

**Philippines – Australia  
Land Administration and Management  
Project**

**Prototype Implementation Office 1 - Leyte**

**Review of the PIO1 One Stop Shop**

**13 September 2004**

**REPORT C54**



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## **Table of Contents**

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
<b>2</b>	<b>Review of the Ones Stop Shop Operations .....</b>	<b>2</b>
	2.1 One Stop Shop transactions .....	2
	2.2 Agency Involvement.....	4
	2.3 OSS Equipment.....	4
	2.4 Staffing of the OSS .....	4
<b>3</b>	<b>Document Tracking System .....</b>	<b>6</b>
	3.1 Database Structure .....	6
	3.1.1 Linking of records.....	6
	3.1.2 System Backup.....	7
	3.2 Review of the DTS Screens .....	7
	3.2.1 Link field.....	8
	3.2.2 Autonumber field.....	8
	3.2.3 Status of the documents received.....	9
	3.2.4 Date Entered.....	9
	3.2.5 Contact No .....	9
	3.2.6 Total Fees.....	9
	3.2.7 Add Button.....	9
	3.2.8 Delete Button .....	10
	3.3 Review of the DTS Sub Form.....	11
	3.3.1 Autonumber .....	11
	3.3.2 Client number.....	11
	3.3.3 Other Transaction.....	11
	3.3.4 Date Received .....	11
	3.3.5 Fee(s) Paid .....	12
	3.3.6 Release Information.....	13
	3.4 Main Menu.....	13
	3.5 Maintenance .....	13
	3.6 Queries .....	14
<b>4</b>	<b>PIO1 Documentation, Training and Data Consistency .....</b>	<b>15</b>
	4.1 Documentation.....	15
	4.2 Training.....	15
	4.3 Data Consistency .....	16

<b>5 Recommendations .....</b>	<b>18</b>
<b>Appendix 1 .....</b>	<b>19</b>

# 1 Introduction

The One Stop Shop (OSS) is the customer interface to the agencies at PIO1. It consists of a front counter, manned by PIO1 staff, that is supported by staff from the ROD, DAR, BIR and CENRO.

The front desk staff accept dealings from the customers and handle enquiries. If the enquiry is complex the agency staff are on hand to answer it, or if it is an enquiry regarding fees the ROD collections officer, stationed at the front desk assists.

A document tracking system has been developed and is being used by the front desk staff to track dealings that are lodged at the OSS.

This document is a preliminary review of the PIO1 OSS operations.

## 2 Review of the Ones Stop Shop Operations

### 2.1 One Stop Shop transactions

There are 31 transactions in the pull down list, these transactions are;

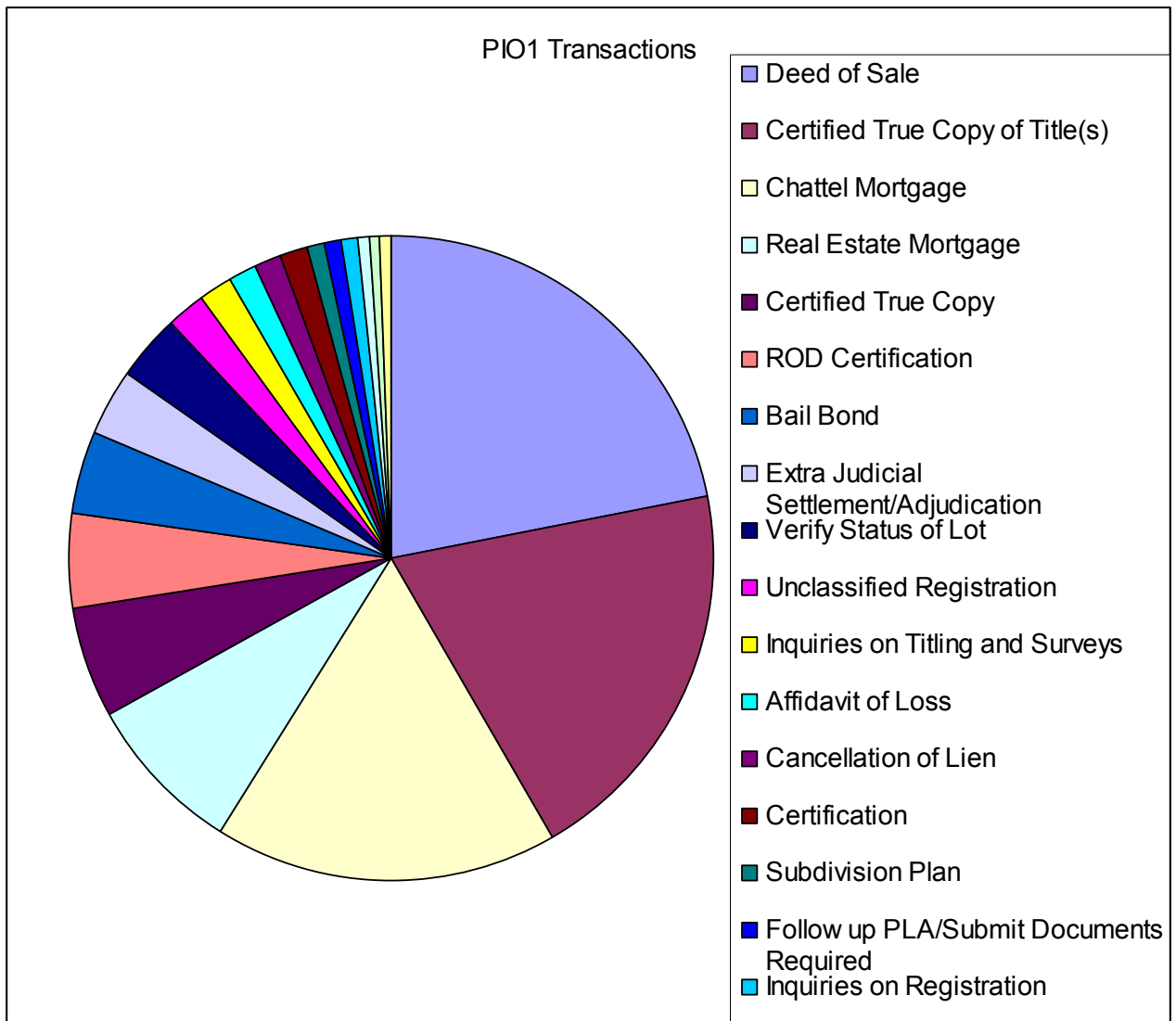
Transaction	Transaction Code
Inquiries on Titling and Surveys	01
Inquiries on Registration	02
Inquiries on BIR and DAR	03
Verify Status of Lot	04
Verify Status of Patent/Title	05
Register Patent/Decree	06
Deed of Sale	07
Donation/Quitclaim/Waiver	08
Extra Judicial Settlement/Adjudication	09
Subdivision Plan	10
Cancellation of Lien	11
Affidavit of Loss	12
Real Estate Mortgage	13
Chattel Mortgage	14
Bail Bond	15
Certified True Copy of Title(s)	16
Certified True Copy of Document(s)	17
ROD Certification	18
File PLA	19
Follow up PLA/Submit Documents Required	20
A&D Certification	21
Survey Authority	22
LAMP Certification	23
Records/Maps	24
Complaints	25
Adverse Claim	26
Decision/Order	27
Resolution	28
Repurchase/Redemption	29
Loan and Mortgage Agreement	30
Unclassified Registration	31

To assist with enquiries the pamphlets for each transaction have been produced and can be given to customers.

However the transaction list is not the complete list as 101 different entries have been found in the database (see appendix 1). The pull down list is an attempt to gain consistency as in some instances a single transaction type can have many different spellings.

For example “Certified True Copy of Title(s)” occurs in 6 different entries some with spelling errors like Cerified, or Cetified. It also occurs 6 times as an abbreviation, including get copy of title.

When we break up the PIO1 transactions at the OSS we find a large number of transactions are post titling activities. As shown in the graph below:



With nearly a quarter of the lodged dealings being “Deeds of Sale” the processes developed for PIO2 should be incorporated within the OSS, to facilitate these transactions.

However PIO1 have no arrangements with the other agencies involved in the transfer of land process. The customer must travel to the Municipal offices for the tax certificates, and certificates of clearance. They must also travel to BIR for the Certificate Authorising Registration (CAR). This makes the OSS one of three locations that must be visited and diminishes the effectiveness of its operations.

## **2.2 Agency Involvement**

The PIO1 One Stop Shop caters for transaction in every municipality covered by the Registry of Deeds (ROD). However the prototype activities are only in 6 of the municipalities. They also accept dealings that are dealt with by the Department of Environment and Natural Resources (DENR), the Community Environment and Resources Organisation (CENRO), the Department of Agrarian Reform (DAR), the Bureau of Internal Revenue (BIR) and the Land Registration Authority (LRA).

Unlike PIO2 there is no representation in the OSS from the Assessor's or Treasurer's Offices from the Municipalities. Therefore a transfer is not wholly dealt with within the OSS. Also the BIR do not issue Tax Identification Numbers (TIN) or accept and process Certificates Authorising Registration (CAR). DENR do not carry out the initial examination of plans lodged and LRA have no representatives in the OSS. DAR do not have a permanent representative in the OSS but do have one in the ROD, this person handles DAR enquiries.

Subsequent transactions on land, like transfers of ownership are still a complex process and the OSS adds no advantage to the process, with the customer still required to travel to all the agencies involved.

None of the agencies have access to system back at their mother units, except by telephone.

## **2.3 OSS Equipment**

The OSS is very poorly equipped. There is only one computer, this is an old model running a very old operating system, it has limited capacity and limited memory. It is linked to the main computer network. None of the agencies have been provided equipment that could be linked to their mother agencies and no work has been carried out to determine if the agencies have systems that could be used. For example DAR have a GIS with a database of records connected to it, BIR probably have their tax system that could be linked into, as has been arranged at PIO2.

There is no printer in the OSS and the front desk computer is not capable of supporting a printer. The only fax machine is upstairs and is not dedicated to OSS use. It has however been used on occasions to obtain copies of tax declarations.

## **2.4 Staffing of the OSS**

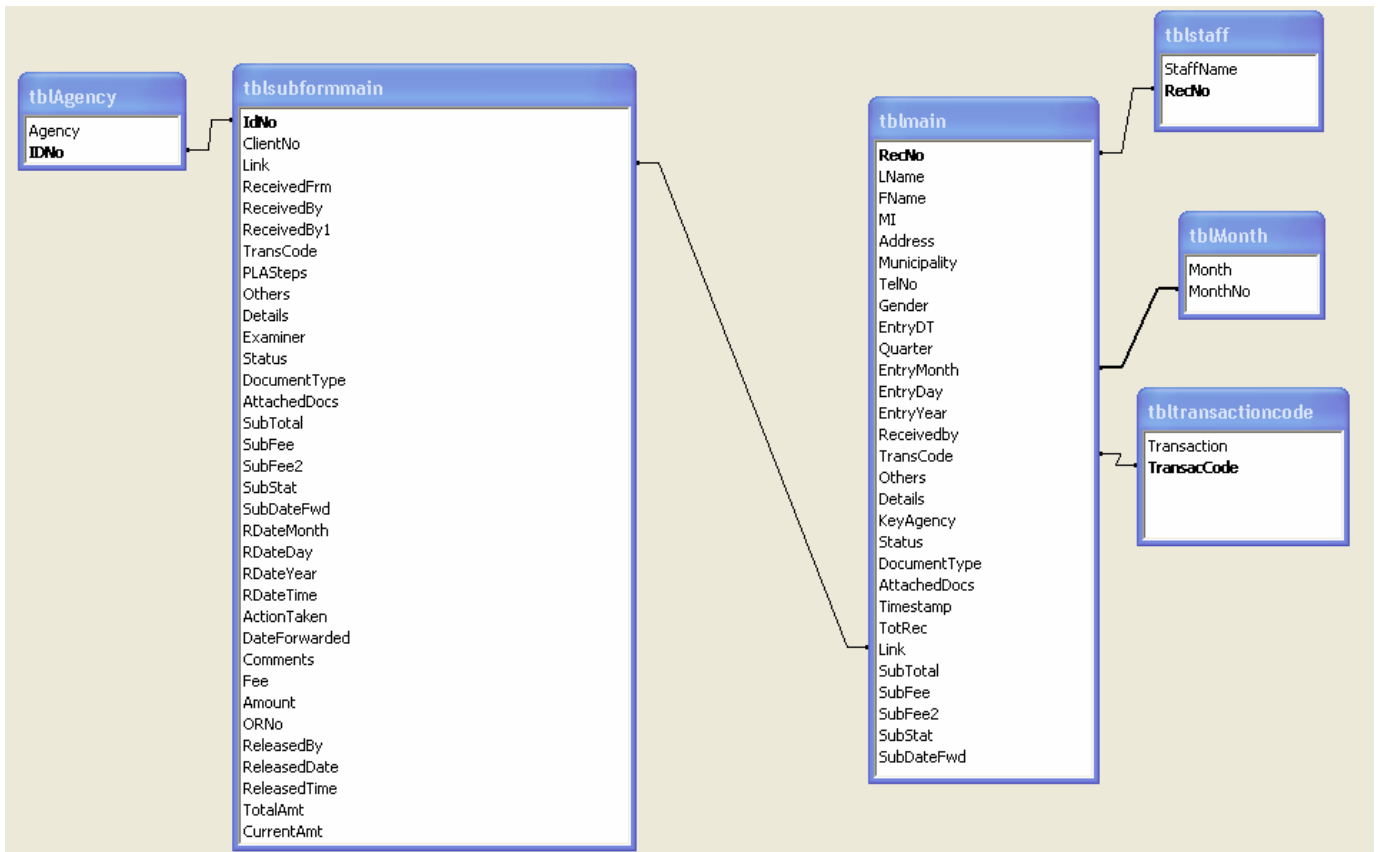
PIO1 supply two full time front desk staff for the OSS. They operate the front desk from 7am to 5pm, and although the agency staff are unavailable during lunch breaks they remain on duty. The OSS is not structured like other units at PIO1, there is no unit head who directly supervises the activities and interacts with the agencies. It is managed by the PIO1 prototype manager. The other staff can be

used to support the OSS as required, especially the CIM staff, with the CIM group directly behind the front desk.

## 3 Document Tracking System

### 3.1 Database Structure

The database has been constructed from a spread sheet created by the OSS staff, that they used to track dealings.



#### 3.1.1 Linking of records

The main tables in the Document Tracking System (DTS) are linked by a field called "Link". There is no documentation as to how the value in this field is created or what it means. In the sub-form used to show where a dealing has been sent some fields contain corrupt data and as the users cannot see or amend the field the corruption is not known to them. This corruption is in the form of incorrect or missing links and partial entries that have been created and would not be shown on any screens.

The first 7 records sit the database (shown below) have no link, they serve no purpose and should be deleted.

lsubformmain : Table									
IdNo	ClientNo	Link	ReceivedFrm	ReceivedBy	ReceivedBy1	TransCode	PLASteps	Others	Det
876									
1063			OSS	ROD	ROD				
1577									
1908									
1947									
1949									
49		(D	OSS	Irma Orbita	ROD	Chattel Mortgag			2 Regist
647		(DTS)00-02646	OSS	Irma Orbita	ROD	Inquiries on Rec			Inquiries
657		(DTS)00-02656	OSS	Irma Orbita	ROD	Bail Bond			Registra
648		(DTS)00-03647	OSS	Sereena Joy Pa	ROD	Bail Bond			Registra
649		(DTS)00-06648	OSS	Sereena Joy Pa	ROD	Bail Bond			Registra
656		(DTS)00-06655	OSS	Irma Orbita	ROD	Bail Bond			Registra
646		(DTS)00-07645	OSS	Sereena Joy Pa	ROD	Subdivision Plan			Registra
1948		(DTS)00-081934	OSS		ROD	Verify Status of	Ocular Inspectio	dfgdfg	dfgdfgdf
658		(DTS)00-10657	OSS	Irma Orbita	ROD	Deed of Sale			Registra
652		(DTS)00-11651	OSS	Irma Orbita	ROD	Deed of Sale			Registra
654		(DTS)00-12653	OSS	Irma Orbita	ROD	Deed of Sale			Registra
9		(DTS)04-0410	OSS	Sereena Joy Pa	ROD	Certified Copy			Certified
98		(DTS)04-04100	OSS	Irma Orbita	ROD	Certified True C			Certified
99		(DTS)04-04101	OSS	Irma Orbita	ROD	Deed of Sale			Untitled
101		(DTS)04-04102	OSS	Irma Orbita	ROD	Deed of Sale			Titled pr
102		(DTS)04-04103	OSS	Sereena Joy Pa	ROD	Deed of Sale			Titled pr
103		(DTS)04-04104	OSS	Irma Orbita	ROD	Certified True C			CTC of t
104		(DTS)04-04105	OSS	Irma Orbita	ROD	Chattel Mortgag			Cancell
105		(DTS)04-04106	OSS	Irma Orbita	ROD	Deed of Sale			Untitled
106		(DTS)04-04107	OSS	Irma Orbita	ROD	Inquiries on Rec			Titled pr
107		(DTS)04-04108	OSS	Irma Orbita	ROD	Certified True C			CTC of t
108		(DTS)04-04109	OSS	Irma Orbita	ROD	Inquiries on Titl			Untitled
10		(DTS)04-0411	OSS	Irma Orbita	ROD	Bail Bond			Bail Bor
109		(DTS)04-04110	OSS	Irma Orbita	ROD	Deed of Sale			Untitled
110		(DTS)04-04111	OSS	Irma Orbita	ROD	Chattel Mortgag			Registra
111		(DTS)04-04112	OSS	Irma Orbita	ROD	Chattel Mortgag			Registra

### 3.1.2 System Backup

The DTS is backed up over the network. The backup is usually weekly. There is not a daily back up, although the staff who are still not confident with the system write all transactions into a log book.

### 3.2 Review of the DTS Screens

Set out below is the data Entry Screen used at the front desk of the PIO1 OSS. It contains two sections which relate to two tables in the DTS database. The top section, in grey contains data from the "tblmain" table the lower section is a sub-form, from the "tblsubformmain: table. It is not clear if this screen has been developed to record the transactions lodged by a customer each day linking them to one DTS number or if it should be used for individual transactions. The confusion stems from the recording of the Type of transaction in the sub-form, which would indicate that the main form is only to record the customer. This point needs to be cleared up as we are either dealing with a system that allocates one number to a customer and all their documents for a particular day, or one that allocates numbers to each transaction irrespective of the customer. There is a huge difference causing confusion in both operations and reporting.

**DOCUMENT TRACKING SYSTEM DATA ENTRY**

1995 (DTS)04-081995 **Status of Entry: Incomplete** 08/09/2004 13:25:49

Last Name: De La Rosa First Name: Abby MI:  Municipality: Quezon City Date Entered: 12/29/2005  
 Contact No: 091-7257 Quarter: 1st  
 Address: LRA Complex East Ave Diliman QC Gender: F Month: December  
 Total Fees P 0.00 Date: 29 Year: 2005

Buttons: DELETE ADD CLOSE

---

2010 (DTS)04-081995 Client No: Front Desk Staff: OSS

Transaction: Don't Know PLA Steps:   
 Other Transaction:  Examiner:   
 Details:  Action Taken:   
 Received From:  Date Forwarded:   
 Received By:  Comments:   
 Status:   
 Date Received: Month:  Date:  Year:   
 Fee(s) Paid: None No intention of Payor Released By:   
 Amount P 1,000,000.00 Date Released:

Record: 1 of 3

### 3.2.1 Link field

The ID numbers created for the records at PIO1 are a combination of the system name (DTS) the Year 04, the month and the autonumber generated. In the example above the number is (DTS)04-081995. However the autonumber shown on the sub screen (lower section of the screen) with a value of 2010, does not match. This is confusing when you look at the screen and would be better if it was an invisible field. There is also inconsistency in the records, as the date on one of the computers, used to create the records was set to 1998. This then created records that are numbered (DTS)98-05...

### 3.2.2 Autonumber field

One of the advantages of an autonumber field is that you can enter the number in the record field at the bottom of the screen (as shown below) and press enter. The system will locate the record, however once records are deleted from the system, as they appear to have been here (there are 1995 record numbers used), then the displaying of the autonumber is of no value.

Record: 1953 of 1953

### 3.2.3 Status of the documents received

This field seems to indicate that the intention is for each dealing to have its own DTS number as if any one of the sub forms attached to the main form have an entry of Completed this field is changed to match it. This is very dangerous as without the proper training (no training has been set up yet), staff could potentially create a separate sub-record for every dealing transaction that a customer lodges. It can only be assumed that the use of multiple sub screens should only be for tracking. This is not clear from the system; and if we go back to our earlier example, of dealing 119, then it is difficult to determine if one customer lodged two dealings, or that the dealing was merely moved from the OSS counter to the ROD and back again. Either way if one had changed the status to completed, when they finished their processing, the overall status would have been incorrect.

### 3.2.4 Date Entered

The date entered contains no validation and the user can enter incorrect data or dates in the future. The system displays the current date and time, there should be a validation that the date entered is not before this date. It would be better if the system checks the field entry when the Add button is used and if these fields are empty, inserts the current date and time. The other concern is the quarter field. It is derivable and by allowing the user to enter the quarter allows errors to be introduced to the system.

### 3.2.5 Contact No

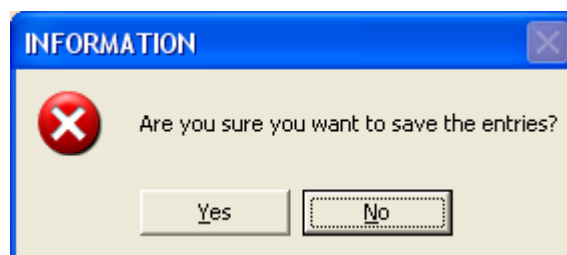
The contact number is restricted to one land line number, it does not allow the entry of a cell phone number, which most people in the Philippines own. Most can afford a cell phone and a prepaid card rather than a land line with a hefty monthly expense.

### 3.2.6 Total Fees

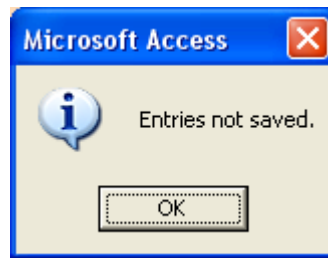
The total fees field is no longer used by the system. It needs to be reviewed and, if it is still necessary, updated, otherwise it should be removed.

### 3.2.7 Add Button

The Add button also serves no benefit. Access automatically creates records in the database as soon as an entry is made into the system. Not only is it unnecessary it becomes a nuisance as it requires the answering of two questions.



If No is selected the entry is not removed. The response box, shown below, is incorrect as the entries are saved to the database.



The record is still clearly visible and the code that the process uses has nothing in it that removes the entry. In fact the last line is command save, no matter what is selected.

```
Dim Msg, Style, Title, Help, Ctxt, Response, MyString
Msg = "Are you sure you want to save the entries?"
Style = vbYesNo + vbCritical + vbDefaultButton2
Title = "INFORMATION"
Help = "DEMO.HLP"
Ctxt = 1000
Response = MsgBox(Msg, Style, Title, Help, Ctxt)
If Response = vbYes Then
  MyString = "Yes"
  DoCmd.GoToRecord , , acNewRec
  MsgBox ("Adding Records, No regrets"), vbOKOnly
Else
  MyString = "No"
  MsgBox ("Entries not saved."), vbInformation
  DoCmd.Save
```

When yes is selected a further response is required.



### 3.2.8 Delete Button

The Delete button is also not required. The records should only be removed by database edit and when a request has been sent to the database administrator signed by the manager. There is too much opportunity for disgruntled staff to remove records from the system.

### 3.3 Review of the DTS Sub Form

The subform does not fit into the window provided. As the window size is locked this becomes annoying, forcing the user to scroll to the bottom fields, when they could easily be displayed on the screen. This sub screen appears to be doing three things. Firstly it records the type of transaction, secondly where the dealing is sent to and thirdly the fees for the dealing. This makes it difficult to use as a tracking screen as all the details have to be repeated each time the dealing is moved. There already appears to be problems over the fees paid, as seen in the earlier example of dealing (DTS)04-04119, where the amount entered in the second sub-screen differs to the entry in the first sub-screen.

The screenshot displays a web-based form for recording a transaction. The form is titled '1977' and '(DTS)98-081963'. It includes the following fields and values:

- Client No:** [Empty]
- Front Desk Staff:** Irma M. Orbita
- Transaction:** Bail Bond
- Other Transaction:** [Empty]
- Details:** Cancellation of Bail Bond
- Received From:** OSS
- Received By:** ROD
- Status:** Completed
- Date Received:** Month: August, Date: 03, Year: 2004
- PLA Steps:** [Empty]
- Examiner:** Mila Destura
- Action Taken:** Approved
- Date Forwarded:** 08/03/2004
- Comments:** Complied required documents & fees
- Fee(s) Paid:** Entry & Registration
- Amount P:** 160.00
- Released By:** ROD
- Date Released:** 08/04/2004

At the bottom, there are navigation controls for records, showing 'Record: 1 of 1' and 'Record: 1921 of 1955'.

#### 3.3.1 Autonumber

There is no reason why this field is displayed it is confusing and adds no value.

#### 3.3.2 Client number

The client number field has no values. If it a future requirement, or was something that was in the first draft of the system and never used, it is unclear. It needs to be reviewed and either used or removed.

#### 3.3.3 Other Transaction

It is difficult to determine what this field is used for; it could be used for the documentation of any other transactions lodged by that customer, on a given day. But this does not appear to be how it is used. It appears the Details field is used for this type of information and may have superseded this field.

#### 3.3.4 Date Received

The date entered contains no validation that it is a valid date or is not a future date. It would be better if the system inserts the current date and time when the user double clicks (as the PIO2 document tracking system does).

### 3.3.5 Fee(s) Paid

The fees section should be a separate screen that records the fees collected and the agency that they are collected for. In this way the DTS can produce accurate receipts for customers and be used to record the money collected by each agency.

In its current structure the DTS has the ability to capture the fees paid for a transaction, however the database also has the ability to hold sub fees.

The structure is a little confusing, in the example below, near the bottom of the table, there are two entries for (DTS)04-04119, with a total amount of 1,317.76, and 1,327.76.

The sub fee for both shows 1318 while the sub fee2 and sub total show 2646. Further testing of the system shows that these sub fee fields are no longer used, an issue that the Front desk staff feel needs to be addressed.

The system does not calculate a total for the transaction fees of a customer. From the data held in the data base it is not clear if, where the customer lodges two dealings the same they stay under the same (DTS) number or whether they have used separate records in the main form.

AttachedDocs	Link	SubTotal	SubFee	SubFee2	Fee	Amount	CurrentAmt	TotalAmt	SubStat
CM Documents	(D	2104	2104	2104	Entry & Registr	2,104.00	0.00	0.00	Completed
	(DTS)00-02646	0	0	0		0.00	0.00	0.00	Completed
	(DTS)00-02656	532	532	532	Entry & Registr	532.00	0.00	0.00	Completed
	(DTS)00-03647	376	376	376	Entry & Registr	376.00	0.00	0.00	Completed
	(DTS)00-06648	406	406	406	Entry & Registr	406.00	0.00	0.00	Completed
	(DTS)00-06655	700	700	700	Entry & Registr	700.00	0.00	0.00	Completed
	(DTS)00-07645	0	0	0	Registration	160.00	0.00	0.00	Completed
	(DTS)00-081934	0	0	0		0.00	0.00	0.00	
	(DTS)00-10657	3808	3808	3808	Registration	3,807.52	0.00	0.00	Completed
	(DTS)00-11651	668	668	668	Entry & Registr	668.00	0.00	0.00	Completed
	(DTS)00-12653	622	622	622	Registration	622.00	0.00	0.00	Completed
	(DTS)04-0410	0	0	0		0.00	0.00	0.00	Incomplete
	(DTS)04-04100	0	0	0		0.00	0.00	0.00	Incomplete
	(DTS)04-04101	0	0	0		0.00	0.00	0.00	Completed
	(DTS)04-04102	2405	2405	2405	Entry & Registr	2,404.96	0.00	0.00	Completed
	(DTS)04-04103	0	0	0		0.00	0.00	0.00	Completed
	(DTS)04-04104	0	0	0		0.00	0.00	0.00	Incomplete
	(DTS)04-04105	0	0	0		0.00	0.00	0.00	Completed
	(DTS)04-04106	1281	1281	1281	Entry & Registr	1,280.76	0.00	0.00	Completed
	(DTS)04-04107	0	0	0		0.00	0.00	0.00	Incomplete
	(DTS)04-04108	0	0	0		0.00	0.00	0.00	Incomplete
	(DTS)04-04109	0	0	0		0.00	0.00	0.00	Incomplete
Bail Bond Docu	(DTS)04-0411	0	0	0		0.00	0.00	0.00	
	(DTS)04-04110	808	808	808	Registration Fee	808.00	0.00	0.00	Completed
	(DTS)04-04111	674	674	674	Registration	674.00	0.00	0.00	Completed
	(DTS)04-04112	674	674	674	Registration	674.00	0.00	0.00	Completed
	(DTS)04-04113	674	674	674	Registration	674.00	0.00	0.00	Completed
	(DTS)04-04114	926	926	926	Registration	926.00	0.00	0.00	Completed
	(DTS)04-04115	1318	1318	1318	Registration	1,317.76	0.00	0.00	Completed
	(DTS)04-04116	1318	1318	1318	Registration	1,317.76	0.00	0.00	Completed
	(DTS)04-04117	1197	1197	1197	Registration	1,196.56	0.00	0.00	Completed
	(DTS)04-04118	1318	1318	1318	Registration	1,317.76	0.00	0.00	Completed
	(DTS)04-04119	2646	1318	2646	Registration	1,327.76	0.00	0.00	Completed
	(DTS)04-04119	2646	1318	2646	Registration	1,317.76	0.00	0.00	Completed
	(DTS)04-0412	72	72	72		72.00	0.00	0.00	Completed

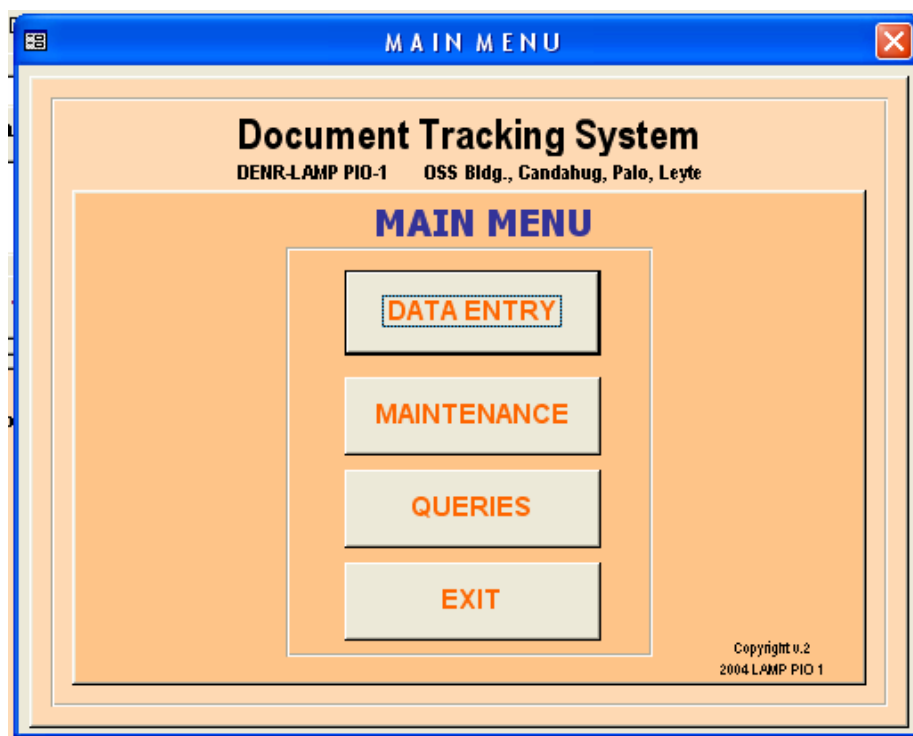
### 3.3.6 Release Information

The purpose of this section is also not clear. Is it a release from one agency to another, or the final release to the customer. If it is the final release then it should be a separate sub form or a separate screen otherwise it is required on all sub screens for that transaction.

### 3.4 Main Menu

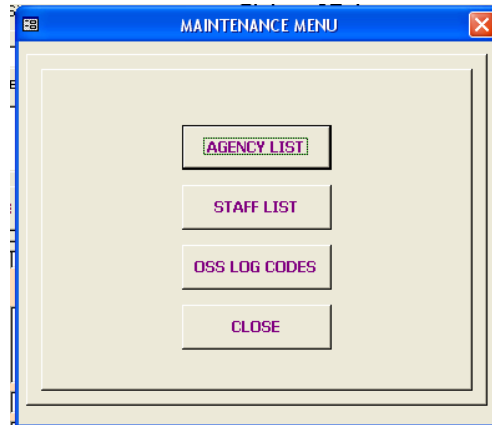
The Main menu offers 4 options Data entry which takes the operator to the Document Tracking Data Entry screen which has been reviewed above. A Maintenance menu where the tables used by the system can be maintained. A query menu where the OSS reports can be accessed and used. The final option is to exit the system and close all the windows.

The Main menu is shown below.



### 3.5 Maintenance

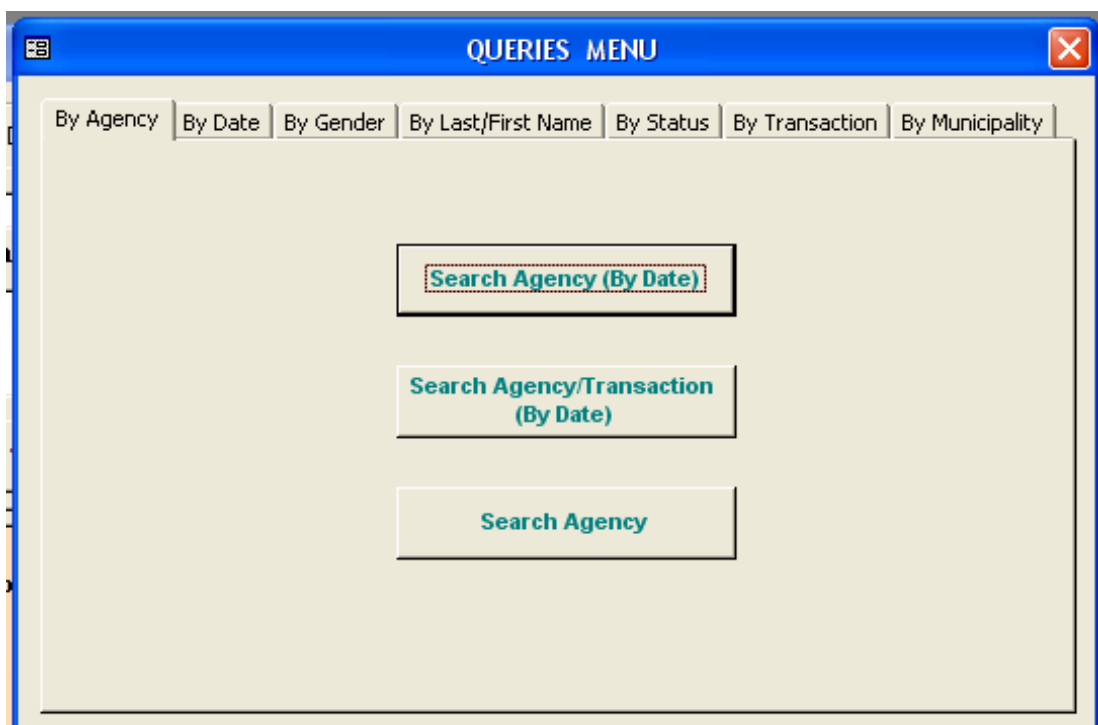
The use of Maintenance forms makes the system a lot more user friendly. Any pull down menu where PIO1 staff need to add extra entries can be updated using this function. The current options are Agency list, Staff list and OSS transaction codes. All of these are used in the Document Tracking Data Entry screen.



This is a feature of the system that could also be incorporated into the PIO2 OSS system.

### 3.6 Queries

The Queries are created from requirements for reporting from the system. The type of query depends on the needs of the office. The queries developed here should satisfy the PIO1 requirements other wise others should be produced. The obvious omission is a report on transaction times within agencies which the system is yet to capture and deliver.



## 4 PIO1 Documentation, Training and Data Consistency

### 4.1 Documentation

There is sparse documentation of the PIO1 systems. The document tracking system is no exception, it lacks formal documentation on its design, there are no operator's manuals and no training documentation.

The system appears to have had many re-designs, and without good documentation it is difficult to determine if this has fixed problems or caused them.

The only existing documentation is an out of date power point display.

### 4.2 Training

There is no training documentation and the power point display is incorrect as seen when comparing the screen below with the one over the page.

The screenshot displays the 'DOCUMENT TRACKING SYSTEM DATA ENTRY' application window. It features two main data entry forms, one for record 7 and one for record 6.

**Record 7: Status of Entry: Completed**  
 Date: 04/01/2004 9:18:42  
 Last Name: Flander, First Name: Rogerio, MI: L  
 Address: 899 A. Mabini St. Baybay, Leyte  
 Municipality: [blank], Date Entered: 04/01/2004  
 Contact No: [blank], Quarter: 2nd, Month: April, Date: 1, Year: 2004  
 Gender: M  
 Received by: Irma Orbita  
 Transaction: Certified True Copy  
 Other Transaction: [blank]  
 Details: CTC of documents use as supporting documents  
 Status: Completed  
 Document Type: [blank]  
 Attached Documents: Owners copy of title  
 Total Fees Paid: P 144.00  
 Buttons: DELETE, ADD, CLOSE

**Record 6:**  
 Received From: OSS, Received By: ROD, Status: Completed  
 Date Received: Month: April, Date: 1, Year: 2004, Time Received: 9:20:16 AM  
 PLA Steps: [blank]  
 Action Taken: Issued Certified true copy of documents  
 Date Forwarded: 04/01/2004  
 Comments: [blank]  
 Fee(s) Paid: CTC & Research Fee, Amount: P 144.00  
 O.R. No.: [blank]  
 Released By: ROD, Date Released: 04/01/2004

Record navigation: Record: 1 of 1 (top), Record: 2 of 885 (bottom)

It would be dangerous to use the existing slide show as it would not give the users the correct orientation on the system. Training documentation needs to be developed as quickly as possible, once the system design is completed.

### 4.3 Data Consistency

The OSS records are stored in 3 different media. The main media used is a log book held on the front counter, even with the introduction and use of the computerised system the paper book is used, as staff find it more reliable. The second form is a series of excel spreadsheets which were developed before the DTS was introduced, none of the data in the spreadsheets has been updated into the DTS.

The final format is in the DTS database. The inconsistencies have been covered earlier and seem to have come about by a range of factors.

Date related inconsistencies are a result of two factors; the system has tried to cater for the entry of the older records to the detriment of the latest records. Instead of constructing a different screen to capture old records or records that may be created when the system is off line, the main form and sub-form require the entry of dates that should be system generated. The second date problem comes from the server itself. Lack of good virus protection has forced the system administrator to change the date back to either 1998 or 2000. This then affects the recorded date on a record and its DTS number and destroys any advantage in using the year and month in the DTS number.

Many fields displayed are not used, either from lack of understanding of their use, or because the field is no longer relevant.

The failure to convert the existing records also affects the statistics that can be gathered from the system. A true profile of the OSS activities is not as easy as selecting a report, because the other records held in different formats need to be collated and added.

## 5 Recommendations

1. The Information Technology (IT) TAs proposed for the extension phase be mobilised and being working with the prototypes and PMO to develop a single OSS system that can be implemented now and used for the Phase 2.
2. The PIO1 system be reviewed and updated with all the data collected by the front desk. Including a review of the equipment needed to improve OSS operations.
3. Discussions are undertaken with the agencies to incorporate the PIO2 processes into the PIO1 OSS. Including involving the processes for transferring land.
4. The OSS be changed into an operational unit with a unit head who takes responsibility for its daily operations, documents, training of staff, and relationships with customers and other agencies.
5. The Project Management Office must set up an OSS unit to manage the OSS systems for LAMP, especially those to be used in phase 2. The LAMP OSS IT system is to created and maintained at PMO, it will be fully documented and subject to version control. As project sites are created the OSS unit will b e responsible for rolling out the systems to the sites and assisting in the training.
6. Where documents are lodged by the customer ie, tax declarations, owners copies of the TCT, etc, the system should record what these documents are and their identification numbers

## Appendix 1

Transaction Type	Number of entries
Deed of Sale	395
Certified True Copy of Title(s)	354
Chattel Mortgage	311
Real Estate Mortgage	142
Certified True Copy	101
ROD Certification	88
Bail Bond	71
Extra Judicial Settlement/Adjudication	61
Verify Status of Lot	60
Unclassified Registration	37
Inquiries on Titling and Surveys	31
Affidavit of Loss	25
Cancellation of Lien	25
Certification	23
Subdivision Plan	17
Follow up PLA/Submit Documents Required	14
Inquiries on Registration	13
Decision/Order	11
Deed of Donation	10
Donation/Quitclaim/Waiver	10
To get title	9
Adverse Claim	8
Verify Status of Patent/Title	8
Certified copy	8
Extra Judicial Settlement	6
Certified True Copy of Document(s)	6
Get title	5
Order	4
Follow up PLA	4
Notice of Levy	3
Consolidation	3
Liabilities	3
Repurchase/Redemption	3
Inquiries for registration	3
Register Patent/Decree	3
Cancellation of Mortgage	2
To get certificate of title	2
Chattel Mortgage	2
Deed of Assignment	2
File PLA	2
Self-Adjudication	2
Annotation	2
Affidavit of Consolidation	2
Affidavit	2
Waiver	2
Adjudication	2

Transaction Type	No of Entries
Settlement	2
Certified Copy of Title/documents	1
Self Adjudication	1
Cetified True Copy	1
Sub-Plan	1
Survey Authority	1
Cetified true copy of title	1
Certificate of Sale	1
Certication	1
Cerified True Copy	1
CENRO Certification	1
Cancellation of Liabilities	1
Unidentified transaction	1
Copy of Title	1
Ammendment of REM	1
Affidavit of Waiver	1
Verify Satatus of PLA	1
Affidavit of Lis Pendens	1
Affidavit of Finality	1
Affidavit of Destruction	1
Chattel of Mortgage	1
Bail Bond	1
Cancellation of Encumbrances	1
Real Esatate Mortgage	1
Notice of Les Pendens	1
Lis Pendens	1
Lien	1
Les Pendens	1
Inquiries/Follow up PLA	1
OCT	1
Inquiries on Registration & Titling	1
Inquiries on Registration	1
Get Certificate of Title	1
Follow up status of application	1
Payment for Free Patent	1
Final Sale	1
Quitclaim	1
Contract Sale	1
Deed of Exchange	1
Consolidation of Titles	1
Encumbrances	1
Contract to Sell	1
Notice of Lien	1
Decision	1
Extra Judicial Settlement with Sale	1
Release Chattel Mortgage	1
Xerox copy of title	1

Deed of Partition	1
Deed of Sale & Subdivision Plan	1
Deed of Sale w/ CAR	1
Discharge Mortgage	1
Register Estate Tax	1
Research	1
Deed of Confirmation	1