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**LAND ADMINISTRATION MANAGEMENT
PROJECT**

(LAMP)

**FIELD VALIDATION PROCEDURE
MANUAL**

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**Prototype 2 – Land Records Management
Quezon City**



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LAMP Project Preparation Report, February 2000.

LAMP Project Implementation Plan (maintained by the PMO).

LAMP Financial Management Manual

LAMP Framework Monitoring and Evaluation

World Bank Procurement Guidelines

LAMP PIO2 One-Stop-Shop Manual (not yet prepared)

LAMP PIO2 CRS Manual (not yet prepared)

Social Assessment Phase 1 for LAM Project (Prototype 2 IAW)

Technical Specifications for Orthophotography

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ABBREVIATIONS AND ACRONYMS

A&D	Alienable and Disposable (land)
AO	Administrative Order
ARC	Agrarian Reform Community
AusAID	Australian Agency for International Development
BBM	Barangay Boundary Monument
BIR	Bureau of Internal Revenue (DOF)
BLGF	Bureau of Local Government Finance (DOF)
BLLM	Bureau of Lands and Location Monument
BSWM	Bureau of Soils and Water Management (DA)
BOO	Build-Own-Operate
CARL	Comprehensive Land Reform Law
CARP	Comprehensive Land Reform Program
CENRO	Community Environment and Natural Resources Office/Officer
CGSD	Coastal Geodetic Survey Division
CIM	Cadastral Index Mapping
CLOA	Certificate of Land Ownership Award
CLR	Court of Land Registration
COSLAP	Commission on the Settlement of Land Disputes (DOJ)
CRS	Community Relations and Services
CT	Certificate of Title
DA	Department of Agriculture
DAR	Department of Agrarian Reform
DBM	Department of Budget Management
DENR	Department of Environment and Natural Resources
DILG	Department of Interior and Local Government
DOF	Department of Finance
DOJ	Department of Justice
EMB	Environmental Management Bureau (DENR)
EO	Executive Order
ERDB	Ecosystem and Research Development Bureau (DENR)
FMB	Forest Management Bureau (DENR)
GIS	Geographic Information System
GOP	Government of the Philippines
GPS	Global Positioning System
ha	Hectare = 10,000 m ²
HLURB	Housing and Land Use Regulatory Board (HUDCC)
HRD	Human resources development
HUDCC	Housing and Urban Development Coordinating Council
LAM	Land Administration and Management

ABBREVIATIONS AND ACRONYMS

LAMP	Land Administration and Management Project
LGU	Local Government Unit
LIL	Learning and Innovation Loan (World Bank)
LIS	Land Information System
LMB	Land Management Bureau
LMO	Land Management Officer
LMS	Land Management Services
LRA	Land Registration Authority
M&E	Monitoring and evaluation
MARO	Municipal Agrarian Reform Office/Office
MBM	Municipal Boundary Monument
MGB	Mines and Geoscience Bureau (DENR)
NAMRIA	National Mapping and Resource Information Agency
NEDA	National Economic Development Agency
NHA	National Housing Authority (HUDCC)
NGO	Non-government organisation
NRMDP	National Resources Management and Development Project
OCT	Original Certificate of Title
OSS	One-Stop-Shop
PARO	Provincial Agrarian Reform Office/Office
PAWB	Protected Areas and Wildlife Bureau (DENR)
PEA	Public Estate Authority
PENRO	Provincial Environment and Natural Resources Office/Officer
PIO	Project Implementation Office
PIP	Project Implementation Plan
PMO	Project Management Office
PPCS-TM	Philippines Plane Coordinate System/Transverse Mercator
PPR	Project Preparation Report
PRS	Philippines Reference System
PTM	Philippines Transverse Mercator (projection)
RED	Regional Executive Officer (of DENR)
ROD	Registry of Deeds
SAT	Systematic Adjudication Team
SNS	Survey Notification Sheets
TA	Technical Assistance
TCT	Transfer Certificate of Title
TOR	Terms of Reference
CROSS INDEX	Cross-index

1 INTRODUCTION

1.1 Use and Update of the Manual

The manual is intended for use by staff working in the Project Implementation Office 2 (PIO2) in Quezon City, particularly the staff working on the validation of land records and the Customer Relations and Services (CRS) activities. The manual is intended to support staff training and to provide procedural guidance to staff during project implementation.

A limited number of controlled versions of the manual will be available. From time to time, it will be necessary to make modifications or additions to the content of this manual. Such amendments to the manual must be approved by the Prototype Manager for PIO2, who will be responsible for circulating amended documentation to be forwarded to all registered holders of the manual. The revision of the manual or of any section will be duly identified in the manual in the Document Verification/Document Approval form set out at the beginning of the manual.

BACKGROUND TO FIELD VALIDATION PROCEDURES

1.2 Introduction

Field validation is one of the main activities that will occur in Prototype 2. Field validation will be linked with Cadastral Index Mapping and Office validation of records, see the process flow diagram in appendix 1. The field validation will be used to help confirm ownership of a parcel from the records held by the land owner. Field validation will only occur where a title does not exist in the registry of deeds or in certain cases where a record is disputed between agencies.

At the completion of office validation there will be a validation copy of the Cadastral Index Map (CIM) which has been coded during the validation process. This CIM will contain:

- parcels that have been highlighted green if there is a match between the Transfer Certificate of Title (TCT) and the assessor's records;
- parcels that are highlighted yellow if there is a mismatch between the TCT and the assessor's records' including parcels which have a TCT but no assessor's record; and;
- parcels that do not have a TCT record, including those which do not have a TCT or assessors record and are not highlighted any colour.

It is stressed that the objective of the Project is the quality production and the development of efficient, cost-effective procedures. The numerical targets are secondary objectives. The field validation approach is divided into two phases – the first phase involves the piloting of appropriate methodologies and the second phase involves the full implementation of the field validation procedures

1.3 Scope of Field Validation

The field validation process was added to the prototype activities as an opportunity to locate records that were no longer available in the agencies. With the burning of the Registry of Deeds many TCT were destroyed and the only record was the owner's copy. For 95% of Quezon City the deeds have been reconstituted, however the majority of the remaining 5% is within the five Barangays covered by the prototype. The level of effort required to validate existing land records and reconstitute lost records may not be fully known until the project has been completed. In the project design it was assumed that there are 40,000 lots in the 5 Barangay, all of which are titled. It was further assumed that 12,000 TCTs have been reconstituted in the District, leaving 28,000 TCTs to be reconstituted. A further assumption was that 10% of the reconstituted TCTs would need to be validated in the field. This leaves a total estimate of about 30,000 for the number of TCTs that will have to be validated in the field. It is further assumed that in field validation, two thirds of land owners will have a copy of their title – that is, that one third of the parcels requiring reconstitution will need to be processed judicially. However what the assumption does not take into account is that not all TCT's were destroyed in the fire, but it can be further assumed that this number is contained within the 12,000.

Statistics for Field Validation

Estimated land parcels in the 5 Barangay	40,000
Estimate of titles reconstituted	12,000
Remaining titles requiring reconstitution	28,000
Reconstituted titles requiring field validation	1,200
Total of titles requiring field validation	29,200

Also not considered is the fact that many owners cannot be located or don't have any copies of their documents.

1.4 CRS Activities

A key outcome from the prototype will be refined, proven CRS procedures and material. These materials are linked to the stage one social assessment and will be provided with significant support from the PMO, consultants and technical advisers.

The CRS activities will initially be in support of the pilot field validation activities. CRS will be a continuous activity that will be closely coordinated with the field validation activity. Initial CRS procedures and materials were developed to support the field validation, GPS and the One Stop Shop. The CRS activities are set out in more details in the CRS strategy, but are closely linked with the field validation activities.

It must be recognised that effective, efficient and open communication is important if the resolution of issues during field validation is to be successful. There are a number of disparate groups with interests in the outcome of the deliberations and it is of paramount importance that these groups are consulted and kept informed of project activities.

1.5 Title Reconstitution

Where there is no record in the Registry of Deeds and the land owner has the owner's copy of the title, reconstitution is by administrative means. Administrative reconstitution involves a public campaign to collect evidence from land owners, public display the results of the campaign and, after a set period, preparation of reconstituted titles. Where the land owner has lost the owner's copy of the title, or where the validation process shows inconsistencies – duplicate titles, overlapping titles or gaps between titles – then the reconstitution/resolution process is judicial. The current judicial process, particularly for owner-initiated individual titles, is slow. Options available to shorten the duration of court hearings will be explored under the prototype include the designation of a Judge/Court to hear only reconstitution cases – this may be facilitated through a linkage to the World Bank-funded Judicial Reform Project. This option would be explored during Project implementation. One output of the prototype will be an assessment of the means available to streamline the process for the approval of judicial titles. The reconstitution is effected when the titles are prepared and the duplicate issued to the land owner. The land owner will not be charged a fee by the LRA for this service – whether the reconstitution process is administrative or judicial.

1.6 Pilot Phase

To ensure that acceptable approaches and methodologies that enable rapid and reliable field validation, three pilot projects were undertaken. As the expected results of field validation were not clear the pilots were set up to trial different approaches before deciding on the approach to be adopted.

Field validation to facilitate the reconstitution of records is a new approach, which had not been trialled and therefore there are numerous issues that needed to be addressed before a full field validation program was undertaken. There are also a number of approaches that can be adopted to assist in the resolution of these issues. It could well have been counter productive and have an adverse impact on the process if large scale methods were implemented without first trialling and developing a methodology that is accepted by the community and that will also achieve the objective of producing accurate land registration records.

It is difficult to anticipate all the problems and issues that will arise during the field verification activities. It was recognised that only through the piloting of proposed field methodologies and ongoing field activity that an acceptable methodology could be developed. Even the approaches adopted may not be suitable in all circumstances. For this reason it will be necessary to view this manual as a dynamic document, requiring frequent updating and modification as new procedures are trialled.

1.7 Implementation Phase

The field validation program was implemented early in 2002. During project design it was proposed that field validation be undertaken, on a whole of Barangay basis, by teams of four, with representatives drawn from DENR, LRA, the LGU and the Barangay Chairman. As an alternate approach the contracting of specific staff to undertake the field validation from within the Barangay was trialled and the next step will be the appointment of an NGO to carry out the process. These contract personnel have had specialist training and have been used in two of the three pilots.

The level of effort required to validate each title in the field will vary from case to case. It was estimated that a four person team could validate an average of 30 titles a day – on the basis that the field work was deployed in contiguous areas. The field validation teams would be deployed in the field for a total period of 13 months producing a planned output is about 30,000 field validated titles. However this assumption did not taken the reality of the field validation process into account. From the results of the pilots it is realised that the number of properties validated is a very low proportion to the number visited. From the lessons learnt in the field validation it is important that the field enumerators are flexible in their approach and in the times that they spend in the field. The earlier assumptions were all based on people being at home, a five day working week and the land owner being present with all their documentation. This was far from the reality and to effectively carry out field validation the staff have to be prepared to work in the evenings and weekends when the land owners are not at work. Also the majority of properties do not have the necessary documents and the enumerators have to return two or more times to get the required documents.

The implementation of the field validation of records phase is tied to the CIM production and office validation of records. Once the CIM for an area has been produced and the records office validated then the properties to be field validated are

identified and the CIM will be passed to the field validation team. Field validation will only occur in an area where these activities have taken place.

1.8 Post Field Validation activities

Once a property has been field validated there are several options that may need to be carried out. It is important that the records are recorded as quickly as possible to allow the analysis of the results. If the information cannot be entered, in the field, it should be returned to the office to have it keyed as quickly as possible. These are dependant on the results of the field validation.

Administrative Reconstitution: Those properties identified as qualifying for administrative reconstitution will be encouraged to join in the process. While the project cannot force a land owner to participate they can assist in preparing the documentation and alerting the owner to the prospect of a false claim being made by other parties through the judicial process.

Judicial Reconstitution: Those properties where the owner does not have their documents will require judicial reconstitution the project will be able to advise on the process but can take no active part.

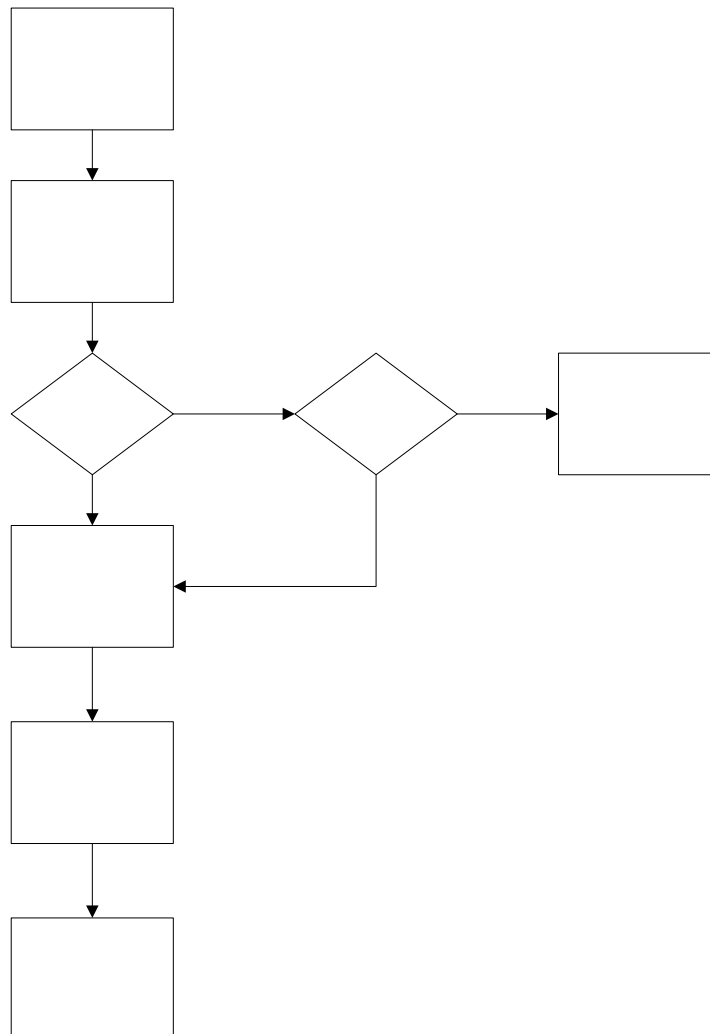
No records available: Where the owner cannot be identified the ownership will have to be investigated by other means. At this stage these have not been identified but it is suggested that LGU, BIR and local records will need to be used.

1.9 Lessons Learned

The prototype is being funded by a learning and innovation loan. As a requirement of the loan all lessons learned must be documented and taken note of. The lessons form an important part of why the procedures were adopted. They incorporate the things that did and did not work and have been documented in appendix 8.

2 REQUIREMENTS FOR FIELD VALIDATION

Before an area is subject to field validation there are steps that must be carried out, these are set out below:



Handover
CIM to the
validation

2.1 Hand over of the CIM to the Field validation Group

Prior to the commencement of field validation the area must have a Cadastral Index map (CIM) drawn and the parcels on the CIM must have been office validated. The format of the CIM to be handed over and its status (preliminary or final) are controlled by the CIM team and are covered in the CIM production manual. A validation copy of the CIM will be provided for office and field validation and this will be the master copy used to highlight parcels that are validated.

There will be a formal acceptance of the CIM for field validation prior to any activities being carried out

2.2 Update of the workflow system

It is important to always know where the CIM is within the PIO2 work processes. Anytime a CIM is moved from one team to another or taken to be worked on the workflow system must be updated. In this case the CIM will be marked as being subject to field validation.

CIM mar
Field valida
the wor
system

2.3 Adjoining CIMs required

The main Prototype implementation area maps should be studied to determine if it would be better for the field parties to work within an entire subdivision. This is true of established subdivisions where permission is required to enter the area and security arrangements may be required to be arranged.

2.4 Have the adjoining maps been drawn

Check in the workflow system to determine if the CIMs have been drawn and office validated. If they are ready then they should be collected and marked to the field validation team. If they are being drawn/office validated/have not been drawn and they are required for field validation the manager of the field validation team must be consulted.

2.5 Request for the production of the CIMs

The requests to expedite the production of the adjoining CIMs must come from the Field Validation team Manager. The request will be either to the CIM production manager if the CIM has not been started or is in progress and/or to the Office Validation manager (currently not required as the Field and Office validation are managed as one unit). The request should also seek an estimate of the time required to complete the work and hand it over to the field validation team.

2.6 Negotiations with the Local Administrators

Once the CIM area has been agreed as the next area to be field validated the Field validation manager must negotiate the terms and the requirements for the field enumerators and field validation base team to enter the area. Arrangements for access, security, site for the base camp, field inspection and distribution of any documentation must be negotiated prior to the teams entering the area.

2.7 Field Inspection

An inspection should be made of the area to determine the type of residence within the CIM area. The approach taken will be dependant on the type of residency in the area. The inspection should be carried out in conjunction with the local authorities, the team leader(s) of the field enumerators and possibly the CRS representative.

While in the field the office validated copy of the CIM should be used to highlight, in orange, all the properties that do not have a building on them, ie are vacant land. This will then give a truer indication of the effort required to field validate the area or form orthophotos.

2.8 Field Inspection report

During and after the inspection a field inspection report will be filled out. The format is shown in Appendix 2. The field inspection report should contain specific information about the field validation area. It should also have a brief background on the land-related issues in the area to aid field enumerators and LAMP representatives.

The field inspection report will form part of the documentation for the CIM area and will be stored within the one stop shop.

2.9 Distribution of documentation

The distribution of CRS communications (i.e. Field Validation Brochures, letters of endorsements) should be done prior to the actual field validation to give stakeholders time to read and review such communications.

Further, field enumerators should carry CRS documentation earlier distributed and supplementary CRS materials like flyers about the field validation activity and LAMP-PIO2 to be distributed during the actual field validation.

Where required the distribution of CRS materials must be negotiated with the local authorities (Barangay leaders, MOA, etc.). This should include who does the distribution, which properties are targeted and what materials are to be distributed.

2.10 Determination of the parcels to be field validated

The validation copy of the CIM used in office validation will be used to determine which parcels are the subject of field validation. During the office validation stage all parcels that have been validated are highlighted on the copy of the CIM. A report will also be supplied for the titles to be field validated. The parcels will be highlighted as to whether the records matched or don't match. Currently the only matching is between the Assessor's records and the TCT. It is hoped to add the BIR records into the matching process at a later stage.

3 FIELD VALIDATION PROCEDURES

Field enumerators, trained by the project, will carry out Field validation. The role of the field enumerator is to collect the necessary data for the Cross Index, Title reconstitution, CRS, and any other information identified as important within the area covered by the CIM. The enumerators will also be responsible for selling the benefits of the program and, where required, explaining the purpose of collecting the records. While an extensive CRS campaign has been provided there will always be people who have missed the campaign, or not fully understood the objectives. The field enumerators will be the public face of the project gathering data and performing the public relations activities.

They must have a comprehensive understanding of the One Stop Shop, its benefits to the community and the services it will offer. Also they need to be able to explain the relationship of other community programs, like the community mortgage program, and the LAM project.

A **protocol** for introducing self by the field enumerators should be carried out. During the introduction of the field enumerator to the respondent, it is preferred that the enumerators briefly, clearly, and specifically discuss the LAM Project and the objective of field validation. This protocol should have two different approach depending on the location of the field validation whether from established subdivision or informal settlements. The protocol should highlight the benefits of the project to the specific stakeholders (i.e. the benefit of the project for informal settlers is the opportunity to verify the title holder of their land; for title holders-they would determine validate if their titles need reconstitution).

This protocol should be followed since the conduct of field validation is a means to directly contact and communicate among the stakeholders the LAM Project. The protocol should also include an invitation to visit the One-Stop Shop inside the LRA Compound wherein the stakeholders can receive relevant and correct information regarding different land related issues in the Prototype areas.

Field validation will be carried out in many different areas simultaneously and will continue for the life of the prototype. The information collected will be used to improve the information held in the Cross Index and ultimately the OSS.

The field validation procedures have been tested in three separate pilots and the approach used will be dependant on the area that the CIM covers, as well as the needs of the people in those areas. In areas of established subdivisions that have well defined boundaries and are enclosed by walls and guard stations, the concern is more on locating parcels that need to be reconstituted. The difficulties will be in locating an owner who lives outside of the area and has not had their title reconstituted or the owner of a vacant parcel. In the informal areas the problem will be identifying the owner of the land. With the buildings constructed without any regard to the formal subdivision of the land, the first difficulty will be establishing the boundaries, then attempting to locate an owner who has the owner's copy of the TCT. Also there are the community concerns that have to be faced, "Is the project there to remove them from their homes?" or "Is the project here to award title to their properties", etc.

3.1 Field Validation Pilot Projects

To test the various approaches and options available during field verification, three pilot projects were undertaken to test the approaches. The pilots were also a chance to also test the development of appropriate CRS methodologies that could be used.

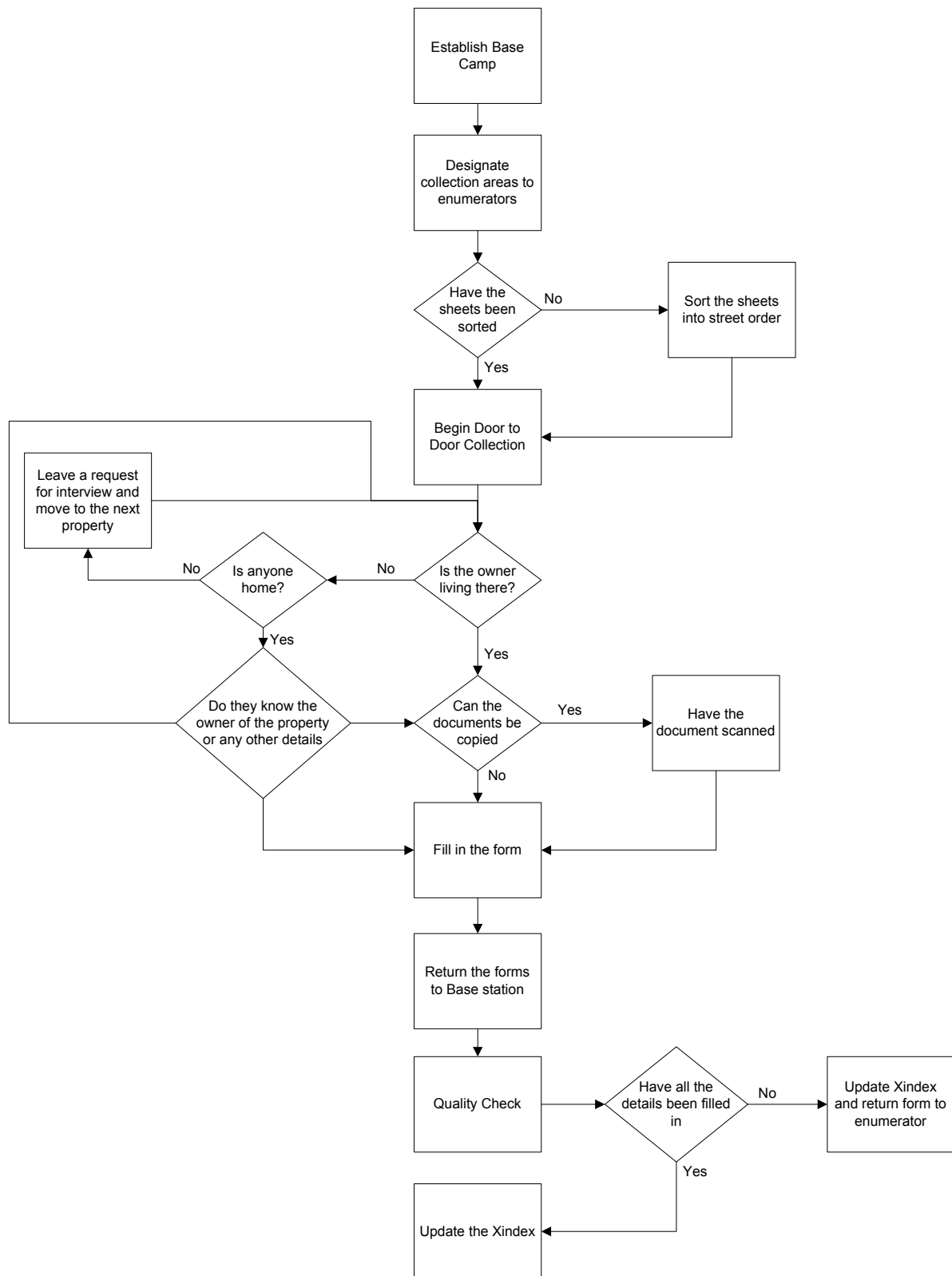
The first two pilot projects were undertaken within an estate development where it is believed there are likely to be minimal problems or issues arising. This enabled the development of a methodology for estate areas and also to test a number of basic assumptions.

The second pilot was undertaken in an area where it is known that a reasonable percentage of the land occupiers are informal settlers. This provided the opportunity to test different methodologies in such areas and determine whether there is a need for different approaches to be adopted in different geographic and socio-economic areas. Appendix 3 is a chart showing the necessary activities and flow that need to be undertaken for the Pilots.

The rationale for the pilots is set out in Appendix 4. The results of the Pilots are set out in Appendixes 5, 6 and 7.

3.2 Field Validation Process

The steps in the field validation process are set out below:



3.2.1 Establishing the base camp

In all areas where field validation is being carried out it is important that a base camp is set up at the beginning of the process. This will be the area where the field enumerators will begin and end the day. Also they will be returning to the base

camp to deliver completed forms for data capture. The site must be negotiated with the local authorities and also provides a point where people can drop off information or talk to project representatives about any issues/concerns that they have. Usually the community hall is preferred, however local schools or church halls are also suitable.

The base camp will be the assembly point for any security people that are required to assist the enumerators and it will be where any meals provided will be taken.

3.2.2 Designation of areas to enumerators

Each field enumerator will be given a copy of the “color-coded” CIM for the area they will be working in and on the copy any properties not to be validated will be highlighted. The enumerators must be capable of working on their own, within a designated area. For safety reasons it may be preferable that two enumerators work on separate sides of the same street. The routes taken by the enumerators will be designated by the PIO2 representative and will normally be pre-determined prior to going into the field. These areas are fully flexible but if being changed consideration must be taken of any arrangements made with the local Barangay officials.

3.2.3 Sorting of sheets

During the preparation of the field validation collection sheets for each property they should have been sorted into street order, however these should be checked against the map prior to going into the field. If required the sheets should be ordered correctly to ensure that the enumerator does not have to search for the required sheets when they carry out the field validation. The sheets are prepared with the base details held in the Cross Index printed on them, this saves having to re-write the details that are correct. A number of blank forms should also be taken into the field.

3.2.4 Beginning the Door to Door collection

Prior to going into the field the enumerator should carry out a final check that they have all the materials required, pens/pencils, copy of CIM, field validation collection sheets, water, some form of communication device (eg mobile phone), etc.

The enumerator should also log their route with the base camp so that they can be tracked if required.

3.2.5 Field validation - locating the owner.

The enumerators will call on all properties within their designated area that are not coloured on their copy of the CIM. The coloured areas either have been fully office validated and require no further information or are vacant lots. The first step is to locate the owner of the property then to establish if they have the necessary documents to prove ownership.

Where there is no one at home a slip should be left with a suggested date and time that the enumerator will return and the request for the person living there to contact the office if the date and time are not suitable.

In informal areas it is anticipated that most people living in the dwelling are not the parcel owners. In these cases the purpose of the enumerator is to find out if they have details of the property owner that can be useful. Also to inspect and where possible copy any fake documents.

3.2.6 Scanning of documents

The field validation team will have access to a portable scanner that can be used from the laptop, being used to update the Cross Index. Most property owners will not have a spare copy of their documents and the scanner can be used to take a copy in the field. This can be achieved by, sending the person to the base camp, or requesting that the scanner be brought to the property (dependant on the availability of transport). The enumerator can also collect the document take it to be scanned and return it to the owner.

Documents will be scanned and associated to the property records held in the Cross Index, for more details see Appendix ??

3.2.7 Filling in the forms

The field validation collection forms contain the questions that must be asked at each property. Two different forms should be developed and used in the conduct of field validation in established subdivision and informal areas. It should be noted that the status of residents within the land varies greatly in established subdivision and informal areas. Common in informal areas is the absence of titles among residents, it would be useful to gather information on the documents such as the rights which were not captured in the earlier pilot survey forms (see appendix 4).

The Filed enumerators must fill in all details on the form, payment for services are based on the correct filling in of the forms as much as the number of form filled in.

Where sections have been missed the enumerator will be required to go back and find out the details. This is an inconvenience to the enumerator and the property owner.

All fields must be filled out where details are not available this should be stated on the form, where a field is left blank it is assumed the enumerator did not cover this detail. The forms are set out in Appendix 8. The form may vary depending on whether there are additional details required by CRS or other agencies.

3.2.8 Quality Assurance Checking

The PIO2 staff at the base camp will perform a quality check on all forms that are returned by enumerators. Where forms are not completed they will be returned to the enumerators for completion. All parcels that have been fully validated and have attached documentation will be highlighted blue on the validation control copy of the CIM. All parcels where the owner has supplied details but has not been able to provide documentation should be highlighted red.

3.2.9 Updating the Cross Index

The final step will be to update the Cross Index with the information supplied. The capture formats are set out in Appendix 9. The details should be data entered and then visually verify to ensure any keying errors are eliminated.

Also the documents used in the field will be scanned and stored against the parcel, including the interview form, the owner's TCT, tax declaration and any other documents that the person is willing to allow the project to copy. The later could include any fake or in spurious documents that have been given to them from persons or syndicates pretending to be the rightful owners of the land.

4 ANALYSIS OF RESULTS

Once an area has been field validated the data must be captured in the cross index and the results analysed. The result of field validation should be:

- a set of parcels that have the latest owner's copy of the TCT and that requires a copy of the original TCT to be obtained from the ROD;
- a set of parcels that have the owner's copy of the TCT which matches the assessor's but has been destroyed in the fire at the ROD and will need to be reconstituted;
- a set of parcels that still have no TCT

It is the responsibility of the PIO2 field validation staff to follow up on these parcels.

4.1 Parcels that require TCT's to be obtained from the ROD.

Where a parcel shows a TCT number other than the number held for the assessor's records, that TCT must be obtained from the ROD. A pulling list of TCT's must be compiled from the results and then sent to the ROD. When the list is returned, each TCT must be checked against the records and where the TCT is correct it should be added to the cross index. The CIM must then be updated with the correct colour to indicate if the assessor's/ TCT records match (green) or do not match (yellow).

4.2 Titles that need to be reconstituted

There will be customers that have their owner's copy of the TCT which no longer has a corresponding TCT in the ROD. Where this is the case, the field validation team will assist the owner in filling out the requirements for administrative reconstitution. If this has not happened in the field then it must occur during the analysis stage.

It should also be noted that there will be a number of cases where the owner has indicated that they do not have the owner's copy. This could have occurred because they have:

- either having misplaced or lost it
- have given it to the bank as security for a mortgage
- stored the TCT in another location, in a vault etc.

In these cases it is important that the details on the forms are scrutinised as there may be TCTs that require reconstitution, either administrative or judicial. Where the reconstitution is administrative, ie stored elsewhere or as security for a mortgage, then the owner should be assisted in getting the TCT reconstituted.

Where the owner has lost or misplaced their owner's copy they should be advised on the need to have the TCT judicially reconstituted. Stressing the importance of how necessary it is for them to have a clear title to the land and stop unscrupulous persons or syndicates from acquiring the land.

4.3 Parcels that still have no TCT information collected for them

At the end of the process there is a distinct possibility that there are more parcels without information than there are with a known TCT. This is extremely likely in informally settled areas. The next step for these parcels is not always clear. The first place to start is the interview form. Where a home owner was not home or has indicated they would collect the documents and have them ready at a later date or time.

Where someone has refused to assist, does not know the owner (renting or informally settled), they do not have any documents and do not know where they are or the land is vacant, then there is no more use to visit the property in the field.

The next stage is to seek other avenues for locating the owner. The best place to start is the assessor's records to determine if someone is paying the property tax. This person can then be contacted using the return address held by the assessors to find out if they have the necessary documents.

If this is unsuccessful then any records of the Secretary of the House Owners' Association or of the developer should be followed up. It is possible that these records may provide an easy reference against which to check and to also obtain necessary information on specific land parcels. The success of such an approach will be dependent upon the currency and quality of the records maintained and therefore could differ from one area to another.

It is acknowledged that in certain cases there will not be any current records and the only indication will be the last assessor's record. There will even be cases where no information is currently known about a particular parcel and the cross index will have to show that no records exist.

5 OTHER OPTIONS TO BE TRIALLED

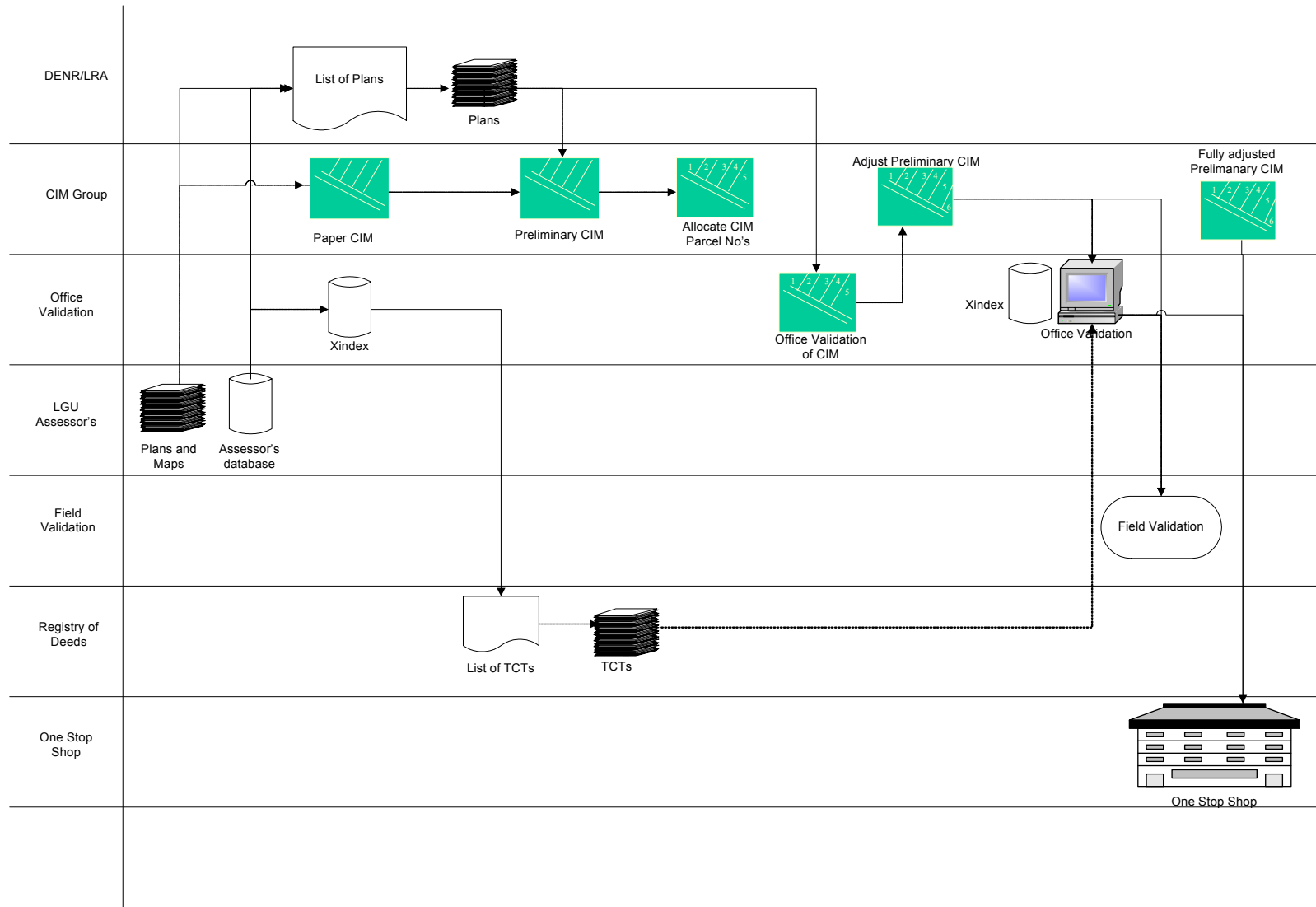
The next phase of the pilot is to investigate other sources to locate owners of parcels that cannot be located and some of the options that will be looked at, these include:

- Bureau of Internal Revenue records
- Local NGO's
- All forms of barangay records
- Power, water, telephone and other utility companies; and
- Other government departments.

It is hoped that by the investigation of these records that the gaps in the records can be filled and a complete record of all parcels can be created and maintained.

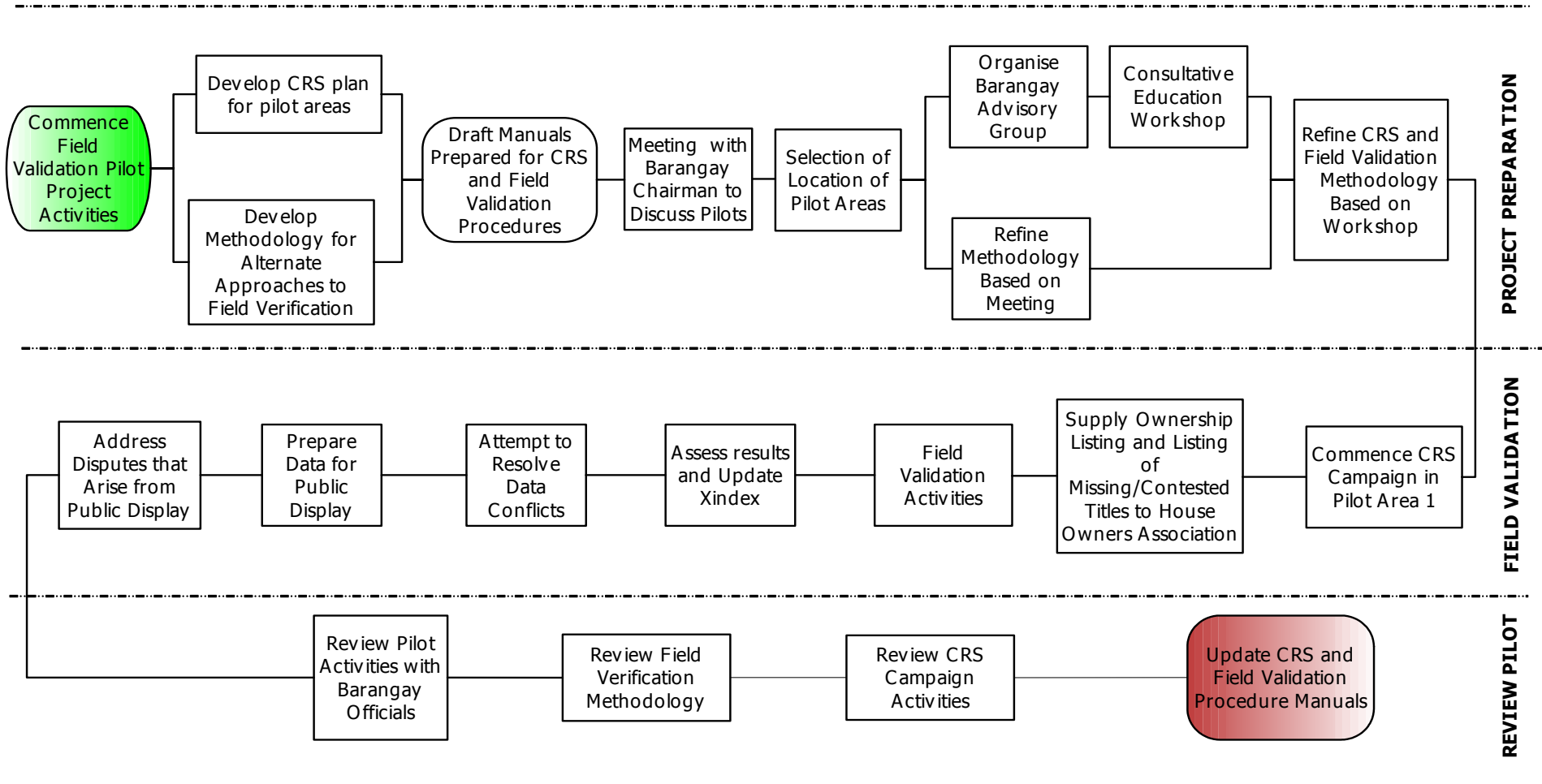
Another option that could be tested is the hiring of NGO to conduct the field validation activity in different areas wherein PIO2 representatives from the field validation team would conduct the monitoring and quality assurance stage. The NGO to be hired should have an extensive background in the prototype areas; preferably with experience and networks within the prototype areas.

APPENDIX 1



APPENDIX 3

DEVELOPMENT OF METHODOLOGY FOR FIELD VALIDATION PILOT PROJECT



APPENDIX 4 PILOT PROJECTS - FIELD VALIDATION

Overview

For the first and second pilot BF Homes was chosen as the location. This location was selected as it provides a well defined physical area that covers a full subdivision, is completely enclosed and provides the opportunity to test various field validation methodologies in a controlled environment. It was anticipated that there would be few problems encountered in this area and the issue of informal settlers would not arise.

Area Name	B F Homes Subdivision
Survey Number	LRC-PSD-133236
CIM Map Sheet Number	Part 2,3,7 & 8 Holy Spirit
Number of Parcels	Approx 800

The third pilot was carried out in Villar Maloles an area of high informal settlement. The subdivision layout is roughly followed but the number of parcels far exceeds the number of registered parcels. The subdivisional boundaries have been modified, although some properties are correctly positioned and the owners hold a registered title. This area was chosen as it would have a large number of problems and would contain fake title to land in some cases.

Area Name	Villar Maloles
Survey Number	PSD-21997
CIM Map Sheet Number	Part 11 & 12 Holy Spirit
Number of Parcels	Approx 450

Methodologies to be Tested

There were a number of field validation methodologies and CRS approaches that were trialled as part of the Pilots. As well the pilots tested a number of basic assumptions that have been made in relation to the records validation process.

There is a basic assumption in the records validation that when there is a correlation between the tax record and the title record that the record information is then correct. This assumption needed to be verified through field checking. As part of the pilots, information was collected from all land owners to enable a check between the information provided by the land owner and the basic records on the CROSS INDEX file. If there is was a good correlation between the field and office records in all types of areas, then this basic assumption can be accepted and future field verification activities will not have to visit properties where there is full office verification.

Mass Data Collection

The first field validation approach tested was mass data collection and data validation. A through CRS campaign was performed to inform all land owners of the field validation

Appendix 4

activities and to request them to bring their documents to a specified location on specific days. To cater for home owners absent from their homes during the week because of work commitments, it was necessary for the data collection to be undertaken over a period that included a weekend.

The base station or data collection centre was staffed by members of the PIO 2. The use of PIO 2 staff was to help provide the opportunity for the staff to broaden their understanding of the project and also to gain an appreciation of the linkage between the office validation and field validation activities. The data collection centre provided an excellent opportunity for the mounting of a display covering the project and for senior members of the staff to answer individual questions on the project and land registration issues. All staff received training, which included a project overview, dispute resolution, CRS activities, data collection procedures and records management.

The next planned step was to follow collection of the field data, was to validate against the office records. Then where there were discrepancies between office records and field records a thorough check of the records would be undertaken to ensure there have been no mistakes made in compiling the records. However the title records were unavailable to carry out a full office validation as arrangements could not be made with the Registry of Deeds. The data collection form used for the first field validation is included as part of this Appendix.

Door to Door Approach

The door to door approach was used for field validation pilots 2 and 3. For each a base station was established and the enumerators set off each day from the base station reporting back there at the end of the day. The second pilot was carried out in Holy Spirit in the same location as the first pilot, while the third was carried out in an informal settlement in Villar Maloles. Part of the second pilot was to establish the success of the CRS campaign carried out in the first pilot and additional questions were asked of the participants. The final field validation form was written in Tagalog to make it easier for the field enumerators to explain. It contained questions on whether the resident is aware of the activity (CRS campaign success) and whether the occupant knows any details about the owner of the land they are occupying. The data collection form used for the second and third field validations are included as part of this Appendix.

Field Validation Documentation

As much relevant information as possible was collected from each property owner to enable a full verification of the office CROSS INDEX database to be undertaken.

During collection of the field validation data and checking of forms, the forms were data validated against the data in the CROSS INDEX database held on the field validation laptop. Where there was a discrepancy between the office data and field data for a land parcel, this parcel is to be noted for further attention. Following the checking of all the field data, those land parcels where there are discrepancies are to have the records cross checked for any errors. The intention was for those parcels where it is not possible to resolve the discrepancy to undertake a further field visit to cross check the office records against the copies of the documents in the possession of the land owner. However in the vast majority of cases this is impossible and other methods will be trialled in the next phase of field validation.

Appendix 4**Preparation for Field Activities**

The overall success of the field validation activities was dependant on the effectiveness of the CRS activities and the information that is made available to all stakeholders. The CRS activities are detailed in the Manual on CRS.

The key CRS activities that will be undertaken by CRS staff are:

- ✿ Arranging the initial meeting with the Barangay Captain
- ✿ Assisting with the establishment of the barangay advisory group.
- ✿ Arranging and conducting the Consultative Education Workshop.
- ✿ Meeting with the House Owners Association Secretary to explain the process that will take place within the area.
- ✿ Assist in providing notification to land owners of the activities that will be undertaken.
- ✿ Provide ongoing CRS to land owners during the field validation process.
- ✿ Following completion of the field validation activities in an area, follow-up on the overall success of the project and identify any problems and develop approaches to rectify.

Following completion of the pilot area, the CRS officers will have responsibility for updating the CRS Manual and amending or preparing literature to be used in the next pilot location.

Training of Field Enumerators

The field enumerators from the PIO 2 (Pilot one) and the Barangay (Pilots 2 and 3) were provided with appropriate training to enable them to undertake their field roles.

The training for the field enumerators included the following modules:

- ✿ Overview of the LAMP.
- ✿ Overview of the PIO 2 records validation process.
- ✿ The reason for field validation activities.
- ✿ The CRS activities.
- ✿ Explanation of the field validation methodology that will be used by the field enumerators.
- ✿ Data collection and reporting formats.
- ✿ Dispute resolution.

The training was provided in one day and preferably was be undertaken within a few days prior to the field activities commencing.

Field Methodology for Mass Data Collection

The following methodology was proposed for the mass data collection field enumeration.

- ✿ It was estimated that the majority of the data for all land parcels could be collected over the one weekend although three working days were also used.
- ✿ There was a field data collection centre established within the estate, at the estate "club house". For ease of processing it was proposed that four desks be set-up to cater for different alphabetic groups. The establishment of the field data collection

Appendix 4

centre provided an excellent opportunity for project public relations to be undertaken. It is proposed that:

- A display was set-up demonstrating the activities of the PIO 2.
- A display was set-up to highlight the activities of the various government agencies involved in the project.
- ✿ A field validation data collection form was to be completed for each parcel of land. It was important that as much of the information is recorded on the form as possible. If the property owner does not have a tax assessment number or a copy of the land certificate then the words “NOT AVAILABLE” were to be added in the appropriate column.
- ✿ At the same time as the data enumeration was being undertaken in the “club house” another group of staff undertook a field inspection of the estate and record on copies of the CIM, those land parcels that were vacant with no building constructed on it. A field validation form will be completed for each land parcel and the word “VACANT” was added in the column for “Name of Property Occupier”.

In cases where the land was vacant and there was conflicting information from the office validation it was proposed to make endeavours to contact the land owner to obtain copies of the certificate and tax assessment.

Field Methodology for Door to Door Data Collection

Following the completion of the data collection in pilot one it was realised that the majority of land owners did not attend the data collection centre, or who for one reason or another have made a conscious decision not to attend. It was proposed to have a second pilot to visit each of these land owners to collect data for the field validation form. A three day activity was planned with the following criteria

- If the owner is not available after more than one visit the words “NOT AT HOME” are to be added in the column for “Name of Property Owner”. In these cases it would be necessary to endeavour to make contact through other means eg, the secretary of the home owners association, although it was realised that many live outside of the area and are difficult to contact.
- Should an occupier of a home wish not to answer the questions or speak with the field enumerator the words “WOULD NOT PARTICIPATE” would be added in the column for “Name of Property Owner”.

In the third pilot it was realised that not many would be able to supply information, but would be willing to participate. The final form used was more orientated to trying to establish if the resident had any papers that could be of assistance or had contact details for the real owner. The same rules as pilot two were applied but the emphasis was more on trying to locate the property owner as the occupants clearly would not have the TCT or the tax declaration.

Appendix 4**Updating of the CROSS INDEX and CIM Record**

Following completion of data collection the records were cross checked against the CROSS INDEX created from the tax assessment and copies of the certificates of title. During the crosschecking process there were many instances where data did not match. In these cases after re-checking all data to ensure that no errors have been made during data entry, the TCT records, where available, were taken as being the correct information, how ever all records where linked within the Cross Index to assist a resident in identifying the land owner.

Appendix 4

Data Collection Form – First Pilot

LAND ADMINISTRATION AND MANAGEMENT PROJECT

PROTOTYPE 2 – LAND RECORDS MANAGEMENT

FIELD VALIDATION DATA COLLECTION FORM

1.	Survey Number and Parcel reference number from CIM.	
2.	Address of property.	
3.	Name of occupier of property.	
4.	Are you the owner of the property?	<input type="checkbox"/> YES <input type="checkbox"/> NO (If no go to 18)
5.	Do you have a copy of your recent tax receipt?	<input type="checkbox"/> YES <input type="checkbox"/> NO (If no go to 9)
6.	If so can I record some information from it?	<input type="checkbox"/> YES <input type="checkbox"/> NO (If no go to 17)
7.	Name recorded on tax receipt	
8.	Tax receipt number	
9.	Do you have a copy of your certificate of title?	<input type="checkbox"/> YES <input type="checkbox"/> NO (If no go to 15)
10.	If so can I record some information from it?	<input type="checkbox"/> YES <input type="checkbox"/> NO (If no go to 17)
11.	Name recorded on the certificate of title.	
12.	Number recorded on the certificate of title.	
13.	Survey plan number recorded on certificate of title.	
14.	Lot area recorded on the title (in square metres)	
15.	Do you know where the certificate of title/tax receipt is?	
16.	Has your certificate of title/tax receipt been lost or destroyed?	
17.	Why can I not record information from your certificate of title/tax receipt?	
18.	Do you know the name of the owner of the property?	
19.	Do you know contact details of the owner? (Address and/or telephone)	
ADDITIONAL NOTES OR INFORMATION:		

Data Collection form used in the second Pilot

LAND ADMINISTRATION AND MANAGEMENT PROJECT

PROTOTYPE 2 – LAND RECORDS MANAGEMENT

FIELD VALIDATION DATA COLLECTION FORM

1.	Survey Number and Parcel reference number from CIM.	Survey Number	Parcel Ref No
2.	Address of property.		
3.	Name of occupier of property.		
4.	Do you have a copy of your certificate of title?	<input type="checkbox"/> YES	<input type="checkbox"/> NO (If no go to 10)
5.	If so can I record some information from it?	<input type="checkbox"/> YES	<input type="checkbox"/> NO (If no go to 10)
6.	Name Recorded on Certificate of Title		
7.	Number recorded on the certificate of title.		
8.	Survey plan block and lot number recorded on certificate of title.	Survey Plan No	Block Lot
9.	Lot area recorded on Title		
10.	Do you have a copy of your tax declaration?	<input type="checkbox"/> YES	<input type="checkbox"/> NO (If no go to 18)
11.	If so can I record some information from it?	<input type="checkbox"/> YES	<input type="checkbox"/> NO (If no go to 18)
12.	Name recorded on the tax declaration. (may be previous or present owner)		
13.	Tax Declaration number and PSPIN		
14.	TCT on Tax Declaration		
15.	Survey, Block and Lot Number	Survey Plan No	Block Lot
16.	Area on Tax Declaration		
17.	Do you know where the certificate of title/tax declaration is?		
18.	Has your certificate of title/tax declaration been lost or destroyed?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
19.	Has your certificate of title been Reconstituted?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
20.	Do you know want assistance to have your title reconstituted?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
21.	May we know the reason why you failed to respond during the conduct of the first data verification last Nov 14-18 2001?	<input type="checkbox"/> Out on Vacation/business trip <input type="checkbox"/> Just renting/leasing <input type="checkbox"/> Unaware of the activity <input type="checkbox"/> Don't feel the need to respond Why? <input type="checkbox"/> Other (please specify)	

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<p>NAME OF RESPONDENT:</p> <p>RELATION TO PROPERTY OWNER (If not property owner):</p> <p>COLLECTOR'S NAME:</p> <p>DATE:</p>

Appendix 4

Data Collection form used in the third Pilot

LAND ADMINISTRATION AND MANAGEMENT PROJECT

PROTOTYPE 2 – LAND RECORDS MANAGEMENT

FIELD VALIDATION DATA COLLECTION FORM

	Survey Number and Parcel reference number from CIM.	Survey Number	Parcel Ref No
1	Pangalan		
2	Tirahan:		
3	Sa inyo po ba ang bahay na ito?	<input type="checkbox"/> Oo	<input type="checkbox"/> Umu-upa (Go to 11) <input type="checkbox"/> Sa kamag-anak (Go to 11)
4	Sa inyo po ba naka-pangalan ang titulo?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi (Go to 10)
5	Mayroon po ba kayong kopya ng titulo?	<input type="checkbox"/> Meron	<input type="checkbox"/> Wala (Go to 18)
6	Maaari po bang makapagtala ng ilang impormasyon mula sa inyong titulo?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi (Go to 18)
7	Pangalan sa Titulo		
8	Numero ng Titulo.		
9	Survey Plan No., Block, Lot No.	Survey Plan No	Block Lot
10	Sukat ng Lote (Area)		
11	Nagbabayad po ba kayo ng amilyar sa lupa ?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi (Go to 18)
12	Mayroon po ba kayong kopya ng “tax declaration”?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi (Go to 18)
13	Maaari po bang makapagtala ng ilang impormasyon?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi (Go to 18)
14	Pangalan sa “tax declaration”		
15	Numero ng titulo/ Numero ng “tax declaration”, PIN		
16	Survey Plan No., Block, Lot No.	Survey Plan No	Block Lot
17	Sukat sa Tax Declaration (Area)		
18	Alam po ba ninyo ang pangalan at address ng may-ari?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi
19	Pangalan, Address at Telephone No.		
20	Maaari po bang malaman kung saan o kanino kayo nakakuha ng kapahintulutan para magtayo ng bahay?		

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21	Nais po ba ninyong tulungan namin kayo para sa reconstitution ng inyong titulo?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi
22	Narinig na po ba ninyo ang LAMP?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi
23	Sa inyong pananaw, makakatulong po ba ang LAMP sa inyong mga usapin sa lupa?	<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi
<p>PANGALAN NG RESPONDENT:</p> <p>RELASYON SA MAY-ARI (Kung hindi sa inyo ang lupa):</p> <p>PANGALAN NG KOLEKTOR :</p> <p>PETSA:</p>			

APPENDIX 5 - 1ST PILOT FIELD VALIDATION RESULTS

Background

The first pilot field validation, of records, activities commenced on November 14, 2001 in BF Homes Subdivision in Holy Spirit Barangay.

Prior to the actual validation the following activities were carried out.

1. Coordination meeting was held between PIO2 and BF HOA Officers at the BF Subdivision Clubhouse.
2. Information pamphlets produced for distribution
3. A motorcade around BF Homes Subdivision to distribute letters and information materials.
4. Field Validation Training of PIO2 staff.

The location had been selected as it provided a well-defined physical area that covered a full subdivision, was completely enclosed and provided the opportunity to test the first of at least two scheduled field validation methodologies, in a controlled environment. It was anticipated that there would be few problems encountered in this area and the issue of informal settlers would not arise.

The purpose of the validation was to test the assumption that for future field verification activities it will not be necessary to visit properties within an established subdivision where a full office verification has been carried out. Unfortunately the titles required for the field validation could not be supplied prior to the activity commencing so the approach was modified to test:

- The effectiveness of the CRS program
- That the field validation processes were appropriate to collect ownership details where no RDO records are available
- The quality and relevance of other base records, eg tax and DENR maps, tax assessors records.
- Although the original purpose could not be tested, can a conclusion still be reached on the necessity to carry out field validations in areas within established subdivisions.

The Second field validation was also in BF Homes Subdivision in Holy Spirit Barangay and the activities occurred between the 1st and 3rd of March 2002.

Because of the low number of responses to the initial field validation a door to door approach was adopted. This required the following activities to be carried out

Field Activities

The Activities carried out were:

1. On October 30, 2001, a coordination meeting was held between PIO2 and BF HOA Officers at the BF Subdivision Clubhouse. It was agreed that a written request coming from LRA Administrator/Director addressed to the Bgy. Chairman, calling the attention of the HOA President; and a written request coming from the HOA President addressed to the member, shall form part of the information materials to be distributed in order to show that the activities to be conducted are part of a government project.
2. The PIO2 CRS team produced information pamphlets, for distribution within the target area. See appendix 6 for a copy of the information pamphlet.
3. On November 10, 2001, PIO-2 staff headed by Dir. Felino M. Cortez, together with BF Homes security officers, conducted a 4-car motorcade around BF Homes Subdivision. During the motorcade, letters and information materials were distributed to all the houses. Announcement was made inviting all property owners to participate in the project activity entitled "Titulo Ko Sigurado Ako: by bringing copy of their title and tax declaration to the BF

Homes Gymnasium, for recording during the period November 14-18, 2001 from 9:00 a.m. to 5:00 p.m. Streamers were also posted at the gates of the subdivision. The activities started at about 9:30 a.m. and lasted until 12:00 noon.

4. On November 12, 2001 a Field Validation Training participated in by PIO=2 Support Staff, was conducted. Among the topics were:
 - LAMP Overview; Purpose of Field Validation;
 - Methodology for Validation; and Conflict Resolution.

Resources speakers were Lewis Haley; Bryan Peñafiel; and Emil Pugongan.

Prior to beginning the field verification, the pilot area was broken up into 4 equally sized areas to allow the field verification team to have workable sized areas to collect data from and to reduce the queuing time of respondents.

Actual field validation activities commenced on November 14, 2001 at 9:00 a.m.

The field validation team set up in the BF Subdivision Clubhouse. As subdivision contained 36 blocks broken into the 4 areas, four tables were setup. As each person arrives with their documentation, Tax receipts and or Transfer Certificate of Title (TCT). The form set out in Appendix No 4 was filled out with each customer, who presented their documents. Where the customer owned a property that required the title within the registry to be re-constituted, the staff were able to assist in filing in the form for the request to re-constitute.

Results of the field verification Activities

The whole BF Homes Subdivision is about 51 hectares composed originally of two subdivision plans, namely: (LRC) PSD-133236 with 750 home lots, and (LRC) PCS-16317 with 66 home lots for a total of 816 home lots. The second plan (LRC) PCS-16317 and the additional home lots was identified during field trips and added to Area 1. Field trips around the subdivision also identify at least 150 vacant lots. The field trips also help determine that blocks 1 and 2 of (LRC) PSD-133236 comprising of 30 lots with an approximate area of 1.8 hectares have been purchased by DPWH, and now forms part of the NGCHP, although this information does not appear in the Assessor’s Tax Information sheets.

There were four (4) property owners already waiting when the team arrived. However at the end of the day, only 18 titles were recorded. The turn out during the next two days were also discouraging because only 9 and 20, respectively, were recorded. It was thought that may be because most property owners are working, so a greater turn out was expected during the weekend, however, on Saturday morning November 17, 2001 only a few responded, so the assistance of the Parish Priest was sought. He agreed to make an announcement during the anticipated mass and early Sunday mass, to convey the need of the project for the cooperation of the property owners. On Sunday November 18, 2001 thirty titles were recorded. Out of the 600 listed members of the BF Homeowners Association, only 99 had responded during the 5 day field activity. As shown in the table below.

Date	Area 1	Area 2	Area 3	Area 4	Total
Nov 14	8	1	8	1	18
Nov 15	5	0	1	3	9
Nov 16	12	3	1	4	20
Nov 17	7	3	5	7	22
Nov 18	12	6	6	6	30
5 days	44	13	21	21	99

Three of the respondents also filed applications for the administrative reconstitution of their titles.

Conclusion

The base camp method of data collection enabled us to collect only 16% over a period of 5 days, which is not very encouraging. It is necessary to collect as much data as possible, so we have to go back to the subdivision and try the house to house method of data collection.

The low number of respondents could be narrowed down to a number of reasons

- Complacency, the owners are within a secure subdivision, know they have clear title to their property and are not interested in supporting the Pilot. (based on interviews with the homeowners)
- The person living on the property is not the owner, ie they are renting or leasing the property, so they do not have any of the documents that we need.
- The owners may not have been available at the time, eg on holidays or the person who received the information (pamphlets or letters) did not take the information seriously and did not pass it on to the owner.

Also as all the titles required to carry out the office verification had not been obtained the assumption that for future field verification activities it will not be necessary to visit properties where there is office verification could also not yet be fully tested.

Records of the DPWH should be accessed to determine the exact details of the land purchased by DPWH, which now forms part of the NGCHP.

Recommendations

The main concern was the low percentage of participation in the field verification by the homeowners. Those who did participate supported our initial assumptions that the records are fairly accurate and that the area in the tax records that may not have been updated is the ownership. Unfortunately we were unable to access many of the title records to carry out an office validation prior to the field verification. This leaves the problem of determining if the sample is sufficient to allow us to conclude that our assumptions are correct.

A number of options have been proposed, these are:

- 1) Adopt a door-to-door approach to obtain the information required and also to survey the owners in an attempt to establish why the participation rate was so low.
- 2) Renew requests to the Registry of Deeds for the searching of the rest of the titles that will allow the office verification of the records.
- 3) Test that the approach used in the pilot area is sound by using it in an area that is not as well established and defined as this area. This would require a third pilot study.
- 4) Access the records of the DPWH to determine the exact details of the land purchased by DPWH, which now forms part of the NGCHP.
- 5) The conduct of the next pilot where the presence of informal settlers is expected should be designed in a such a way that it would enable us to gather relevant statistics that will provide information to support Government with the policy and legislative changes. The scope of the field validation needs to consider the informal settlers issues and should not just to test procedures for the field validation of records.

APPENDIX 6 - 2ND PILOT FIELD VALIDATION RESULTS

Background

The second pilot field validation, of records, activities commenced on 1st March, 2002 in the same subdivision, BF Homes Subdivision in Holy Spirit Barangay and was carried out over the period 1st to 3rd of March 2002.

Because of the low number of responses to the initial field validation a door to door approach was adopted. This required the following activities to be carried out

1. Interview of the field enumerators
2. Training of field enumerators
3. Information pamphlets produced for distribution
4. Printing of forms with the known data pre-printed
5. Production of maps with a lot highlighted where it is a vacant lot or where the owner responded to the first field validation.

The location selected was the same as in the first field validation. As only 99 respondents had been achieved in the first validation it was agreed that the collection of a greater sized sample was required. Also the CRS campaign needed to be measured to determine if it was ineffective or if the low number of respondents was due to other reasons.

The purpose of the validation was to test:

- The effectiveness of the CRS program
- That the field validation processes were appropriate to collect ownership details where no RDO records are available
- The quality and relevance of other base records, eg tax and DENR maps, tax assessors records.
- Although the original purpose could not be tested, can a conclusion still be reached on the necessity to carry out field validations in areas within established subdivisions.

There were two office pre-field activities carried out before the field validation commenced. Firstly maps were produced that depicted the vacant lots and the properties that had responded to the first field validation activity. Then the Cross Index was converted from Excel to Access. The file for the field validation area was then merged with the field validation form in Word to print sheets that were pre-filled with the Assessor's information. The pre-filled data was:

- Survey Number
- Parcel Reference Number
- Block
- Lot No
- Name recorded on the tax declaration
- PSPIN
- Area on tax declaration, and
- TCT from the tax declaration.

Where a sheet was not required for field validation (ie vacant lot or the owner had responded in the first field validation) it was not printed.

The sheets were then sorted into order to run on either side of a street to allow the enumerators to operate as pairs. A team of enumerators were employed from the Barangay community. 8 enumerators were employed after being interviewed by a team from PMO/PIO2.

Prior to the field activities the enumerators underwent a one day training course at the Holy Spirit Barangay centre on 28th February 2002.

Field Activities

There was a trial run of the field validation procedures planned as part of the training, however this was cancelled when the BF Homes community leaders would not grant permission for the trial. The field validation activity commenced on the 1st March 2002.

Originally the field validation area was sorted into four equal size blocks that the 4 pairs of enumerators would cover separately. However the local area supervisor wanted security to look after the enumerators and as a result the approach had to be changed to accommodate the security arrangements. The final result was that all groups began in one area with two groups of four approaching from different directions, keeping initially to the subdivision boundaries.

The field validation support team set up in the BF Subdivision Community centre. The enumerators returned at intervals to deposit completed forms with the support team who updated the base maps.

As the first day progressed it was determined that many occupants were not home, the enumerators decided to continue the activity at 5pm rather than after lunch and the activity was curtailed until that time. This kept the field validation continuing until around 8pm.

The field evaluation activity was continued over the weekend concluding on the Sunday evening.

Results of the field verification Activities

Of the 600 properties the final result including the initial 99, was 223 property owners that had responded to the field validation.

The reasons for the low response are mainly the result of the person living on the property:

- Not owning it, either renting or leasing the property
- Not having a copy of the documents, either storing them elsewhere or not obtaining a copy of them before handing the owner's duplicate to the bank.
- Not being home
- Promising to bring the document to the project team and not following through.

The results from the CRS campaign are set out below:

Field validation Survey	Other	Count
No result obtained		145
Don't feel the need to respond	All these info is supposed to be w/ ROD & LRC	1
Don't feel the need to respond	I Don't think there's any problem	1
Don't feel the need to respond	I think my documents are in order	1

Field validation Survey	Other	Count
Don't feel the need to respond	I was sick - brain stroke	1
Don't feel the need to respond	It's too personal	1
Don't feel the need to respond	Too old to attend/without complaint	1
Other	Afraid to give details because of anomalies in QC Hall	1
Other	Attended to my sick wife in the hospital	1
Other	Busy because of important activity	1
Other	Completely overlooked	1
Other	Form was misplaced	2
Other	I do not live in the area	1
Other	I left my documents in the office	1
Other	In the Hospital	2
Other	Interviewed and recorded Nov 2001	1
Other	Lack of Time	1
Other	Maybe busy then	1
Other	My son presented the TCT. We did not fail to respond!	1
Other	No clear information	1
Other	No follow-up instruction so we don't know what the next step is.	1
Other	Nobody visited our residence otherwise we would ..	1
Other	Pressure of work and out in the province	1
Other	Records in the safety deposit box	1
Other	This program is new to them - Title in US	1
Other	Was too busy so wasn't able to handle	1
Other	We responded & submitted copy of documents...	1
Other	We think that only those with land problems ...	1
Other	Wife has attended	1
Out on Vacation/Business Trip	We were always out	1
Out on Vacation/Business Trip		16
Out on Vacation/Business Trip	Please see back of FV Result for other notes	1
Out on Vacation/Business Trip	Please see FV result for notes	1
Unaware of the activity		37
Unaware of the activity	Documents are not at home at the moment	1

Field validation Survey	Other	Count
Unaware of the activity	I don't hear mass at BF	2
Unaware of the activity	I was not informed about it	1
Unaware of the activity	Please see back of FV result for notes	1
Unaware of the activity	Please see FV result for notes	1
Unaware of the activity	We were not notified	1

Conclusion

The three days allocated for this activity did not allow the enumerators to return to properties where the owner had promised to collect the documentation from storage. While this may not have had a large bearing on the results of the field validation it did not allow the enumerators to get the best sized sample possible.

The results gathered for the CRS activity of the show that the two largest categories were "Unaware of oothe activity" (44 responses) and "Out on a Vacation/Business Trip" (19 responses). 6 responded that they did not need to respond and while there were 24 others they break up into smaller groups the largest being 4 who had responded in the first field validation.

This information can be used by the CRS team, to review the CRS activities to determine if they can make improvements in the next field validation.

There appear to be more problems with getting results than was first anticipated the original assumptions, which did not take into account the fact that the field validation teams would come up against a high number of respondents who do not have or cannot supply any details about the land they occupy.

Recommendations

For an area where the field validation is required the first approach, allowing the public to come to a central location and volunteer information is not adequate. The two approaches, door to door and voluntary are more desirable. These will yield a higher response level, however the strategy is not complete by just adopting these approaches. Firstly a complete office validation should be completed before going into the field and all parcels that need validation identified. The field validation should then only concentrate on these parcels in both advertising and door to door approach.

APPENDIX 7 – 3RD PILOT FIELD VALIDATION RESULTS

Background

The conduct of the third field validation commenced on June 5-7, 2002 in Villar-Maloles, Brgy. Holy Spirit. The third pilot aimed to assess the land situation in informal settlements.

Villar-Maloles was chosen to be the third pilot area because the major occupants of the area are informal settlers; it has well-defined boundaries; the subdivision plan was followed although some parcel has two or more occupants.

During the third pilot significant issues were identified regarding the conduct of field validation in informal areas particularly the absences of title holders in the area and the prevalence of land rights.

Field Activities

The activities were carried out by:

1. Notifying the Barangay about the conduct of the third pilot in Villar-Maloles.
2. Conducting a meeting with the homeowners association in the area.

Results of the field verification Activities

The results of the third field validation are yet to be correlated and are still in paper form. When the field validation team have assessed the results they will be added to the document

Conclusions

The results of the third field validation are yet to be correlated and are still in paper form. When the field validation team have assessed the results they will be added to the document

Recommendations

The results of the third field validation are yet to be correlated and are still in paper form. When the field validation team have assessed the results they will be added to the document

APPENDIX 8 - LESSONS LEARNED

Pilot Field validation activity 1 – Voluntary approach.

1. The setting up of a base station where people come to deliver their documents does not work. With only 99 respondents from 800 parcels the voluntary approach of field validation this is a very low response rate.
2. Five people sitting in a base station waiting for respondents is a waste of time, productivity and money.
3. Parcels that do not have buildings on them need to be identified as part of, or prior to the field validation activity. With no letterbox or occupant it is nearly impossible to notify of the owner of the activity.
4. Safety of the staff should be paramount. The injury to the staff member that occurred as part of the motorcade should have been prevented by following basic safety procedures and ensuring that all staff had been on board before the vehicle began moving, also the drivers should take off slowly and smoothly not quickly accelerating.
5. The selection of time to conduct field validation in established areas should be identified appropriately. Weekdays generated a small number of respondents since majority are at work.
6. Other means of informing the public should utilized through homeowners association meetings, parish priest since we cannot solely rely on CRS campaigns to inform everyone in the area.
7. The “selling” of the project to stakeholders from established subdivision should be identified and developed to generate more public support and participation in the activity.
8. Conducting field validation without office validation is more tedious and time consuming which should have not been the case. The very purpose of conducting pilot field validation is to identify and implement a more streamlined process rather than a tedious one.
9. The manual for conducting field validation should have been read and reviewed before conducting the pilot field validation.
10. A document should have been prepared prior the conduct of the pilot field validation. Highlighting the objectives of the activity and expected outputs.

Pilot Field validation activity 2 – Door to Door approach in Established Subdivision.

1. The door-to-door approach proved to be more time-efficient and more productive.
2. The three days allocated to this activity did not allow sufficient time for any follow up activities making it difficult to determine if the rate of response should have been higher.
3. Communication between the base station, enumerators and drivers are required for field validation. Time was lost waiting for people who were late, people waiting in the wrong place, people who had gone on ahead and not told the others, and people who were still in the field when the others had finished, but could not be located as they were within occupancies. Also they would be able to request assistance rather than having to walk back to the base station, get the assistance, then go back to the property.
4. Where an area has had some activity carried out and further field validation activities are being carried out the letter drop should not include any property that is not to be

included. This caused a lot of confusion in the field validation pilot area when the second field validation was carried out. People who had responded to the first field validation returned with their documents even though they were not required and they were confused as to why they needed to represent their documents.

5. The results should be documented each night or early the next day to identify any problems with the collection. Many of the enumerators had not filled in the CRS survey, but this was not picked up until the activity was finished. Earlier documentation of the results would have identified this problem earlier and the enumerators could have had the importance of the activity re-enforced.
6. Collection forms were not properly proof read before printing and they contained two questions with the same wording. Also the field validation jackets were printed with a spelling mistake. Careful proof reading is required before any printing or acceptance of materials.
7. Security arrangements need to be finalised well in advance of any activities. Any payments required should have been negotiated and agreed to long before hand, not charges added at the last minute and nearly stopping the activity. Also the times and days that security teams are to be ready should also be known, rather than having the enumerators hanging around waiting for the security people to arrive.
8. Bottled water should be provided for the enumerators as part of their kit and should be catered for in the budget. The enumerators cover large distances in the hot sun and water replacement is very important.
9. The process should have been documented thoroughly.
10. The manual should have been read and reviewed by the field validation team before the conduct of the third pilot of field validation.
11. An analysis design/framework should have been developed to streamline the analysis and interpretation of results.

Pilot Field Validation-Door to Door Approach in Informal Areas

1. The gathering of issues during the Area Specific Community Dialogue conducted by the Community Relations and Services (CRS) unit equipped the field validation team with knowledge on prevailing land related issues in the area. Therefore, the gathering of basic knowledge on land related issues present in the area is vital in facilitating of field validation in the area.
2. Field Validation is a means to directly communicate with the stakeholders of the project. This activity is a venue to inform and create an amenable relationship with the stakeholders.
3. A specific criterion for the selection of field enumerators was established that enables a better facilitation for data gathering. The field enumerators in the third pilot were residents of the area making them more adept in communicating with the residents of Villar-Maloles particularly the land related issues present in the area.
4. Different approaches should be implemented in different areas within the prototype; specifically in established areas and informal settlements. The approach should include a means to capture information on "rights" particularly in informal settlements; and a different design for data analysis.
5. A conduct of assembly between the field validation team and residents as well as homeowners' organizations helped to disseminate the conduct of field validation in the area.

6. A brief brochure highlighting PIO2's activities particularly Field Validation and objectives should be distributed during the actual conduct of Field Validation. The brochure should contain illustrations to attract the respondent to read the material.
7. A strategy to identify lot number needs to be developed and integrated in the training design of field enumerators.
8. The presence of foreigners during the conduct of field validation alarmed residents from the field validation area. The following concern was raised: the Villar Maloles area is being sold to the foreigners which would lead to a demolition would be conducted.
9. Conducting a three-day field validation is insufficient to cover the whole area.
10. Proper identification of field enumerators should be provided. These include identification cards, t-shirts, vests, and caps.

Based from the three pilots conducted by PIO2 the following ***implications for future field validation*** was identified.

1. *Preliminary research/investigation in the area should be conducted.* This can be achieved through the field inspection report by the Field validation Team; issues raised during community dialogues under the Community Relations and Services unit; Community Based Monitoring and Evaluation Baseline Study by the M & E unit; through coordination with LAG members and other government agencies; from Barangay Advocacy Group (BAG) and field enumerators from the area.
2. *Differentiation of approach should be adopted for different areas (i.e. established subdivisions, informal areas, and semi-established subdivisions).* Variations in the conduct of field validation should be identified particularly in the following aspects:
 - Protocol for introducing self and the project to the respondents;
 - selection and identification of time to conduct field validation since in informal areas residents are present during weekdays;
 - survey forms should differ in informal areas and established subdivisions particularly in the portion wherein the respondent is required to provide information regarding the land title but in informal areas majority of the respondents has no titles but rights. A question should be included requiring information about the rights (see annex 4. item no.4) ;
 - and data analysis design.
3. *Simultaneous conduct of field validation in PIO2 areas.* With a more experienced team to conduct field validation, the activity could be done simultaneously in different areas in the prototype. If and only if the field validation team has fully grasps the objectives of conducting field validation.
4. *Streamlining the Field Validation activity.* The field validation team should work in accordance with the activities of the office validation and CIM production unit. The field validation team should only go on field if proper data has been collected from office validation and CIM production.
5. *Develop criteria for the selection of Field Enumerators.* A basic criterion, field enumerators should be residents of the area being field validated, has been identified in the pilot field validation activities which facilitate an easier data gathering process. This should be taken into consideration when selecting field enumerators to conduct field validation in other prototype areas.

6. *A standard training program should be designed for all field enumerators working in the prototype.* This training should be one day activity, highlighting the LAM project-its activities and objectives; basic public relations skills that provides different approaches in dealing with respondents from different socio-economic classes; relevant information on laws/policies related to land; and conflict resolution.

APPENDIX 9 – FIELD VALIDATION DATA CAPTURE

Introduction

This supplement forms part of the Cross Index user guide and is added as a guide only. Where differences occur between the two documents the Cross Index user manual will be taken as the authorised document.

During field validation it is vital that the records are captured against the parcel that they affect. For the cross index to be effective it must contain the correct information, however when dealing with informal settlements the cross index can be used to hold the actual information collected from the field. For example a parcel in the third pilot area was found to contain 5 separate street addresses and 5 different residences. All of these can be held against the parcel in the cross index, this then allows the cross index to become a useful tool in locating where a person lives in relation to the registered parcels held by the authorities. In these informal areas it is not always easy to determine which parcel the residency is situated on and the use of the ortho photos may be required to assist. However it is vital that the field enumerators make a judgement and tie the information to a parcel as data collected without a reference to the registered parcel is total useless. In the third pilot several interview forms were returned without this reference and this makes it almost impossible to determine where the information was collected, wasting the effort of the enumerator and the encoder.

The fields for capture of the field validation results form part of the cross index database. For office validation the PCs used are linked together in a network, where all information is captured in a single database. Where field validation results are captured in the office the data is also stored in the same database, however data collected in the field will need to be downloaded to the database.

Equipment preparation

The equipment used in the field will be:

- the field validation laptop, which will hold a copy of the cross index database
- the portable scanner, which runs off the power of the laptop
- The portable printer, which currently requires an AC connection.

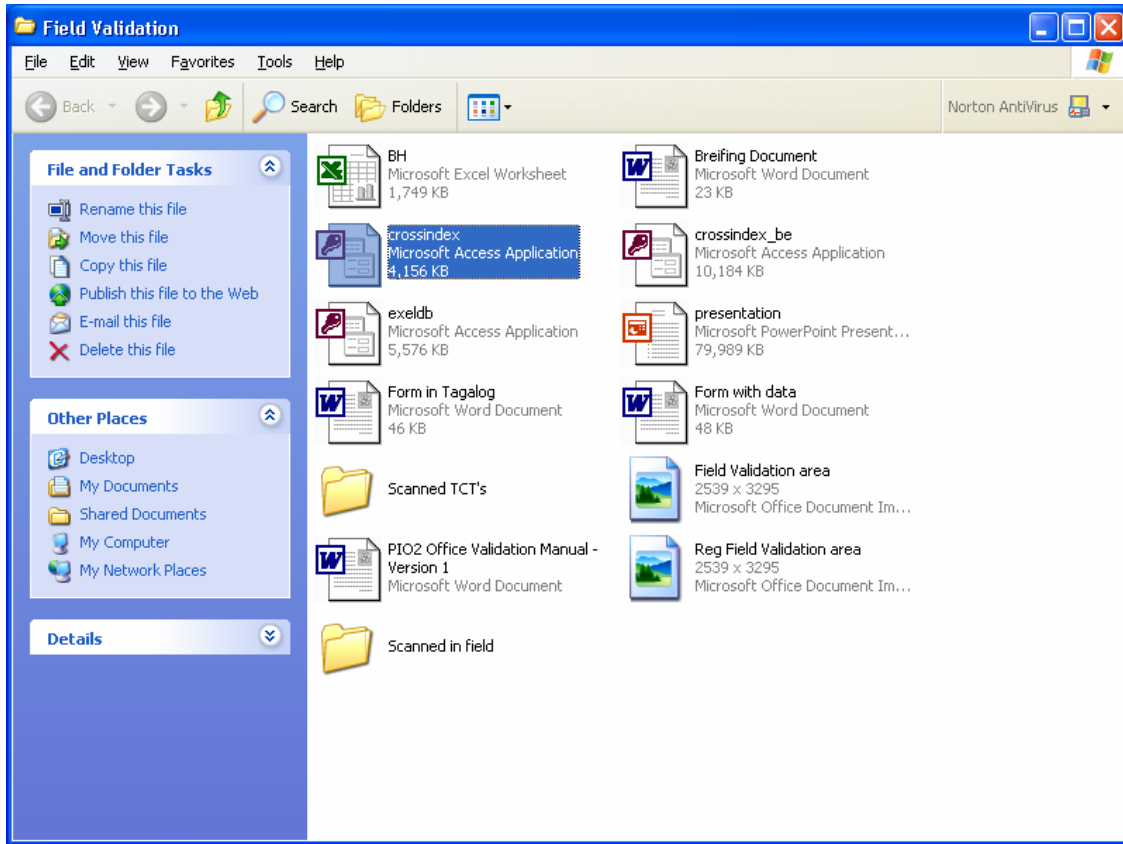
The following additional; equipment will be required, car charger connections for the laptop and printer, an additional battery pack for the laptop and a second laptop (currently on order with PMO) with a second battery and car charger connection.

At regular intervals the data captured in the field should be down loaded into the main database and the copy of the cross index updated, daily backups must be made of the data to CD.

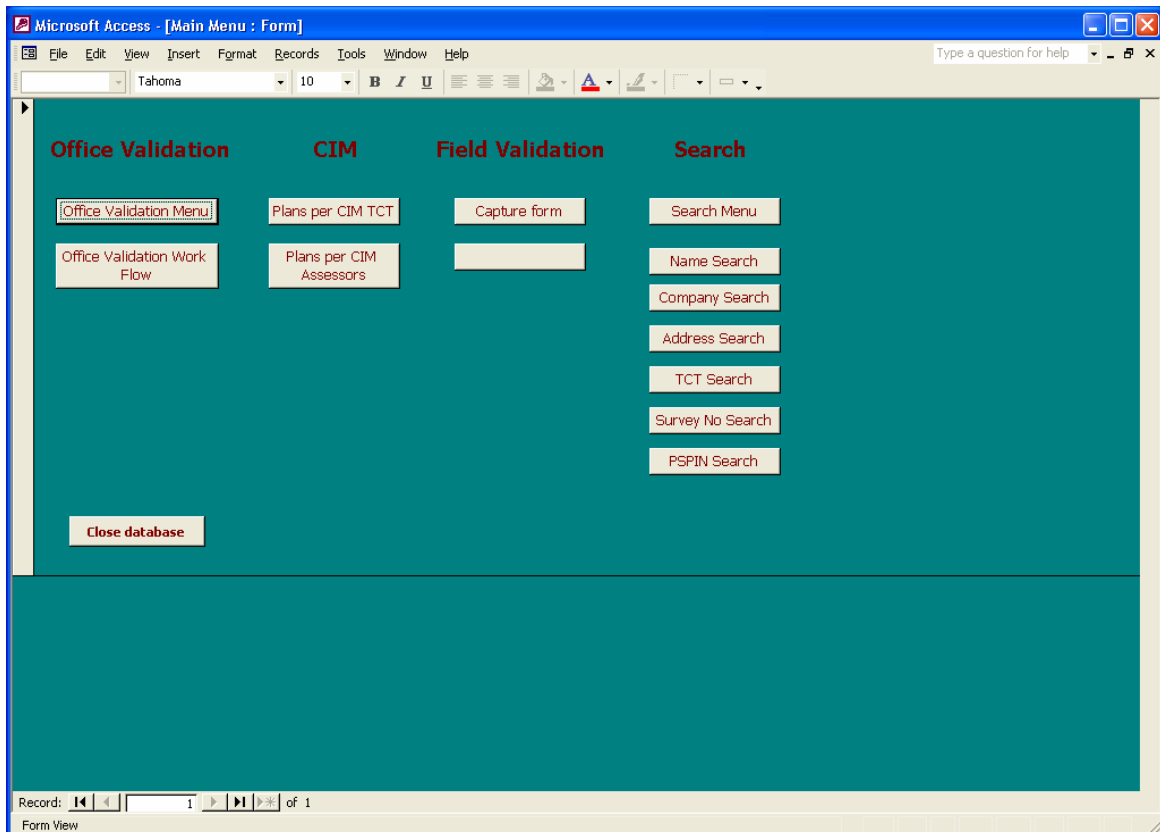
It is important that the equipment is guarded at all times in the field, being portable equipment it is easy to steal and sell. The field encoders are responsible for the equipment in the field and should take the proper care to make sure the equipment is secure at all times. As shown in the past it does not take long for equipment to disappear, but it takes a long time to replace it.

Capture of data

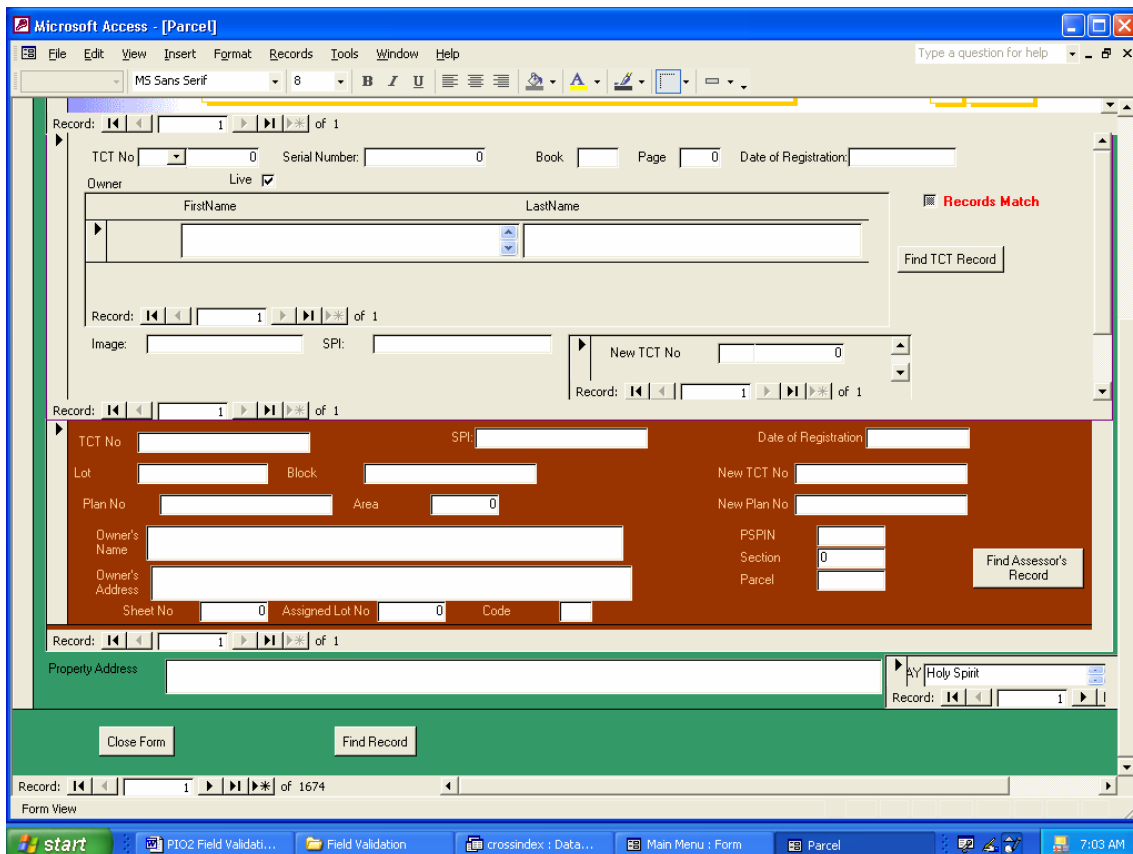
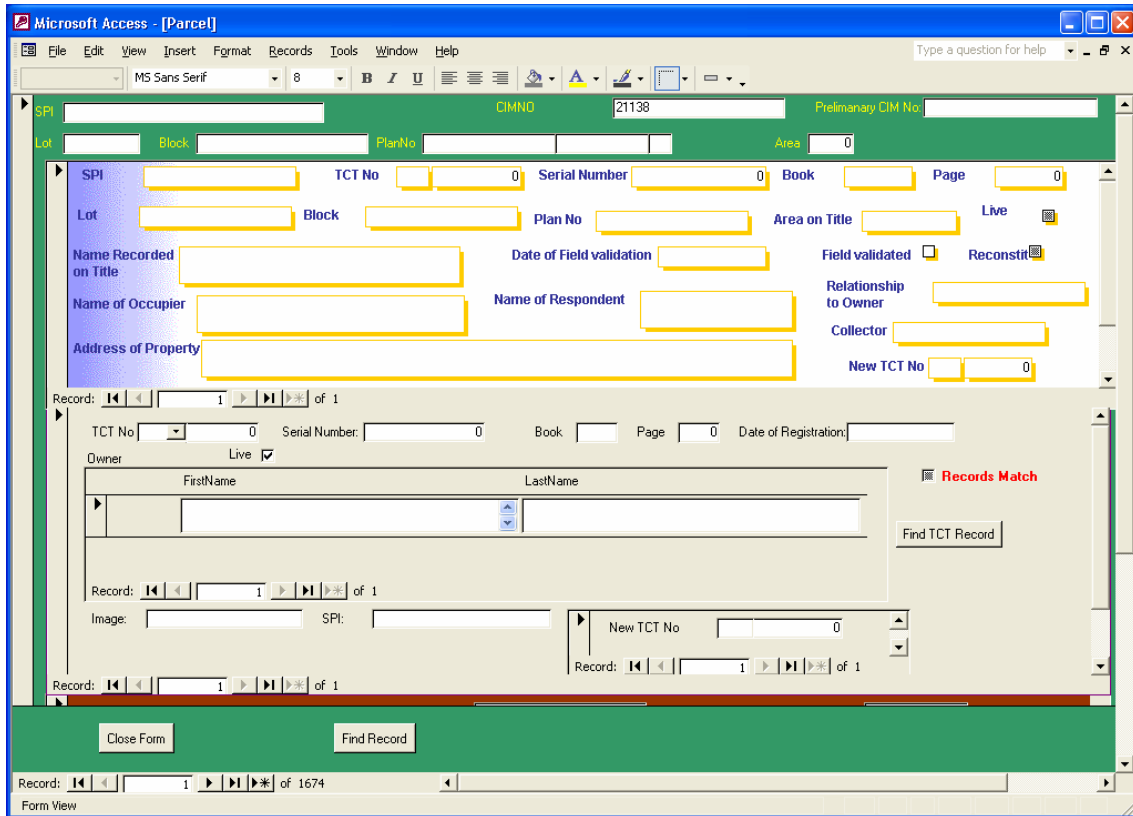
The cross index is held in the field validation folder on the laptop.



When the icon is double clicked the database will open at the main menu.



Under the field validation menu click on capture form and the field validation capture form will be displayed.



Records are held in the database against a parcel record that contains the CIM reference number, thus referencing the data back to the CIM.

The capture screen contains four areas:

- Parcel, the green section of the screen;
- Field validation results (the white section);
- TCT details the grey section; and
- The assessor's records the brown section.

All records are located by using a Standard Parcel Identifier (SPI). The SPI is a combination of the lot, block, plan type, plan number and plan suffix, separated by a dash (-).

For example the SPI for lot 123 on PSD21997 would be 123-PSD-21997. For lot 34 Block 3 PSD-00-0704-133667-D the SPI would be 34-3- PSD-00-0704-133667-D.

As a rule the (LRC) has been dropped so the SPI for a plan from LRA would be as follows, Lot 28 Block 17 (LRC) PSD 133767, the SPI would be 28-17-PSD-133767.

The SPI is based on the fact that all plan numbers should be unique. It is purely used as a linking mechanism between agencies data.