, mails and notices. To write according to the "target clusters" with mention of the appeals;
- to create a "FAQ Data base" with a list of the more frequently Asked Questions;
- to create a list of the services (with the phone numbers, mail addresses and e-mails).

1.2.2. The Program "Regulations and Procedures of Work"

The Targets of the Program "Regulations and Procedures of work" are :
- the improvement of the regulation;
- the shortening of time between the theory and practice;
- the improvement of the legibility.

2. THE COPERFIN THEMES

The integrated system of the Patrimonial Documentation is based on the seven themes of the reform of the Federal Public Service Finance.

2.1 The only File

All the fiscal and non-fiscal informations will be avaible in an only file generating a fiscal balance integrating all the taxes and all the information needed to charge. This only file including the fiscal balance are accessible to the citizen.

2.2 Integrated Data Processing

The integrated data processing of the patrimonial documentation respects the general criteria, for example, only electronic registration of the personnal data from the citizen or the centralized management and the computerizing of information, as well as, the computerized exchange of information between the different partners.

2.3 Access "New Technologies" Accessibility

The service delivery are supplied by different communication channels : face to face (front office), computer, tv console, phone, kiosk, local agency, e-mails, internet (with the Center of the Communication of the Federal Taxation – the Data Processing Portal of the "Federal Public Service Finance").

2.4 Assistance, Controlling

The 4th theme concerns the knowledge of the citizen, tax payer, debtor, company in order to determine the risks and needs (setting up profils, efficient organization of control activities but also assistance).

2.5 Case-study

The study of cases is an approach centered by plans and this for a specify treatment of the files with a support for the concerned civil servants… for example for a new railway.

2.6 A Consistent Regulation

The regulation and the working procedures have to lead to texts who are consistent, comprehensible and applicable.

2.7 Brand Image

The image that citizens make of the Federal Public Service of Finance is based on a set of individual impressions which are based on the behaviour, communication and symbols perceived. The Federal Public Service wants to give itself a modern and professional brand image.

3. THE OBJECTIVES OF THE INTEGRATED SYSTEM OF THE PATRIMONIAL DOCUMENTATION

The Integrated system of the Patrimonial Documentation (the integrated Data Processing of the Patrimonial Documentation Administration) manages in a rational and regular way the portfolio of projects having the same common objective.

This program includes 3 important aspects :
- The technical aspect : modification of the computer infrastructure to adapt to the new technologies;
- The functional aspect : modification of working process in order to rationalize and improve the services;
- The structural aspect : organizational restructuration (new organization chart and new functions) in order to adapt to the technical and business evolution.

The program contains more than 40 projects divided into 6 categories :
1. Realised projects;
2. Business projects under construction;
3. Technical projects under construction;
4. Proposals of new projects;
5. Valid projects for 2006;
6. Non-activated projects.

All the projects have to be validated by the Management Committee.

3.1 The Realised Projects

- Pre-study PATRIS : preliminary study for the implementation of "Integrated system of Patrimonial Documentation (STIPAD)
- PRECAD : preliminary cadastration. A cadastral number will be given to a real estate and this same number will figure in the authentic act.
- RESPO : application that manages all the administrative formalities of the Registration tax collector who accepts responsability.

3.2 Business Projects under Construction

- Structured analysis of the authentic deed : a structured act to receive electronically. This requires a prerequisite of computerization.
- Structured inheritance declaration : this project has the same objective as the project of the authentic deed.
- Structured declaration of non profit-making organization : same as the 2 above.
- Structured bank information : same as the other structured projects.
- UNIDENT : univocal identification of the immovables.
- STAT-TBT : list of indicators for the management.
- Regulation STIPAD : if all the process and computer programs of the Administration are modified, this has also an influence on its assignments, and will change the regulation and juridical texts.
- Accountancy HYPO (study) : this project wants to develop a program to computerize the accountancy of the Mortgage Services.
- Computerization Acquisition Committee : computerization of the missions of Acquisition Committee. An acquisition committee has the authorization to buy, sell and manage the Public Property.
- Interaction Risk Management-STIPAD : this projects manages the interactions with the other programs. This objective is the same for the other projects having interactions, like interaction Privacy-STIPAD, interaction STIR-STIPAD.
- Interaction Privacy-STIPAD : same objective has Interaction Risk Management-STIPAD.
- European and international relationship : all the initiatives and internal relationships with the other similar Administrations in other countries.
- Measurement team : setting up of the new functions of measurement teams/groups.

3.3 Technical Projects under Construction

- Implementation of STIPAD
- Legal archiving – Scan manual account : the Registration transferred all this information on manual paper accounts till 2002, from then on, the Administration scans them electronically.
- Late deposit of annual accounts : a project concerning non-fiscal taxes. The fines which are submitted to business when they deposit their annual accounts not in time.

- Replacement of microfiches : all the information about property and the land register is stored on microfiches until 2004. Now, we want to store them in an other way, electronic.
- DB of plans of surveyors : database which doesn't contain the plan itself, but the information of where the plan can be found in the external services. It gives the reference of where the plan is stored.
- Extension LOCO : is an extension of the existing program LOCO, which is used in the Registration to take note of the property of one person.
- Building code : in the past, the cadastral income was based on 14 terms. We want to extend to 62 terms to be more precise. The terms which we talk about for example are, the kind of building, the component elements, the shell of the building, the technical equipments… and so on.
- F60 Direct : internal formality of the forms 60 which the Registration uses.
- SCAN DOSI : computerizing of the files of the Cadastre in order to be able to consult them very quickly.
- CADMAP : the digitizing of the 29.000 cadastral maps of parcels (composed of more of 9 million of cadastral parcels) has be made with the collaboration of the three regions of Belgium. This is an important step to the continuous cadastral map of parcels and CADGIS (SIG) which permit the updating of the data of the patrimonial documentation by the integrated system.
- Web Map Server : the objective of CADMAP is to consult the cadastral plan as an image. To transfer the data to our partners, as a file, not as an image, we use the Web Map Server. As a result, they can work on this map.
- Electronic list of death : an electronical list of deceased persons which is transmitted by the communities to the Administration.
- Collection of penal files : a project concerning non-fiscal taxes for the collection of penal fines.
- Points of comparison : database which permits to compare the market value of buildings.
- 220 Plus : the list of building licences which are provided to the citizens by the communities, to transfer them electronically.
- FUN : to computerize a form used bye the Registration.

3.4 Proposal of New Projects

- Consulting of cadastral data (SP4) : consultation of the land register by an application WEB.
- Interaction PSMC – STIPAD : access New Technologies Accessibility. It has the same objective as the other projects concerning interaction with STIPAD.
- Accountancy of certificates : cadastral certificates, an old program which we upgrade to the existing ICT standards.
- Euroboundaries : project concerning the fixation of the European borders.
- Communication STIPAD : a working group managing all the communication to the citizens, media, partners as well as the civil servants of the Administration.

- Physical collection of manual account : the scanning of the manual accounts, make it possible to store the manual accounts in an other place, but not necessary the place them back where they came from.
- Interactions STIR – STIPAD : same as the project Interactions Risk management – STIPAD.
- Replacement of printers for the services “Cadastral certificates”.

3.5 Valid Project for 2006

CADGIS : evolution of CADMAP to a GIS

3.6 Non Activated Projects

Workflow 165 : workflow of a form which is used by the registration and now integrated into the project FUN.

4. IMPLEMENTATION OF STIPAD

4.1 Objective

STIPAD has the ambition to provide to the numerous potential users, as well public as private, the movable and real estate data, but also data about the value of the patrimony of all natural persons and legal entities according to agreed authorizations and with ensured protections of privacy.

At present, the administrations of the general administration of the Patrimonial Documentation have each one, their own redundant informations supported by different and incompatible information processing systems.

The level of computerization is also very different according to the administration (some data are still manual managed, often redundant data with on the other, hand computerized data in other administration). The data exchange happens mostly manual, which makes it more slower, difficult sometimes, impossible in certain cases.

This structure, or better said non-structure, creates multiple data updates with the consequence of inconsistency an non-reliability of data.

There are many interactions between the different services of the Patrimonial Documentation administration but also many interactions with the external partners like the Private surveyors, the Notaries, the Architects, other Public Services, the Cities, the Regions, the local authorities,…

For a better interaction, the Patrimonial administration must rationalize the data and the updates.

The Objectives of STIPAD are :

- to computerize process and documentation
- to process and to distribute data computerized
- to permit quick and easy consultations which are connected to a completeness of information;
- interactive collaboration with the external partners;
- to respond to the evolution and needs of those partners;
- to adapt and to evolve according to the new social, economic and environmental elements
- to improve service delivery;
- to reduce deadlines;
- to improve juridical security;
- to improve accessibility and availability of information;
- to guarantee confidentiality of information.

4.2 The functional objective of STIPAD

- to implement the COPERFIN process established due to the BPR (Business Process Reengineering)
- collect taxes;
- acquire, manage and transfer goods;
- evaluate goods;
- write and draw up an authentic deed;
- update the patrimonial documentation;
- deliver patrimonial information;
- handle discrepancies;
- process “Non-fiscal taxes”.

4.3 PATRimony Information System (PATRIS)

- the central element of STIPAD is the patrimonial database, called PATRIS (PATRimony Information System).
- the principal objectives are :
- to collect, to manage, to update and to communicate all the information related to a natural person or legal entity (active and passive);
- to ensure the juridical security of data.

An other objective is to create connections with other existing databases concerning the same areas, managed by other management levels.

5. THE ESTIMATED PLANNING FOR THE IMPLEMENTATION OF THE INTEGRATED SYSTEM OF THE PATRIMONIAL DOCUMENTATION

The implementation of the “Integrated System of Patrimonial Documentation” will happen in three clusters A, B and C :

- Cluster A : the principal implementation of the process and the data about the real estate

- Cluster B: represents the implementation of the process and the data concerning movables
- Cluster C: represents the additional implementation of process and data concerning real estate.

The end of the implementation of the Integrated System of the Patrimonial Documentation is scheduled at the end of 2012.

BIOGRAPHICAL NOTES

Francis Gabele (60)

Studies : Surveyor certificated by the Belgian State
Town Planner qualified by the Town Planning Institute
Practice : - General Auditor, Section Head at the "Federal Public Service Finance" – Patrimonial Documentation (Cadastre, Registration, Public Property, Mortgage Service)
- In charge of the general inspection of the services of the cadastre for Brussels and the Walloon Region
- In charge of the International Relations for the Patrimonial Documentation
- Belgian Delegate to the PCC
- Member of the National Council of the Belgian Association of Surveyors
- Editor of the review "Surveyor"
- Professor of property law (Engineer Surveyor)
- Scientist Adviser at the University of Liège (Geomatic Engineer Department).

FIG : - Delegate of the "Patrimonial Documentation administration" of Belgium (member Affiliate FIG)

Marc Vanderschueren (49)

Studies : Surveyor certificated by the Belgian State
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FIG : Belgian Delegate of the "Patrimonial Documentation Administration" of Belgium (member Affiliate FIG)

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