

Philippines – Australia Land Administration and Management Project

Prototype Implementation Office 2
Quezon City

Report on Deliverable 27



June 2003

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Land Administration and Management Project

Prototype Implementation Office 2

Quezon City, Philippines

30 June 2003

A. INTRODUCTION

1. This report covers the activities carried out by Prototype Implementation Office 2 (PIO2) up until the 30th June 2003. It contains a summary of the activities undertaken, a preliminary evaluation of the methods tested, lessons learnt and recommendations, for the short term and long term programs.

Background

2. The project is multi funded with inputs from the World Bank (WB) under a “Learning and Innovation Loan”, the Australian Government through an AusAID grant and the Government of the Philippines (GOP). The loan was executed in October 2000 and became effective in January 2001. The grant funding for technical assistance was contracted to Land Equity International on 5 October 2001. The WB –GRP loan agreement plans that the project should attain its objectives by late in year 2003. The project is currently seeking an extension from the GOP to have the project run until December 2004. Once granted the extension will be negotiated with the WB and AusAID.

Objectives of Land Administration and Management Project

3. The objective of the Project is to test alternative approaches to accelerate programs designed to improve the protection of rights to land, eliminate fake titles, introduce an equitable system of land valuation, formulate and approve policy and regulatory changes, and formulate the institutional arrangements needed to support implementation of the subsequent phase of the Program.

Objective and Scope of Prototype 2

4. The objective of this prototype is to produce proven new procedures and demonstrate successful cooperation between land related agencies for the improvement in quality and completeness of land title records. This prototype is not concerned with titling new lots but is concerned with increasing confidence in the existing land registration system.

The prototype is involved in the following activities:

- Creation of Cadastral Index Maps (CIM) and development of cross indexes to control duplicate land titles and for other administrative purposes;
- Validating existing titles held in the Register of Deeds (ROD) against the records of the Quezon City Local Government Unit (LGU) records;
- Going into the community to try to locate missing records in the field.
- Reconstitution of current certificates of title which are missing from the Land Register and facilitating the process of providing land owners with new titles as replacement to their missing titles;
- Integration of the new records into the ROD, streamlining of land registry operations to maintain quality of land register documents and exchange of land information between related agencies of government.

- Setting up a One Stop Shop to incorporate the services offered by the ROD, LGU Treasurers, LGU Assessors, Bureau of Internal Revenue (BIR), Land Registration Authority (LRA) and the Department of Environment and Natural Resources (DENR), in a single location.
 - Community Relations Services (CRS) educating the communities about the objectives and services being offered by the project, as well as advising them of their rights to use and transact in land.
5. In addition, there is a strategic process of developing a national plan for improved management of land ownership related records. This will be based on the lessons learnt from this Prototype, and also from the rural activities in Leyte in Prototype 1, and will also link with the implementation of the BOO Project.
 6. The project followed a Bridging Loan that instigated the procedures that are in place, these procedures have been modified and tested. The aim is to obtain standard tested procedures that will be suitable to implement throughout the Philippines in urban situations.
 7. The lead agency for managing the prototype is the Land Registration Authority (LRA), while the Department of Environment and Natural Resources (DENR) and Tax Assessors Office also are stakeholders who will be sharing the facilities of the One Stop Shop (OSS). The composition of prototype personnel are from LRA, DENR and Tax Assessors Office, the remaining staff are employed on a contractual basis by the prototype. The Bureau of Internal Revenue (BIR) will also be involved in the OSS, but will only supply staff to the OSS not the prototype office.

Organisation and Management of Prototype 2

8. The policy making body for the LAMP is a Taskforce created by virtue of Executive Order No. 82 on 13th March 2002. The Taskforce is under the Executive Secretary and consists of seven members, being:
 - Senior Consultant on Poverty Alleviation and Good Governance as Chairperson;
 - Secretary DENR;
 - Secretary of Justice;
 - Director General of NEDA;
 - Presidential Adviser on Official Development Assistance Absorption;
 - Two representatives from private sector, preferably from real estate development and/or banking industry, designated by the Executive Secretary
9. There is also a Technical Working Group. Members are from the following: DENR – LMB, FMB, MGB, PAWB, EMB, ERDB and NAMRIA; from the DOJ – LRA, COSLAP; from the DOF – BLGF, BIR; from the DA – BSWM; from the HUDCC – HLURB, NHA.
10. A main focus of this Prototype is to integrate CIM and the cross index into the ROD to help facilitate the registration process. The prototype manager for PIO2 is a senior manager from LRA, who has been the Registrar of Deeds at other Registries within Metro Manila. The deputy Prototype managers are supplied by the participating agencies are the DENR and LGU, however the LGU representative is only on a part time basis. LRA and DENR also provide detailed staff to assist as Unit heads for CIM, office Validation, Field Validation and planning. The PMO is responsible for providing the support services such as procurement and financial management needed by PIO2 in its day to day operations.

11. This report has been structured as follows;

- Introduction
- Background on the Pilot project in Quezon City
- Pilot Study Location
- Technical Activities of PIO2
- Achievements of the project
- Issues and Constraints
- Activity Evaluation
 - o Lessons Learnt
 - o Recommendations

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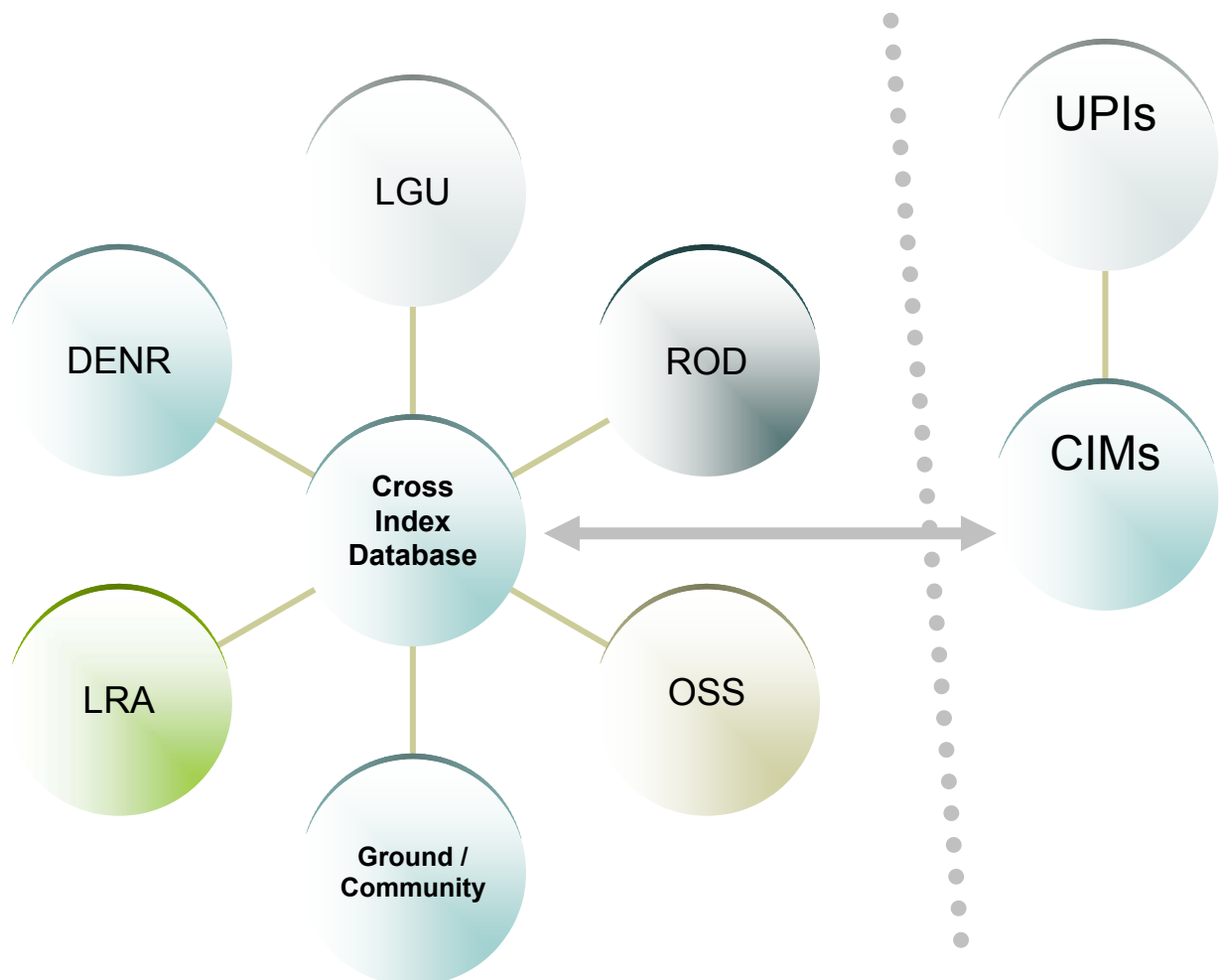
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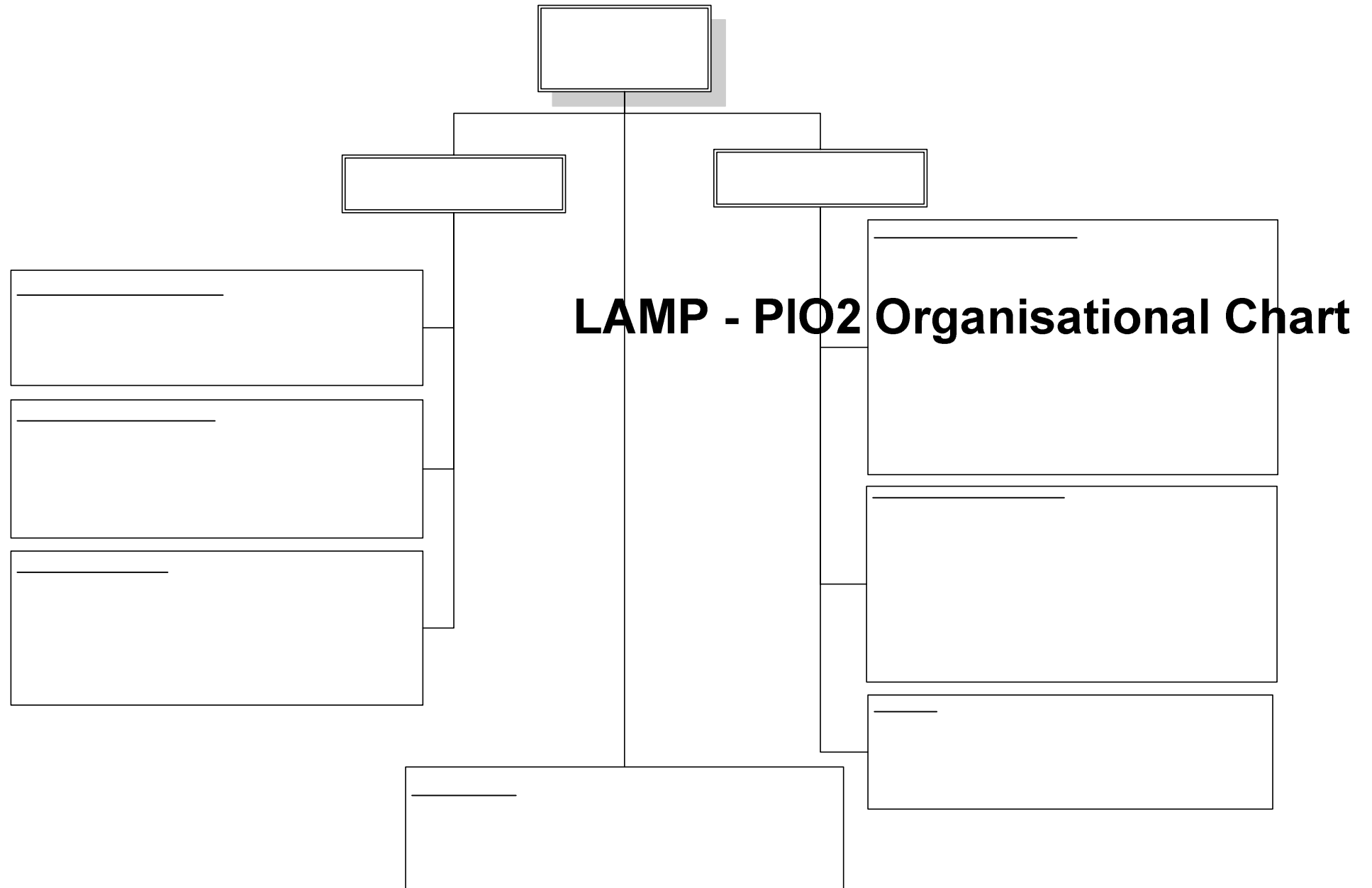
B. Background on the Pilot Project in Quezon City

12. PIO2 was originally set up in Quezon City Hall finally operating from the 9th Floor. At the time the Registry of Deeds was in the building next to City Hall. However with the completion of the new building within the LRA compound the Registry moved to its new location. In August 2002 after negotiations had been completed PIO2 where also able to move to the 2nd Floor LRA building in East Avenue. LRA have cleared out a small area near the ROD which will become the One Stop Shop (OSS). There are renovations needed to the building and the major hold up has been the releasing of funds to begin the renovations. The new Prototype office overlooks both the ROD and the site of the OSS.



13. PIO2 has been involved in testing different methods for the validation of records using both office and field verification of records, CIM production and identification of fake, duplicate and missing titles. Manuals have been produced in all areas and as new procedures are tested and agreed to they are added to the documentation. The prototype is working towards introducing worlds best practices to develop a Land Information System linking CIMs to a database of land record information (as shown below).





In partnership with the PMO, LRA and other relevant agencies, this work includes the tasks set out in the following table.

Table 1: Deliverable 27 tasks

Deliverable 27 task	PIO2 Activity	Status
Identification of methods that have potential to detect fake, duplicate and missing titles, and to resolve the title anomalies;	Workshops, Manual, Formation of the Fake Title TWG	A workshop was held to review the manual produced and to look at strategies for the detection of fake, duplicate and missing titles, and to resolve the title anomalies. Members to join a Technical Working Group (TWG) were identified during the workshop. The first TWG meeting will be held in July 2003.
Facilitating wide consultation to ensure that the views of all stakeholders including direct customers and the wider community, are considered and integrated in the process	Field Validation, Workshops, Community Relations Services	A Barangay Advocacy Group (BAG) has been set up in Holy Spirit and meets regularly. Community members and NGO's have been included in all OSS simulation workshops as well as the National Land Records Strategy and Land Laws workshops. The NGO who have just been awarded the contract will be forming BAGs in the 4 remaining barangays.
Technical assistance to develop a range of objective criteria (i.e. time, budget, equipment, human resources and skills, costs, affordability, agency capacity and capability, stakeholder and community acceptance, regulatory changes required before adopting, suitability, sustainability) by which the proposed methods could be compared.	All activities within the prototype.	The technical assistants have been working with the different PIO2 units and the Monitoring and evaluation staff to develop the criteria. These results have been used to determine the costing for each method undertaken in all areas that PIO2 have been working in. Where possible the measurements have used the current system as a base to allow comparison with the trialled methods. Also the comparisons have been carried out between the methods trialled.
Obtaining all necessary material, including the results from Output 3.1, and conduct an evaluation, including opportunities and constraints that would need to be overcome before adopting the methods	Evaluation workshops for each unit.	The PIO2 production units have been carrying out evaluation workshops at the end of each activity. In these workshops they evaluate the strengths, weaknesses, constraints, issues and lessons learnt from the activity. The workshop output also includes updates required to produce new versions of operational manuals. The evaluation reports for the PIO2 activities form part of this report.
Assisting to conduct workshops on the results and gain consensus for recommended improvements	Workshops	Various workshops have been held with all the stakeholders, PMO and PIO1 to gain consensus. However PIO2 and the PIO2 TA's were largely ignored in the consensus building process carried out by PMO.

Deliverable 27 task	PIO2 Activity	Status
Providing technical assistance to drafting any required modifications to laws/regulations and seeking approval	Assisting the Land Law TA & the National Land Records Strategy TA in their investigations.	Two strategy documents have been prepared one by the Land Registration Law Adviser, the other by the National Land Records Strategy Adviser.
Documenting the selected methods and procedures;	Production of Operational manuals for all PIO2 activities	Operational manuals have been developed through workshops and consultations with the operational teams. As new methods are adopted or activities modified the manuals have been updated and reviewed by the operation teams. The Manuals produced are: <ul style="list-style-type: none"> ▪ Fake Title Investigation ▪ One Stop Shop operations ▪ CIM production ▪ Field Validation ▪ Office Validation ▪ Cross Index User manual ▪ PIO2 manual of operations ▪ Manual for Densification PIO2
Assist to develop and operationalise the One-Stop-Shop.	Workshops, training, meetings with agency heads, TWG meetings.	PIO2 have worked with the agencies involved to get agreement on the functions to be carried out within the OSS and have been able to facilitate agreement between the agencies to work together for a common goal. The OSS activities have been agreed to and a draft Memorandum of Agreement prepared. Staff to be employed in the OSS have been identified and are now undergoing a series of training activities in the OSS operations. The funding for the renovation has been approved and work will begin in early July. Process now depends on getting the site ready and the equipment procured.



PIO2 initial office at Quezon City Hall



PIO2 office at LRA

C: Pilot Study Location

14. Various sites were considered for the 2nd Prototype to be carried out and although a Rural Site was preferred, Quezon City was selected after insistence from the Land Registration Authority (LRA). After the burning of the Quezon City Registry of Deeds in late 1988, a title reconstitution program was carried out. Before the beginning of the project 90-95% of the reconstitution had been carried out; the area which had the majority of the titles not reconstituted was the Barangays selected. These Barangays are set out in the table below.

The break up of parcels in these Barangays is displayed in the table below:

Table 2: Break up of the Barangays

Barangay	Land Area (ha)	Population	No of Registered Parcels (Assessor's Database)
Bagong Silangan	507	35,385	8,411
Batasan Hills	576	86,037	9,479
Commonwealth	471	129,354	11,718
Holy Spirit	329	87,615	5,751
Payatas	494	87,253	Parcels not officially recognised forms part of Commonwealth and Bagong Silangan
TOTAL	2377	425,644	35,359



D: Technical Activities of PIO2

15. This report is concerned with the technical activities for deliverable 27. For CRS, M&E, CIM, Survey Mapping, Orthophoto and Survey Control activities please refer to the separate reports developed for these activities. There are also separate reports from the Land Law Adviser and on the National Land Records Strategy.

Office Validation

16. The Office validation activities have been limited because of a lack of equipment and staff numbers. The office validation team has been operating on far smaller staff numbers (5) than the CIM group (14) and where unable to keep pace with CIM production. To help facilitate the process three different approaches have been tested and evaluated to date.

In a practical sense office validation is the consolidation of records for land parcels from various sources to create a single set of land records. The information is gathered from the Registry of Deeds (ROD) the City Assessors/Treasurers (LGU), the Land Registration Authority (LRA), and the Department of Environment and Natural Resources (DENR).

Office validation is the next step after the production of the preliminary Cadastral Index Map (CIM) for a particular area. See also the process diagram in annex 2. Once the preliminary CIM has been created and each parcel allocated a CIM number the parcel records are validated against the records of the ROD and LGU. In the future it is also hoped that these can be validated against the records from the Bureau of Internal Revenue (BIR). The office validation will then give the field validation teams the necessary information to allow them to carry out their work in the field.

Field Validation

17. 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 TCTs 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.

Table 3: 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 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.

Three pilot activities were carried out to determine the most appropriate method to be used in field validation. Once this was evaluated and a methodology agreed to the field Validation activities for Holy Spirit were undertaken, using local representatives of the community. The results of this field validation have been analysed and the results will be used to assist in the analysis of the field validation activities for the other barangays, which will be carried out by a Non Government Organisation (NGO).

One Stop Shop

18. The PIO2 activities also includes the establishment of an office known as the “One-Stop-Shop” (OSS). The OSS is a primary part of the institutional objectives of the Project and the need for an OSS has been accepted and endorsed by the agencies concerned. The OSS will be established through the co-location of staff from the relevant agencies – LRA, DENR, ROD, BIR and LGU. The OSS will contain combined activities from these agencies, starting with basic transactions, ie Transfer of Ownership, preliminary examination of plans and acceptance of documents for title reconstitution. As the project continues more activities will be analysed and where possible added to the functions of the OSS.

Staff from the agencies have been identified and have been undergoing an intensive training program in readiness for the opening of the OSS. To date the renovations for the OSS have been approved and the funds are available, the last requirement is to get approval for the renovations from LRA, so construction can begin.

Fake Titles, missing and lost titles

19. Workshops have been held to put together a technical working group for the identification of fake missing and lost titles, as well as developing procedures for the handling of fake titles. There are different forms of fake or spurious titles the causes are many and varied. One of the major undertakings of the prototype is to identify these titles and assist in the early detection of a fake record.

Patently fake or spurious certificates of title are those that have not gone through the process of registration or have not been duly issued and signed by the Register of Deeds. This includes the following:

- Certificates of title in fabricated or counterfeit title forms.
- Certificates of title in genuine title-forms but the signature of the Register of Deeds was forged.
- Certificates of title in genuine title-forms but issued and signed by an impostor or person not authorized by law.
- Fabricated or patently fake or spurious owner’s duplicate certificates of title.
- Fabricated or spurious original of the certificates of title.

Fraudulently issued certificates of title are those issued and signed by the Register of Deeds but their issuances are tainted with fraud or irregularity. These include the following:

- Genuine certificate of title with spurious or falsified Patent of the LMB or DENR (Land Sector).
- Genuine certificate of title with spurious or falsified court decision or order for the issuance

of decree.

- Genuine certificate of title with spurious or deed of conveyance of the LMB or DENR (Land Sector).
- Genuine certificate of title with spurious or falsified survey plan.
- Genuine certificate of title with un-authorized alteration of the entries on the title.
- Genuine certificates of title covering inalienable parcel of land, such as government reservations, timberland, mineral lands, seas, lakes, rivers, streams, bays and other similar areas.
- Genuine certificate of title with spurious or falsified deed of conveyance.
- Genuine certificate of title covering parcel of land previously titled in the name of another person.
- Genuine certificate of title in the name of a foreigner not qualified to acquire land in the Philippines.
- Genuine certificate of title with expanded area of land.

E: Achievements of the Project**Cadastral Index Mapping**

20. The role of the Cadastral Index Mapping (CIM) team has been to create CIM from existing map data in the offices of participating agencies, using survey information and orthophoto maps to control the mapping process. A set of preliminary CIMs have been created for the prototype area. Once office and field validation are completed and the CIMs have been adjusted final CIMs will be drawn for use in the OSS.
21. Over the past 6 month period the Survey and Mapping technical adviser has not been mobilised. However PIO2 has continued the production of CIM by plotting the survey plans held in DENR and LRA. Two methods have been fully tested the first was plotting the CIMs by hand the second was digitising the plan data, including the parcel boundaries, then the other information is hand plotted onto the CIM. Further details are available in the “Final report Land Parcel Mapping PIO2 Dec 2002” report compiled by the Survey and Mapping Technical Adviser.
22. A small group of Orthophotos have been delivered to the prototype and the International technical adviser for orthophotos was mobilised. He has tested the quality and of the orthophotos and compared them to the existing CIMs, his findings are reported in the “TA Report Orthophoto Mapping”. Also preliminary development of Graphical Information System (GIS), using Map info, has been undertaken and a plan database which links the plans to the CIMs has been developed.
23. Accomplishments

Table 4: CIM production activities

Activity	Units	Target	Accomplishment
Retrieval of Plans			
DENR	Survey	844	844
LRA	plans	322	322
CIM Prepared (semi-digitized)	CIM		
Holy Spirit		33	33
Batasan Hills		34	40
			(including blow-up)
Hand-Over to Office Validation	CIM		
Holy Spirit		33	33
Batasan Hills		34	7*
Checking accuracy of hand drawn CIM	corners	56	55

*the hand over of hand drawn CIM from Batasan Hills was suspended as the CIMs did not adjoin with the other digitized CIMs created for Holy Spirit.

Table 5: Outputs for the CIM development

Step by step procedures	Resources	Time	Manpower	Output
1. Retrieval of Survey Plans	<ul style="list-style-type: none"> - own money used for traveling - <i>Monetary Resources:</i> Payment of LRA plans and printing - Vehicle - Computer/database 	LRA: 2 weeks DENR: 1 survey plan/mo	<ul style="list-style-type: none"> - One focal person 	Per Month: LRA:>100 plans DENR: 1 plan
2. CIM Preparation	<ul style="list-style-type: none"> - Low end PC - Digitizer - Plotter - 8 cartographers - two drafting tables - three lettering sets - tracing paper - mylar - scanner 	33 hours	<ul style="list-style-type: none"> - Seven Cartographers doing hand drawn CIM - One AutoCAD operator 	Per Month: AutoCAD Operator: >20 CIM/mo. Cartographers: >50 CIM/mo
3. QA	<ul style="list-style-type: none"> - Blueprint of CIM - Highlight marker - Pens - Pencils - Print-out of survey plans 	1 hour	Three staff <ul style="list-style-type: none"> - GE I - DENR GE - Supervising Cartographer 	>50 CIM/mo.

Office Validation

24. The role of the Office validation team has been to consolidate the land parcel records from various sources to create a single set of land records within a cross index. The information is gathered from the Registry of Deeds (ROD) the City Assessors/Treasurers (LGU), the Land Registration Authority (LRA) and the Department of Environment and Natural Resources (DENR).
25. The cross index has been designed to hold an index of information for a parcel. This index will be used to locate records within the different agencies by using the parcel shown on the CIM. The user can locate their parcel on the CIM and by entering the parcels unique identification number into the cross index they will be able to get:
- the TCT reference number for searching the record in the ROD
 - the PSPIN and/or the tax declaration for searching the record in the Assessor's or Treasurer's offices
 - the plan number for searching the plan at either the LRA or DENR

Unfortunately confidentiality sections of the BIR legislation do not allow the cross index to hold the TIN of the owner but their details can be searched at the BIR using the TCT number, the tax declaration number or the owner's name, which are all held in the cross index.

26. PIO2 have developed a workflow in the production of Cadastral Index Maps and the cross index to be placed within the OSS. Office validation is the next step after the production of the preliminary CIM for a particular area. Once the preliminary CIM has been created and each parcel allocated a Unique Parcel Identifier (UPI) the parcel records are validated against the records of the ROD and the LGU. Office validation is given a copy of the CIM to work with that contains the UPI and the unique land description of each parcel, as each parcel is validated it is highlighted on the CIM to indicate that any further validation is not required. Once a CIM has been through Office Validation it is passed to the field validation teams to investigate parcels that are not highlighted.
27. The basis for locating records within the prototype area has been the Quezon City LGU Assessor's database as they can be sorted into Barangays. Records held in the ROD are stored in TCT number order not by barangay and while the barangay information is held on the face of a TCT, is difficult to use without looking at every TCT in the ROD. The original assessor's data was supplied in November 2001, it contained the barangay code and TCT pulling lists could be made for each Barangay. Updates were not received until over 12 months later, now updates are supplied to the prototype at regular intervals from the Assessor's database.

Currently there have been around 20,000 TCT's added to the cross index as shown in the table below:

Table 6: TCT's captured

Barangay	No of Parcels	No of TCTs Captured
Holy Spirit	5,570	4,090 live (540 cancelled TCTs)
Bagong Silangan	7,723	4,682 live (1,017 cancelled TCTs)
Batasan Hills	9,392	5,988 live (1,670 cancelled TCTs)
Commonwealth	8686	2,030 live (497 cancelled TCTs)
Payatas	Unknown A combination of Commonwealth and Bagong Silangan	
Totals	31,371	16,790 live 3,724 cancelled

The total number of parcels differs from the original estimate of 35,359 parcels, but is based upon current Assessor's database records. This is a large difference, 3988 parcels less than the original figure, however the final figure will be clearer once the CIMs are completed and the records have been office and field validated.

The figures for Holy Spirit have been based on actual findings from the CIM and office/field validation. The original estimate being fairly close 5,751 where actual was 5,570. For all barangays the number of TCTs entered is well below the number of parcels, this will vary from one barangay to the next and the final figures are only available for Holy Spirit as the other barangays are still be captured.

Collection of TCT's from the Registry of Deeds

28. PIO2 have trialled two methods of data collection and two methods of copying the record for use by the prototype. The first method, for data collection, was the printing of lists from the cross index based on the barangay, while the second method was based on searching for titles based on the date of registration. These methods were a later requirement on the project, as it had been anticipated that PIO2 would be able to obtain the required Registry information from the BOO project. Unfortunately LARES have been unable to supply the data, as a contractual obligation with the LRA will not allow them to release any data until it has been accepted by the LRA and sign off. It is hoped that a third method will be trialled before the end of the project using the registry data supplied by LARES.

The copying of records was necessary as the original could not leave the ROD and the Prototype was situated originally at City Hall and later within the LRA compound.

Current Process

A list is taken to the registry and each Transfer Certificate of Title (TCT) located, once located the list is ticked, or if the TCT is not available crossed. Retrieved TCTs are then photocopied and a stamp placed on the TCT to indicate that it has been captured as part of LAMP. The TCT is then returned to the registry and stored back in the relevant book in page number order. The retrievers then checked the books of the ROD to locate where a TCT with a cross was and if possible copied the TCT. Where a TCT had been cancelled and a new one issued a photocopy of both the cancelled parent and new TCT(s) is produced.

Method 1

29. The first method used contained a list of all known TCTs for a Barangay, at the time of testing the TCTs were not stamped as being part of the prototype area. This method was not successful as it did not take into account the fact that titles shown on the Assessor's records could have been part of the file that was burnt in the fire at the Quezon City registry. A decision was made to renumber titles beginning at TCT No.1, rather than continuing the numbering from the last title issued prior to the fire. As a result the lists contained many titles that were not within the prototype area and a low % of the titles retrieved were relevant. For example in Holy Spirit approximately half the TCTs on the assessor's database were registered before the fire and, because of the renumbering have the potential to be in the wrong area. The majority of these were in the lower range TCT numbers and from pulling list of 40 titles it was not unusual to only have 2 or less titles that were relevant.

PIO2 had large stockpiles of useless TCT photocopies that were slowing down the process and the system was not efficient. This method was quickly ceased and evaluated as being detrimental to a streamlined, efficient process.

Method 2

30. To compensate for the problem identified in the first method, this method took advantage of the fact that the Assessor's records hold the date of registration of the TCT. This allowed the lists to be split into three categories as shown below:

- TCTs that were registered before 1989
- TCTs that were registered after 1989; and
- TCTs that do not have a registration date

Table 7: Break up using registration date

Barangay	Bagong Silangan	Batasan Hills	Commonwealth	Holy Spirit
Before 1989	2736	2989	3190	2444
After 1989	4375	5774	4131	2777
No Date	309	311	282	167
No Date No TCT No.	303	318	1080	182
Total	7723	9392	8686	5570

Title retrievers were trained to look at the land description and owner shown on the TCT before taking it for photocopying, unless the TCT was on the "Registered after 1989" list. Otherwise the retrieval process was the same for the first method, with the following additional steps added. If the TCT was not over the same land, shown in the list, it was noted in the comments that the land description was incorrect. No photocopy of the TCT was made. The title reconstitution division was then referenced, to try and locate any reconstituted titles based on the TCT number supplied by the Assessor's database records.

The pulling lists are produced on a Barangay basis each list displays the information in TCT no order and contains:

- Lot Number
- Block Number
- Plan Number
- Area
- TCT Number
- Registration Date and
- Owner's Name

As shown below:

LOTNO	BLOCKNO	SURVEYNO	AREA	TCTNO	REGDATE	OWNERNAME	SHTNO	REMARKS
37-A		PSD-007404-027957-D	150	100013	12/13/1993	AQUINO MA LOURDES ANDRE A V		
37-B		PSD-007404-027957-D	150	100014	12/13/1993	AQUINO MA REGINA V M/TO RESTITUTO ESPONI		
23	26	PSD-13-000335	236	100089	12/13/1993	MENDOZA JANELL MARIE ET AL		
3		PCS-04-000555	350	100111	11/26/1993	FERNANDEZ JUSTINAR ET AL		
12	22	PCS-16631	300	100144	12/13/1993	DIARESCO MILO R & CONSUELO LAO DIARESCO		
41	34	PCS-16631	300	10018	11/14/1989	AMANTE EDELMIRO A		
11	15	PCS-007404-003764-D	470	100195	12/14/1993	ONG TERENCE & STEPHEN ONG		
47	14	LRC PCS-16631	342	100199	12/15/1993	PENAS ERNESTO M		
8	20	PCS-16631	313	100241	12/15/1993	RAMOS EDILBERTO A ET AL		
3		PSD-007404-022997-D	1000	100251	12/15/1993	REYES VIRGINIA B & LEONORE B REYES		
19	15	PCS-13-000571	223	100306	12/16/1993	VILLAROMAN TIMOTE O C		
5	15		360	100387	12/15/1993	NG SAMUEL & JOCELYN NGO NG		
6	15	PCS-007404-003764-D	360	100388	12/15/1993	NG SAMUEL & JOCELYN NGO NG		
12	5	PCS-13-012525	192	100396	12/26/1993	NEQUINTO NILO C & FLORIAN N NEQUINTO		
14	8	PCS-13-001542	228	100574	12/22/1993	CAPARROSO VIRGILIO & PATRICIA CAPARROSO		
31	8	PCS-04-000133	275	100576	12/20/1993	FERNANDEZ PAZ C		
1	16	PCS-16631	510	100803	12/28/1993	PADILLA CATALINO E & MA CONCEPCION S PAD		
7	13		240	100893	12/29/1993	BALASBAS C FORTUNATO R		
2	8	PSD-007404-024969-D	95	100909	1/4/1994	YANQUILING ENCARNACION B		
10	15	PCS-16631	855	100968	12/28/1993	PAZ DANILO S & LORNA P PAZ		
14	1	PCS-13-000990	162	101094	9/6/1990	PERALTA ARNEL M/TO TERESITA PERALTA		
18	1	PCS-13-000990	112	101095	9/6/1990	BENAVIDE Z ERLINDA A		
9	9	PCS-13-000571	180	101114	1/6/1994	ABRIOL JOSE M & MA ELEANOR D ABRIOL		

Some TCTs have been difficult to retrieve the two most prominent being:

- TCTs that have been lost/destroyed and have not yet been reconstituted.
- TCTs that are subject to a court case and cannot be viewed without the written approval of the court.

The overall result of this method was that only TCT's required by the project were retrieved and the data entry staff could capture the TCTs without having to keep referring back to the details on the original lists. While it is not the most efficient way to retrieve the TCT, it has been the best method available given the restrictions placed on the prototype.

The final cost to retrieve a single title, including photocopying is Php 37.53. This cost plus the cost of capture will be compared to the cost that LARES will charge to retrieve the data from their system and supply it to the project.

Copying of Records

31. Currently the copies of titles are obtained using a photocopier supplied by the project within the ROD. Before PIO2 could obtain it's own copier in the ROD scanning of TCTs was trialled. Various qualities of scanning were trialled to determine if the quality and the speed would be acceptable for capturing images to be data captured. The quality was excellent with the exception of Text and Image which rearranged the data to fit after the image. The times taken vary for the type of image to be stored as does the storage sizes. Interestingly enough the format with the lowest file size took the longest to scan, however this was a different program and was not the easiest to use.

The quickest time taken was with the photocopier (3 seconds) and although this does not produce a digital image that can be stored, this does not present a problem as the BOO project has already scanned all TCTs in the registry of deeds. For LAMP to duplicate the process would be a waste of resources, the results of the testing are set out in the table below:

Table 8: Comparison of Scanning Methods Tested

Scan Quality	Size of scanned file	Time taken	No of Sheets
Colour	2Mb	1 minute 40 seconds	1
Grey Scale	2.9Mb	1 minute 45 seconds (for 2 sheets)	2
Black and White bitmap	89Kb	1 minute 5 seconds	1
Black and white scalable	289Kb	1 minute	1
Text and Image	223Kb	2 minutes 50 seconds (for 2 sheets)	2
Photocopy	N/A	3 seconds	1

Office Validation of records

32. Office Validation consists of two processes. The first is to create a parcel by the capture of the TCT information into the database and comparing it to the Assessor's records. The second is to tie the parcel to the CIM via the Unique Parcel Identifier. PIO2 also looked at scanning the image of the photocopied TCT to the cross index, as well as the type of software to be used for the cross index as part of the testing of different methods.

Capturing Images of Transfer Certificate of Titles.

33. Apart from the initial trial of imaging TCT's in the registry of deeds a trial group of photocopied TCT's were also scanned. While this method would not be seriously used for a registry where LARES had captured an image of the TCT, there may be times when LAMP is working in a registry not covered by LARES, ie if the two projects do not capture data from the same region at the same time. Also the document, which is scanned and held against the parcel, does not have to be the TCT it could be any other document that is relevant.

There are two options for storing the image each has their advantages and the final decision on which would be the preferred method would depend on whether any documents would be scanned and stored as part of a parcel record in the long term LAM program. The methods are:

- Holding the image as a separate file that is hyperlinked or attached file to the database, storing the link in a field against the parcel record, or
- Holding the image in a field on the database as an embedded picture.

The hyperlink option keeps the size of the database smaller but retrieval of the image is slower, the embedded option allows faster retrieval of the image but can affect the overall performance of the database as it is much larger. The PIO2 database is held on a normal desktop computer, rather than a dedicated server so the images were stored in a separate file, however this has other problems, if the file has been moved or the database placed in a different location all links have to be resaved. The overall conclusion is that if LAMP is intending to pursue storing imaged data it will need a dedicated server with more appropriate database software, before there is the need to select the better method. The last thing that needs to be considered is the strain an image places on a network, sending vast amounts of data slows the performance of other traffic on the network. For network traffic issues it would be easier to hold imaged document tables on computers that need them and deliver the images required for individual one stop shops.

Software selection for the Cross Index

34. Two formats were tested for holding the cross index the first was using a Microsoft Excel Spreadsheet the second was using a Microsoft Access Database. The design of the project had not budgeted for any database software so these two products were considered as the only viable alternatives. If the project is to be expanded and a central database is to be developed then the program will need to look at commercial database products that will handle large scale databases; however for the size of the prototype these two products are sufficient.

Excel Spreadsheet

The initial database was created in Microsoft Excel. While the data held was only the Assessor's records this was quite reasonable. Excel holds the data in a single row so by scanning across the row the required data can be found. But once additional information like TCT data, CIM UPI numbers, multiple owners are added the data becomes too complicated for the structure. Excel is an excellent product for writing data to be transferred into database tables but makes a very cumbersome database. It was quickly dismissed as an alternative.

Access Database

The cross index currently resides in an Access database. Access allows the capturing of data from multiple sources into individual tables that are linked to each other. Data can be entered using a form (data entry screen) and the users do not have to know where or how the data is stored. Through Access PIO2 have been able to hold data from the CIM, the ROD, the Assessor's and from field validation all linked together. Search screens are being developed to allow the searching of DENR, LRA, ROD, LGU and field validation data. Also tools can be created by the systems analyst to allow the checking of the data integrity and to report on discrepancies and gaps in the data. For office validation the forms used have created parcel records and allowed the user to quickly and easily create a new parcel, link it to the assessor's record; add the TCT data and compare the TCT data to the assessor's records. This is far quicker than the cumbersome excel system which was initially used. However Access does have limitations it will only hold around 3 million parcels, which is not an issue for the prototype, but makes it unsuitable for a national database system.

Office Validation capture methods

35. Office validation consists of two processes. The first is to create a parcel by the capture of the TCT information into the database and comparing it to the Assessor's records. Then second is to tie the parcel to the CIM via the Unique Parcel Identifier. Once a CIM has been linked to the cross index and it contains a validated title record the parcel on the CIM is then highlighted blue. This highlighted parcel will not be checked in the field, as PIO2 has all the details we require for it. Two methods have been trialled to date. The initial capture was very fragmented and has been ignored in the evaluation as it was part of the training process. The methods which were evaluated are:

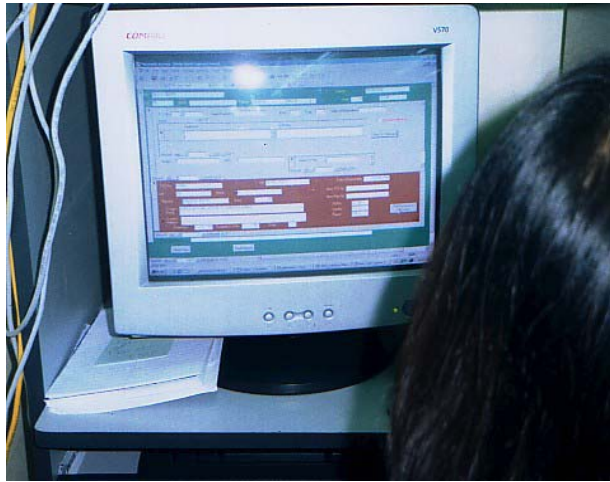
- Combined capture of the capture of records, validation against the assessor's records and the tying of the record to the CIM in one step (Hybrid Method)
- The two step method of creating a parcel by the capture of the TCT information into the database and comparing it to the Assessor's records. Then tying the parcel to the CIM via the Unique Parcel Identifier on a CIM by CIM basis.

Hybrid Method

This method was named the Hybrid method as it was not the method intended to be trialled but a hybrid of it developed by the office validation data capture team in response to the needs at the time. The need at the time was to begin finalising CIM linkage on the database. As the data capture had when different types of CIM production were being trialled, there were already around 1,500 TCTs in the cross index. The need was to create completed CIMs for the field validation activities in Holy Spirit. The data entry staff went through the draws searching for any TCT's that were relevant to the CIM they were working on, this required going through the 10,000 TCTs that had been retrieved from the ROD to locate any that were stored there. This was very time consuming and removed the data entry operator from their computer slowing down the actual capture. At the end of the process there was a completed CIM where all TCT's know on it had been captured, however this came at a cost in time and effort. Cost estimates of the process showed that each CIM cost Php 3164.56, with an average of 214 parcels per CIM, of which on average 42% are captured the cost per parcel was Php 35.21.

Two Step Method

Under the two step method the linking of the CIM to the cross index does not occur until all the TCTs within the barangay have been captured. Then the CIM/UPI numbers are captured, under the figures shown for that period just over 4 times as many parcels were completed, this was because the data entry operators did not have to waste time looking through lists of TCTs to locate specific titles.



Entry of Records into the cross index



Update of the CIM with the UPI number

36. Prior to the commencement of the field validation activities in Holy Spirit the following records had been captured into the cross index.

Table 9: Holy Spirit records in the Cross Index

CIM No	Parcels	Parcels in cross index	% of parcels captured	TCT in cross Index	% of TCTs captured
14402104130	24	0	0%	0	0%
14412104134	178	155	87%	157*	88%
14412104140	202	103	51%	94	47%
14412104143	11	10	91%	10	91%
14412104230	180	78	43%	81*	45%
14412104240	108	39	36%	30	28%
14412104241	46	0	0%	0	0%
14412104242	8	0	0%	0	0%
14412104243	212	0	0%	0	0%
14412104244	65	12	18%	12	18%
14412105130	34	90	265%	90	265%
14412105133	98	5	5%	5	5%
14412105310	23	1	4%	1	4%
14412105311	105	64	61%	64	61%
14412105313	279	172	62%	172	62%
14412104420	219	127	58%	91	42%
14412104422	162	0	0%	0	0%
14412104424	194	62	32%	62	32%
14412104410	344	316	92%	226	66%
14412104320	334	273	82%	198	59%
14412104310	176	145	82%	89	51%
14412104330	238	212	89%	116	49%
14412104340	393	235	60%	212	54%
14412104430	312	222	71%	153	49%
14412104431	36	34	94%	34	94%
14412104440	295	253	86%	169	57%
14412104442	223	1	0%	1	0%
14412105330	22	8	36%	8	36%
14412105331	23	0	0%	0	0%
14402104220	119	127	107%	110	92%

CIM No	Parcels	Parcels in cross index	% of parcels captured	TCT in cross Index	% of TCTs captured
14402104210	269	122	45%	122	45%
14402104120	330	134	41%	130	39%
14402104110	76	20	26%	16	21%
14402104130	24	0	0%	0	0%
14402104140	45	6	13%	6	13%
14402104230	137	63	46%	65	47%
14402104240	18	20	113%	20	113%
14402104410	8	6	75%	6	75%
Totals	5570	3115	56%	2312	42%

1395 TCTs in HS are not attached to CIMs, while 145 TCTs are duplicated against the same preliminary CIM number (including 35 that are attached to CIMs that need to be drawn at a smaller scale and haven't been drawn yet).

While all endeavours were made to get the majority of TCT's into the system to cut down the amount of field validation work it was not possible to complete all the work, as shown by the 1395 TCT's that didn't get attached to their CIM Unique Parcel Identifier (UPI).

The average time to capture a new parcel, TCT and compare the record to the assessor's record is 12 minutes, while the time to enter the UPI and highlight the parcel on the CIM is 4 minutes. At the average pay rate for a Data entry operator this equates to Php 21.57 per parcel.

Comparison of methods

Table 10: Comparison of the Methods trialled in Office Validation

Method	Averages			
	Cost per Parcel	Time per parcel	Cost per CIM	Time per CIM
Hybrid	Php 35.21	26 mins	Php 7534.94	11 days 4 hours & 44 minutes
Two step	Php 21.57	16 mins	Php 4615.98	7 days 1 hour and 4 minutes

CIM costs and times are based on the average CIM size of 214 parcels. Calculations are operator's times only any other costs equipment floor space etc. would be the same for each method. These additional costs will be added to the final evaluation report in December 2003.

Current Capture Details

37. The current process is to capture all the TCTs for a Barangay then attach the TCTs to the parcels for a particular CIM.

Table 11: Break up of TCTs and Parcels captured in the Cross Index

Barangay	No of TCTs (live & Canc.)	No of Parcels	Attached to CIM	Not Attached to CIM
Holy Spirit	4630	5029	3169	1860
Bagong Silangan	5699	4751	113	4638
Batasan Hills	7658	6116	1888	4228
Commonwealth	2527	2249	0	2249

The registration of new ownership in the ROD requires the production of a new TCT this would account for the higher number of TCTs captured than parcels created for Bagong Silangan, Batasan Hills and Commonwealth. In these areas many of the parcels will contain more than one TCT.

Matching of the Assessor's records

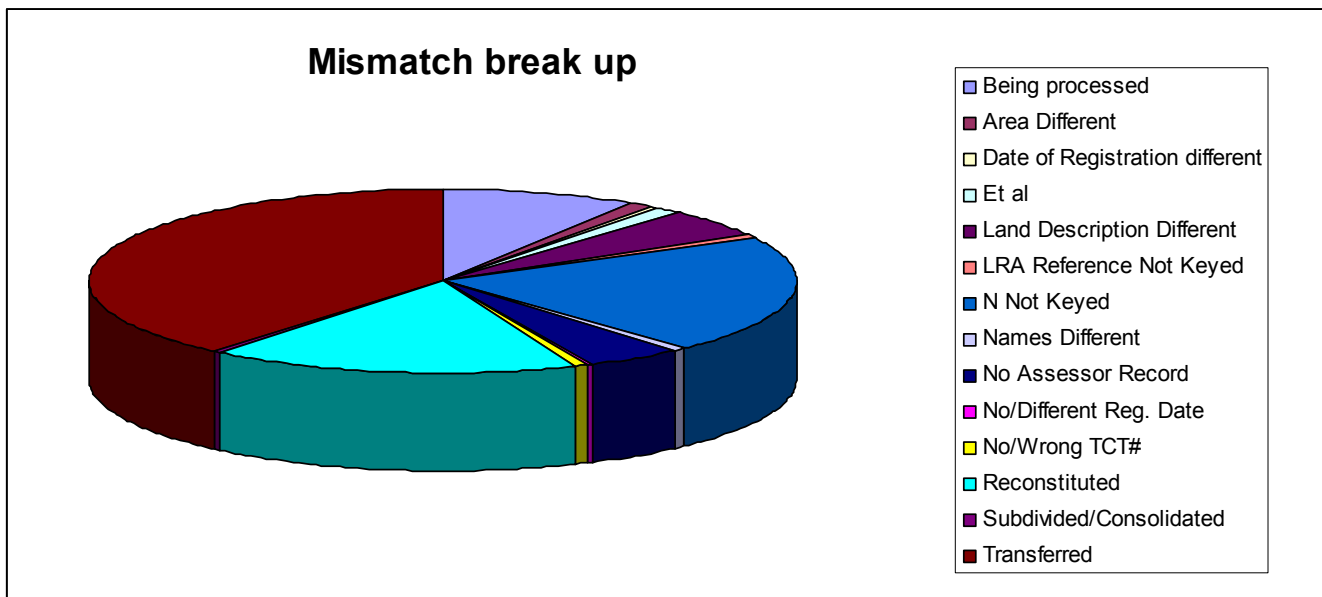
38. Currently 20,514 TCTs have been captured and have been attached to 18,113 parcels in the Cross index, the difference includes 3,724 cancelled TCTs 2,384 which have been superseded in the parcel record by the new (live) TCT, of these:

- o 15,791 don't match against assessors records; while
- o 4707 match the assessors records;

PIO2 received an update of the records from the assessor's database in November 2002 and are negotiating to have regular updates provided. The table below shows the breakup of mismatch reasons.

Table 12: Mismatches between TCTs and LGU records

Mismatch reason	Number	Live	Cancelled
N in Assessor's but not on TCT	1386	1283	103
Area Different	212	206	6
Date of Registration different	33	33	0
Et al	231	227	5
Land Description Different	781	768	13
LRA Reference Not Keyed	72	72	0
N Not Keyed	3277	3277	0
Names Different	84	84	0
No Assessor Record	703	649	54
No/Different Reg. Date	76	75	1
No/Wrong TCT#	67	63	4
Reconstituted	2689	2629	60
Subdivided/Consolidated	31	21	10
Transferred	6149	2709	3440



While these figures are high they are still be investigated, as much of the TCT data has been compared against the original copy of the assessor's database, rather than against the latest data. As each CIM is finalised and signed off the records will be rechecked and a report will be prepared, for that CIM, to be sent to the Assessor's.

Field Validation

39. The initial field validation activity was three pilot studies carried out in November 2001 and the first half of 2002. These pilots were used to develop the approaches to be used in the full scale field validation, incorporating the lessons learnt and recommendations. An operational manual was then developed to be used in the field validation activities.

Results of the three Pilots

40. It was determined that field validation will use a separate approach depending on the area that is being validated. For established areas a base camp will be setup and field team will only go to properties that have a dwelling on them and have not been office validated. For informal areas all properties will be field validated, even if they have been office validated. Again a base camp will be used but the field team will collect as much information about the parcels as possible. Prior to any field validation the CIM and the office validation must be completed. No field validation will commence until a field inspection has been carried out with the local barangay representatives and a field inspection report completed. The field inspection report is shown below:

CIM Number: _____	Number of Parcels _____
Type of Settlement:	Informal <input type="checkbox"/> Established <input type="checkbox"/> Both <input type="checkbox"/> Other <input type="checkbox"/>
	(see below)
Number of Parcels:	Informal _____ Formal _____ Vacant _____
Other Important information, Include Common Land Related Issues present in the Area.	
_____ _____ _____ _____ _____	

41. Prior to field validation the CRS team will have worked in the area informing the residence of why the project team will be there. They will also have distributed documentation about LAMP and why the field validation is being carried out. All arrangements with local authorities, barangay officials, barangay security people, NGO's etc will have been completed.

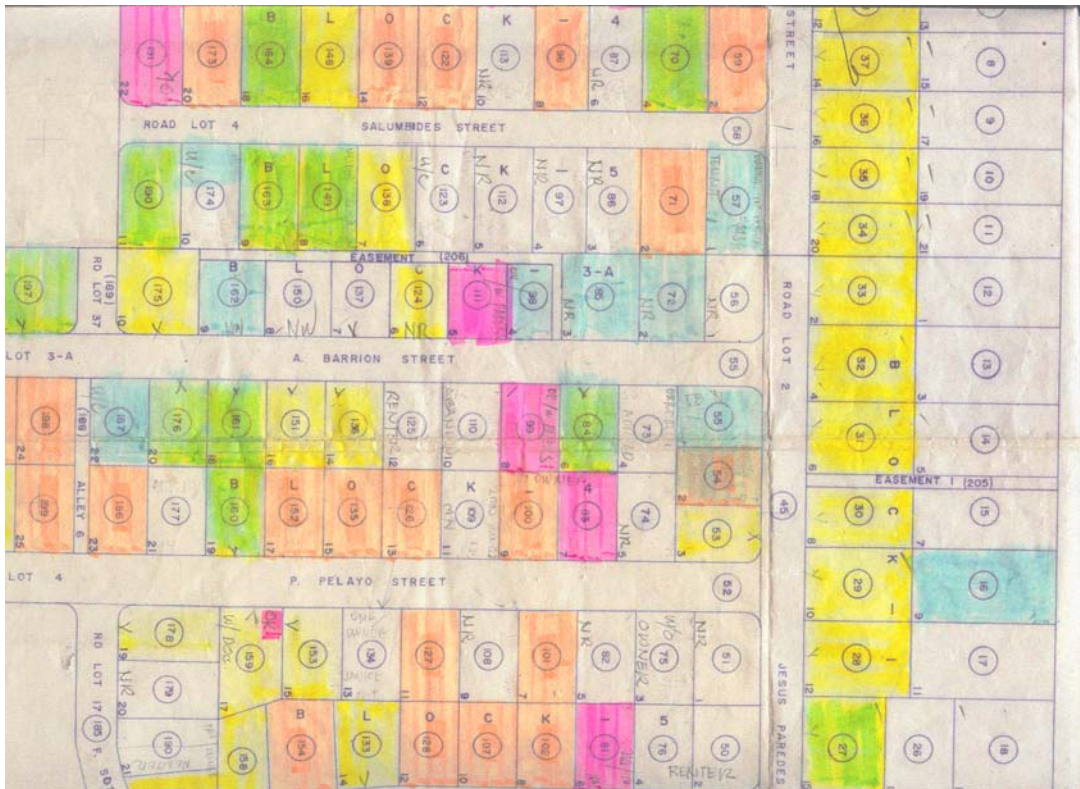
42. The filed validation teams will work from a copy of the CIM that has highlighted the parcels office validated. As a parcel is correctly field validated it will also be highlighted, building up a pictorial representation of the validation effort. Once field validation is complete, the information will be added to the database, including the scanned documents from the field. Included in the scanned documents will be all field validation survey forms. In this way, a complete picture of the area will be documented.

Field Validation of Holy Spirit

43. A full field validation has been undertaken in Barangay Holy Spirit. Field enumerators used for the field validation were all employed from the Barangay and they contained a core group who had worked in the 2nd and 3rd pilot field validations. The approach to the full scale field validation was more structured than in the pilots, no area was validated without the Cadastral Index Map for that area being presented. Prior to the field validation activities the CIM had undergone Office Validation and all parcels that could be office validated had been highlighted on the field validation copy of the CIM. If any CIM or part of a CIM had been subject to field validation in the pilot studies and information had already been gather, the affected parcels were also highlighted. Finally a field inspection had been carried out to locate any parcels which did not have dwellings on them, ie were vacant. The field validation CIM was highlighted in the field as any TCT information was collected and the break up of colours on the CIM were:

- Office validated parcels highlighted blue
- Previously field validated parcels highlighted orange
- Vacant parcels highlighted yellow
- Parcels where TCT information was located during the field validation highlighted purple

Any parcels where office and field validation had not been able to locate the data were not highlighted on the CIM. Green was used to highlight a yellow (vacant) highlighted parcel that had been office validated, the yellow and green to blue but the colours did not always mix properly.



44. A base camp was established at the Barangay Office in Holy Spirit. The area was donated by the Barangay for the length of the field validation and two computers, the TA laptop and the Planning unit PC were placed in the base camp to capture the data when it was returned from the field. Two operators were trained in data capture and worked during the entire field validation capturing 2123 forms returned from the field.



45. After discussions with the M & E unit and the international M & E adviser the finally format of the interview form to be used in office validation was agreed upon. The questions to be asked were translated into Tagalog to make the enumerator's task easier, a copy of the forms are held in the field validation user's manual. To facilitate the capture of the data the following data entry screen was developed.

FIELD VALIDATION DATA COLLECTION FORM

ownername: DIOSDADO SALCEDO

Gender: Male Female

propaddress: 37 OCAMPO ST. BF HOMES, BRGY. HOLY SPIRIT, Q.C.

Q3: Yes Rent Relative

q4: (Check if yes)

q5: (Check if yes)

q6: (Check if yes)

q7: (Check if yes)

q8: (Check if yes)

q9: [Empty field]

q10: (Check if yes)

q11: (Check if yes)

q12: Brochure

q13: RECONSTITUTION

q14: DO NOT CONDUCT AN INTERVIEW IF THE LOT IS RE

Respondent: LILIA M. SALCEDO

Relation to Owner: SPOUSE

Collector Name: DAISY & BONIFACIA

Collection Date: 1/6/2003

owneraddress: [Empty field] ownerphone: [Empty field]

Document Type: TCT seen scanned scanimage: [Empty field]

Lot: 10 TCT#: RT 83171

Block: 8 Name on TCT: DIOSDADO SALCEDO

Survey#: PSD 133236 Tax Dec Number: [Empty field]

SPI: 10-8-PSD-133236 PIN: [Empty field]

UPI - CIM: 1441210423055 Tax Dec. Date: [Empty field]

Brgycode: 21-138 Name on Tax Dec: [Empty field]

Area: 384 Document Number: [Empty field]

Name Search: [Empty field] Name on Document: [Empty field]

Record: 1 of 2123

The only records that have been entered are those where the owner/dweller was able to supply some details regarding the ownership of the parcel. If the document could be presented it was scanned and returned to the owner otherwise it was noted as seen by the enumerator and the details transcribed onto the form. Scanned documents have been linked to the database via a scanned image field.

46. Each morning the field enumerators assembled at the Barangay centre to discuss problems and confirm what had been accomplished. The work for the day was then allocated and the teams taken to the area where they would be working. At the end of the day the teams returned to the Barangay centre and dropped off completed work, ready for data entry the next day.



47. The field validation activities carried out in the Pilot Studies returned the following:

- 167 TCTs that were found in the possession of the property owners
- 38 of the TCT's located did not have matching records in the Assessor's data.
- 63 of the TCT's located did not have a TCT record held in the cross index.

From the overall field validation carried out after the pilots the following was found:

- 1472 TCTs that were found in the possession of the property owners
- 676 of the TCT's located did not have matching records in the Assessor's data.
- 134 had different TCT numbers to those held by the Assessor's office.
- 784 of the TCT's located did not have a TCT record held in the cross index.

48. Pulling lists for the TCT's not held in the cross index were produced and sent to the Registry of Deeds. Until the TCTs are pulled and investigated it is difficult to estimate how many TCTs held by the owners need to be reconstituted, but potentially a majority of the 784 TCTs not held in the cross index could be in need of reconstitution.

49. From the field validation an additional area covering 5 CIMs was identified. This required a further one week field validation activity to visit the 110 parcels.

Analysis of the field validation data

50. A full analysis has not been carried out on the field validation data as the cross index does not contain all the parcels for Holy Spirit yet. Once all parcels have been captured the data can properly be analysed and gaps identified. To see if the field validation was successful three CIMs have been manually analysed, but the process is very time consuming, it will be much quicker and easier using the data from the cross index. One of the CIMs analysed is CIM 14412104140 which covers part of the BF homes estate and only contains established parcels (ie no informal settlers). Therefore the parcel structure on the ground is the same as the registered plans shown on the CIM. BF Homes is a

walled subdivision with guards on any roads which have access to the subdivision. There are two initial plans of subdivision on which the area is based (LRC)PSD 133230 and (LRC)PSD16317

BF Homes was the area where the 1st and 2nd Field Validation pilot activities took place. The Pilot studies occurred before office validation was carried out so that in many instances the parcels being field validated did not return any additional information. Because the pilots were designed to help refine the field validation data collection technique there was less emphasis on having the office validation completed at that time.

As the area in this CIM had been part of the pilots it had already yielded 5 TCTs from the field that were not yet captured in the cross index, of these only 1 TCT found contained information which was not known to the Assessors.

Seven folios were found in the latest field validation, 4 contained later TCT numbers that had been reconstituted, while the other three were already known.

There are 110 lot parcels and 16 road parcels which have no TCT information held in the database. When the assessor's data was captured it appears that a default value of 1996 was added to the evaluation year. From their data the following have been found:

- 31 parcels have no assessor's records
- 4 Parcels have Names held against them but no TCT data
- 70 parcels only show 1996 as the evaluation year
 - 9 with no registration date
 - 53 registered before the fire at the ROD
 - 8 registered after the fire at the ROD
- 4 parcels show 1997 as the evaluation year
- 3 parcels show 1999 as the evaluation year
- 1 parcel shows 2000 as the evaluation year
- 2 parcels show 2003 as the evaluation year

51. The following table below shows the all the TCT's for which there is no TCT record and the known Assessor's records from the data supplied by the assessor's.

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Bloc k	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
2	32A		PSD-16-009098?						
3	31	7	(LRC)PSD133236	240748	12/15/1977	1996	SAME	REDIMERIO OSCAR C & CARMENCITA A REDIMER	17 ROMUALDEZ ST BF HOMES DIL QC
5	35	7	(LRC)PSD133236	19675	5/17/1991	1996	SAME	ONG TERENCE D	11 ESCARLATA ST DEL NACIA VILLE BANLAT Q
6	2		(LRA)PCS31452125						
7	3		(LRA)PCS31452125						
8	8	13	(LRC)PSD133236	178518	6/23/1972	1996	SAME	AGUNOD BENJAMIN R & MA LOURDES J AGUNOD	4-E OCAMPO ST BF HOMES QC
9	10	13	(LRC)PSD133236	168741		1996	SAME	BF HOMES INC	PLAZA CERVANTES MLA
13	13	13	(LRC)PSD133236	179112	7/14/1972	1996	SAME	PANGILINAN LUIS G & EFIGENIA P PANGILINA	47 BLDG 2 BHHP ZAMORA PANDACAN MLA
17	36	7	(LRC)PSD133236	225954	12/28/1976	1996	SAME	SACUPAYO PAQUITO	713 M DELOS SANTOS AVE QC
18	34	7	(LRC)PSD133236	168665	12/10/1996	1997	WILFREDO & SONIA CHUA	ORTEGA VICTOR SD & ARLENE DEL ROSARIO	9 ORTEGA ST BF HOMES QC
19	37	7	(LRC)PSD133236	264142	9/28/1990	1996	SAME	PACIS RENATO R ET AL	1 ORTEGA ST COR BRIONES ST BF HOMES QC
20	1B		PSD-00-044126						
23	14	13	(LRC)PSD133236	222340	12/2/1976	1996	SAME	TANLIOCO JUDITH A	942 P CAMPA SAMP MLA
24	15	13	(LRC)PSD133236	178501	6/23/1972	1996	SAME	SALE JESUS JR	BLK 13 LOT 15 BF HOMES QC
25	13B		PSD -00-007404-032539-D	193925	8/5/1998	1999	ARCELI MENDOZA	MENDOZA RAMON & TERESA B MENDOZA	28 BALER ST CR MENDOZA SFDM QC
28	16	13	(LRC)PSD133236	168747		1996	SAME	BF HOMES INC	PLAZA CERVANTES MLA

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Bloc k	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
33	4	15	(LRC)PSD133236						
35	10	14	(LRC)PSD133236	18724	1/19/1990	1996	SAME	GALEMA FRANCISCO S M/TO CRISTINA B GALEM	8 N ROMUALDEZ BF HOMES QC
38	13	14	(LRC)PSD133236	352315	11/27/1986	1996	SAME	NATIVIDAD AUGUSTO C M/TO JOSEFINA NATIVI	DE OCAMPO ST BF HOMES QC
40	17	25	(LRC)PSD133236						
43	3	28	(LRC)PSD133236	219715	6/23/1976	1996	SAME	BF HOMES INCORPORATION	BF CONDOMINIUM BLDG MLA
46	15	25	(LRC)PSD133236	315061	5/22/1984	1996	SAME	JUCO WILFREDO S M/TO CARMELITA E JUCO	2225 A ALCADE ST GAGALANGIN TONDO MLA
47	17	14	(LRC)PSD133236						
51	6	15	(LRC)PSD133236	272278	9/30/1980	1996	SAME	DIMAISIP TERESITA G	2316 T EARNSHAW GAGALANGIN MANILA
54	3	16	(LRC)PSD133236						
55	7	16	(LRC)PSD133236						
61	18	14	(LRC)PSD133236						
64	4	28	(LRC)PSD133236	368450	9/24/1987	1996	SAME	PONFERRADA RODOLFO A M/TO THELMA A PONFE	L15 B41 LAGRO NOVALICHES QC
65	5	28	(LRC)PSD133236	216283	2/6/1976	1996	SAME	OLFATO MILAGROS M	517 CANELIA TDO MLA
66	6	28	(LRC)PSD133236	181013	10/6/1972	1996	SAME	LAVA MANUEL & SABINA LAVA	250 DON MARIANO MARCOS AVE QC
68	2	28	(LRC)PSD133236	176227	4/25/1972	1996	SAME	CABAMBAM BENITO C	281 E RODRIGUEZ ESPANA QC
69	36	27	(LRC)PSD133236	168815		1996	SAME	BF HOMES INC	PLAZA CERVANTES MLA
71	11	25	(LRC)PSD133236	245105	5/25/1978	1996	SAME	EDUARDO EDGAR G M/TO ARLITA A EDUARDO	12 MORDADO ST BF HOMES QC

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Bloc k	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
76	2	16	(LRC)PSD133236	181756	11/14/1972	1996	SAME	ESPIRITU REBECKA	2 BRIONES ST BF HOMES
79	6	16	(LRC)PSD133236			1996	SAME	LIMOS BONIFACIO & ZENAIDA LIMOS	1-A F MANALO ST CUBAO QC
82	11	16	(LRC)PSD133236	179194	7/31/1972	1996	SAME	DEL PILAR JOSE M & EUFROSIDA H DEL PILAR	12 BULLETIN ST QC
83	14	15	(LRC)PSD133236	295107	12/23/1982	1996	SAME	PINEDA ERNESTO D M/TO DENISE B PINEDA	135 MATAHIMIK ST UP VILL QC
84	16	15	(LRC)PSD133236	233905	3/21/1977	1996	SAME	SISON ROMULO	542 HALCON MANDALUYONG MM
87	7	25	(LRC)PSD133236	180393	9/8/1972	1996	SAME	GUPIT FORTUNATO JR ET AL	83 EAST MAYA DR PHILAM LIFE HOMES QC
93	1	29	(LRC)PSD133236	24992	9/2/1997	1996	RENATO & ALICIA CAMPON	RURAL BANK OF MANGATAREM INC	POBLACION MANGATAREM PANGASINAN
94	2	29	(LRC)PSD133236						
104	37	17	(LRC)PSD133236	371940	2/20/1984	1996	SAME	CADIZ JOSEPH C	7 R NEPOMUCENO BF HOMES QC
105	35	17	(LRC)PSD133236	311939	2/23/1984	1996	SAME	CADIZ JOSEPH C	7 R NEPOMUCENO BF HOMES QC
110	25	17	(LRC)PSD133236	226393	1/6/1977	1996	SAME	SASON JOSE JR R	19 NEPOMUCENO ST BF HOMES QC
120	42	17	(LRC)PSD133236	104013		1996	SAME	VICENTE GAIL D	3 COOPER ST SFDM QC
122	1	25	(LRC)PSD133236	178326	6/19/1972	1996	SAME	DUPAYA MYRNA A	20 SANDIKO BF HOMES H SPIRIT QC
124	4	25	(LRC)PSD133236	196291	1/5/1974	1996	SAME	KU AURORA C	23 V SALAZAR BF HOMES QC

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Bloc k	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
132	1	30	(LRC)PSD133236	36100	11/20/1992	1996	SAME	JAVIER DOMINADOR S M/TO MA CRISTINA JAVI	UNIT 5 LANDSDALE ARCADE TIMOG AVE QC
136	2	25	(LRC)PSD133236	359550	5/8/1987	1996	SAME	SUBONG ROGELIO E & NIEVA SUBONG	NO 29 DELGADO ST BF HOMES QC
138	18-A		(LRC)PSD-331905	159802	7/2/1996	1997	RUPERTO E & ESPERANZA D IGAYA	IGAYA ESPARANZA D ET AL	1-B ORTEGA ST BF HOMES QC
148	23	19	(LRC)PSD133236	265010	1/23/1980	1996	SAME	JIMENEZ RAMON J & THELMA VALENCERINA	69 GEN SAN MIGUEL ST CAL CITY
150	22	19	(LRC)PSD133236	282103	10/20/1981	1996	SAME	REYES ALFREDO S & ROSARIO REYES	STA RITA PARISH PHILAMLIFE HOMES QC
154	30	19	(LRC)PSD133236	196035	4/3/1974	1996	SAME	ASUNCION OSCAR	DONA RAMONA BF HOMES QC
155	32	19	(LRC)PSD133236	38666	5/17/1991	1999	TERESITA & JEROME ENDENCIA	LORENZO AGNES & HELEN LOPEZ GIMAO	2050 E LEGARDA ST QUIAPO MANILA
158	11	24	(LRC)PSD133236						
159	10	24	(LRC)PSD133236						
160	1		(LRC)PCS-15120	121147	11/14/1994	2003	BENABAYE EUGENIO	AGCAOILI NORBERTO R	20TH AVE CUBAO QC
161	1		(LRC)PCS-15120						
163	20	27	(LRC)PSD133236						
176	19	32	(LRC)PSD133236						
180	19	27	(LRC)PSD133236	226904	1/13/1977	1996	SAME	BASA ERLINDA I	129 MH DEL PILAR SFM QC
183	8	24	(LRC)PSD133236	243508	3/28/1978	1996	SAME	CINCO GLORIA	126 PREMIUM ST GSIS VILL QC
197	1	24	(LRC)PSD133236	N-234632	3/6/2002	2003	EULALIO & TERESITA DIAZ	BATTAD MARICHU DIAZ	2 SANDIKO CR DELGADO STS BF HOMES QC

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Bloc k	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
198	3B		(LRC)PSD337106	RT-95431		1996	SAME	RANCES WILFREDO JR T & MA MILAGROS V JIM	72 RD SN MIGUEL HTS MARULAS VAL MM
212	9A		(LRC)PSD357421	163691		1997	SAME	DOMALAON ELEUTERIA	19 MATINO ST QC
213	11	30	(LRC)PSD133236	179064	7/14/1972	1996	SAME	FERNANDEZ ELISEO A & TERESA S FERNANDEZ	12 ROMERO BF HOMES QC
221	4	32	(LRC)PSD133236	227969	2/15/1977	1996	SAME	CARREON EDUARDO P	35 MONCADO BF HOMES QC
222	2	32	(LRC)PSD133236	179455	8/3/1972	1996	SAME	CARREON EDUARDO P & ESMERALDA P	510 B MAYON ST SMH QC
228	5	27	(LRC)PSD133236	293955	11/24/1982	1996	SAME	REYES JOJI I	97 MINDANAO AVE QC
230	33	21	(LRC)PSD133236	255956	5/8/1979	1996	SAME	AGUILAR JORGE & FLOR D AGUILAR	SAN ISIDRO NUEVA ECIJA
236	21	21	(LRC)PSD133236						
238	24	21	(LRC)PSD133236	254944	3/16/1979	1996	SAME	PASTOR ESTHER A ET AL	15 MAARALIN ST DILIMAN QC
239	26	21	(LRC)PSD133236	221670	8/24/1976	1996	SAME	DAYRIT ALMA	18 MATIPID ST SIKATUNA VILL QC
242	32	21	(LRC)PSD133236	194742	11/21/1973	1996	SAME	Ocampo VICTORIAN M & VICTORIANO M	22 MONTEMAYOR DEL MONTE QC
244	9B		(LRC)PSD261058						
247	4	27	(LRC)PSD133236	168796		1996	SAME	BF HOMES INC	PLAZA CERVANTES MLA
248	1	32	(LRC)PSD133236						
249	3	32	(LRC)PSD133236			1996	SAME	G MASANGKAY & SONS	2559 J ABAD SANTOS AVE MLA
255	10	31	(LRC)PSD133236	320998	8/29/1984	1996	SAME	ORENDAIN FLORENCIO B & ROSARIO S	1 J ROMERO DONA ROMANA QC

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Bloc k	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
256	11	31	(LRC)PSD133236	180850	9/28/1972	1996	SAME	ORENDAIN FLORENCIO B & RUBY ORENDAIN	27 SAN JOAQUIN ST SFDM QC
261	4	31	(LRC)PSD133236	RT-23863	9/14/1983	2000	LENE FLORENTIN O / SAME	MUNSAYAC ROMULO S & CONCHITA F MUNSAYAC	10 MALAMIG ST TEACHERS VILL QC
267	3	33	(LRC)PSD133236						
270	10	33	(LRC)PSD133236	40808	8/14/1972	1999	BF HOMES	MANANGHAYA MARIO T & REMEDIOS C MANANGHA	183 D TUAZON STA MESA HTS QC
271	12	33	(LRC)PSD133236			1996	SAME	G MSANGKAY SONS	2559 J ABAD SANTOS AVE MLA
272	14	33	(LRC)PSD133236	178532	6/23/1972	1997	SAME	CABACUNGAN JUSTINIANO F ET AL	BF HOMES
273	16B		PSD-00007404-021611-D	88493	6/15/1993	1996	SAME	ESPIRITU REYNALDO E M/TO LOVELLA T ESPIR	VILLA VICTORIA SAN FERNANDO PAMPANGA
274	16A		PSD-00007404-021611-D	88494	6/15/1993	1996	SAME	TORRES JOEL M M/TO MA VICTORIA F TORRES	9072 HORMIGA ST MAKATI MM
275	20	33	(LRC)PSD133236	334166	8/22/1985	1996	SAME	SY ZENON ELMER E & MA PERPETUA E SY	19 HONTIVEROS ST BF HOMES QC
278	24	33	(LRC)PSD133236	309234	1/4/1984	1996	SAME	ROXAS GLORIA B ET AL	671 B SERRANO MAND MM
281	25	33	(LRC)PSD133236	178502	6/23/1972	1996	SAME	REYES CELEDONIO N ET AL	20 DELGADO ST BF HOMES DILIMAN QC
283	21	33	(LRC)PSD133236						
292	4	33	(LRC)PSD133236	168873		1996	SAME	BF HOMES INC	PLAZA CERVANTES MLA
296	6	26	(LRC)PSD133236	215080	12/9/1975	1996	SAME	GARCIA BENJAMIN I M/TO NICENA B GARCIA	62 MONCADO ST BF HOMES QC

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Block	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
297	1	34	(LRC)PSD133236	336576	10/23/1985	1996	SAME	MARTINEZ MA LOURDES O	50 MATUTUM ST SMH QC
298	2	34	(LRC)PSD133236	224106	11/22/1976	1996	SAME	TIENG PETER C	48 B CABIGNAYAN QC
301	5	26	(LRC)PSD133236	301684	6/21/1983	1996	SAME	GAMILLA OFELIA E	5 S BENITO ST BF HOMES QC
304	11	23	(LRC)PSD133236	295702	1/12/1983	1996	SAME	ZAPANTA HERMAN U	20 RD 2 PROJ 6 QC
307	14	23	(LRC)PSD133236						
308	9A		(LRC)PSD261058	234931	4/27/1977	1996	SAME	YAP LUIS JR L	180 APO ST STA MESA HTS QC
313	1B		PSD-00007404-027262-D						
314	2	35	(LRC)PSD133236			1996	SAME	BF HOMES INC	PLAZA CERVANTES MANILA
315	3	35	(LRC)PSD133236						
321	9	35	(LRC)PSD133236						
323	2	36	(LRC)PSD133236						
324	18B-1		(LRC)PSD-331905						
340	18A		PSD-00007404-021611-D						
341	18B		PSD-00007404-021611-D						
342	1A		PSD-00-044126						
343	1C1		PSD-00-044126						
345	1C2		PSD-00-044126						
354	3A		(LRC)PSD-337106	351796	11/11/1986	1996	SAME	NERI REYNALDO C M/TO FREDESVINDA M NERI	E RODRIGUEZ ST LUKES MEDICAL CENTER
55A	7-A		LRC PSD-332822	340717	2/12/1986	1996	SAME	LAPITAN HARRY T M/TO JULIETA LAPITAN	18-D ANA MARIA ST SFDM QC
55B	7-B		LRC PSD-332822	340718	2/12/1986	1996	SAME	LAPITAN PILAR T	18-D ANA MARIA ST QC
55C	7-C		LRC PSD-332822	340719	2/12/1986	1996	SAME	LAPITAN PILAR T	18-D ANA MARIA ST QC

Table 13: Parcels with no TCT data held in the Cross Index for CIM 14412104140

UPI	Lot	Block	Plan No	TCT (Assessors)	Reg Date	Evaluation Year	Payee Name	Owner's Name	Owner's Address
55 D	7-D		LRC PSD-332822	340720	2/12/1986	1996	SAME	LAPITAN PILAR T	18-D ANA MARIA ST QC
55E	7-E		LRC-PSD-332822			1996	SAME	LAPITAN PILAR T	18-D ANA MARIA ST SFDM QC

52. When we add the results of the field validation to the keying from office validation a clearer picture of the area is shown. However what these statistics do not show is the break up between formal and informal areas. Also no TCTs had been captured for three new subdivisions that required the production of the smaller scale CIMs 14412104241, 14412104242 and 14412104243. This lowers the percentage of TCTs captured; however the table accurately reflects the situation at the time field validation was carried out.

Table 14: Analysis of Field Validation results

CIM No	Parcels	Parcels in cross index	TCT in cross Index	% of TCTs captured	Held in assessor's records only	No TCT or LGU records	Actual new records found in FV	Records found from FV database
14412104130	8	0	0	0%			4	5
14412104134	178	155	157	88%				7
14412104140	202	103	94	47%	36	32	12	8
14412104143	11	10	10	91%	0	0	1	1
14412104230	180	78	81	45%				16
14412104240	108	39	30	28%				0
14412104241	46	0	0	0%				0
14412104242	8	0	0	0%				0
14412104243	212	0	0	0%				0
14412104244	65	12	12	18%				5
14412105130	34	90	90	265%*				46
14412105133	98	5	5	5%				70
14412105310	23	1	1	4%				0
14412105311	105	64	64	61%				49
14412105313	279	172	172	62%				191
14412104420	219	127	91	42%				18
14412104422	162	0	0	0%				126
14412104424	194	62	62	32%				161
14412104410	344	316	226	66%	84	31	28	9
14412104320	334	273	198	59%				27
14412104310	176	145	89	51%				17
14412104330	238	212	116	49%				6
14412104340	393	235	212	54%				12
14412104430	312	222	153	49%	105	35	42	91
14412104431	36	34	34	94%				0
14412104440	295	253	169	57%				170
14412104442	223	1	1	0%				206
14412105330	22	8	8	36%				1
14412105331	23	0	0	0%			23	23
14402104220	119	127	110	92%				0
14402104210	269	122	122	45%				0
14402104120	330	134	130	39%				0
14402104110	76	20	16	21%				0
14402104130	24	0	0	0%				46
14402104140	45	6	6	13%				0
14402104230	137	63	65	47%				0
14402104240	18	20	20	113%*				0
14402104410	8	6	6	75%				0
Totals	5570	3115	2312	42%				1311

* These CIMs are having sections redrawn at a smaller scale, but the new CIM has not been completed and supplied, in the interim the parcels have been tied to the original CIM.

53. Office validation has located approximately 42% of the TCTs in the Barangay, if all the TCTs located can be added the percentage builds to 65%. Clearly further strategies will need to be looked at to increase this percentage. From the Assessor's records we have around 10% that do not have an assessor's record. For the other TCTs that make up the 90% the next step will be to contact the last person who paid the LGU rates for the property, by using the address from the assessor's records.

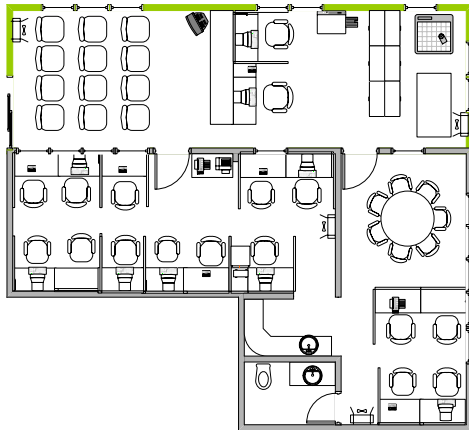
Other options are newspaper advertisements, banks/financial institutions, real estate brokers, NGO's and other organisations who store records. Then finally supplying a list of delinquent rate payers to the LGU to encourage them to take over the properties and sell them.

Field Validation using an NGO

54. PIO2 has been negotiating with an NGO to carry out the field validation for the rest of the prototype area. Several meetings have been held and the contract approved and signed. The NGO will follow the procedures set out in the Field Validation procedure manual, while PIO2 will supply the CIMs and have office validated the TCTs that have been collected from the assessor's records. CRS and field validation activities will begin in mid July 2003 after a 3 day training/orientation workshop has been conducted.

One Stop Shop

55. The site for the OSS next to the new ROD in the LRA compound is anticipated to be renovated early in the next quarter (3rd Quarter) 2003. A plan of the site was been prepared and approval has been gained from LRA and PMO. The funding has also been approved, however work will not commence until the LRA give approval to the contractors to enter the site.



The OSS is to be located next to the ROD in the LRA compound. The area, previously used by LARES, has been available since June 2002. The existing building will house the OSS representatives from the LGUs, LRA, BIR, DENR and ROD. The customer area and the reception area will be added to the existing building.

56. The One Stop Shop (OSS) was included in the original design of the project. Since August 2001, when the prototype approached the Local Advisory Group (LAG) to seek there assistance in forming a Technical Working Group (TWG) there have been many activities. These are summarised in the table below, all the documented activities have occurred, with the exception of the last step which, although planned for June, has not occurred yet.

Customer Area

City Assessors
City Treasurers

LRA

ROD

DENR

Table 15: PIO2 One Stop Shop development Schedule

ID	Task Name	Q3 01		Q4 01		Q1 02			Q2 02			Q3 02			Q4 02			Q1 03			Q2 03		Q3 03	
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
1	Meeting with LAG to identify TWG	■																						
2	First TWG meeting		■																					
3	Discussions with Department Heads			■																				
4	1st OSS workshop with agency heads				■																			
5	Budget Prepared					■																		
6	Site Agreed to with LRA plans sent to LRA Architect						■																	
7	LRA representative joined the TWG							■																
8	Symposiums held with partner agencies								■															
9	Workshop with TWG and Agency heads									■														
10	Sites for PIO2 and OSS made available										■													
11	First workshop with staff detailed to OSS											■												
12	Cross Visit to Leyte to study the PIO1 OSS													■										
13	Change management workshop														■									
14	Design Plan completed, Budget approved															■								
15	First simulation workshop, new PIO2 manager																■							
16	Computer training for OSS staff																	■						
17	Study Tour 4 for OSS TWG and Managers																		■					
18	Second simulation workshop																			■				
19	MOA signed off construction started																					■		

57. The technical working group for the One Stop Shop (OSS-TWG) was formed in November 2001. The TWG is made up of representatives from the Bureau of Internal Revenue (BIR), the Department of Environment and Natural Resources– National Capital Region (DENR-NCR), Quezon City Local Government Group (LGU) Assessor's and Treasurer's offices, the Registry of Deeds (ROD) and the Land Registration Authority (LRA). Regular monthly meetings have been held with the TWG and numerous meetings with the agency heads to get agreement on the services to be provided in the One Stop Shop. The TWG were able to finalise the operations for the OSS and agreement has been reached with the agencies involved. A memorandum of agreement has been drafted and is awaiting sign off. Each agency has named the staff to be assigned to the OSS and they have been involved in the series of training workshops which have been held.
58. The initial OSS workshop was held in December 2001 to get agreement in principle to the process that the agencies would trial in the OSS. In June 2002 symposiums were held with, LRA, DENR-NCR, BIR and LGU Assessor's and Treasurer's offices. The symposiums were to educate senior staff, of the agencies, about LAMP and the role their agency will be performing in the OSS. Since that time the agency heads have been regularly updated with the progress of the OSS development.
59. The first workshop, for the staff who will man the OSS, was on the expectations of the OSS from the public and to gather their expectations. This was held in September 2002 and this was followed up by a Change Management workshop in November of that year. A change management consultant was hired to facilitate the 2 day workshop and at the end of the process the staff had made a commitment to work towards making the OSS successful.



The Change Management workshop held in November 2002.

60. As PIO1 had been operating their OSS since early 2002 there was then a Cross visit study tour by the OSS-TWG to Leyte to look at its operations. The TWG looked at the lessons learnt in PIO1 and how it operated. After evaluating these they were able to come up with a set of recommendations not only for the OSS in Quezon City, but for a national strategy for setting up OSS.

61. In January 2003 the staff to be detailed to the OSS held their first simulation workshop. The workshop included all agency staff involved in the OSS, PIO2 staff and members from the NGOs involved in the prototype area. The processes were modified as a result of this workshop and a second simulation workshop was held in May 2003. This workshop trialled the amended procedures and was attended by the same participants as the first workshop plus the managers of the agencies who had supplied the staff for the OSS.



OSS Simulation workshops

62. In February 2003 a basic computer skills workshop was held for the staff detailed to the OSS. These staff will be using the Cross Index to locate the record within their agency and must be able to use a computer.

Study Tour

63. In Late March early April 2003 a study tour to Australia and Thailand, attended by Managers and OSS TWG members. A study tour report was prepared with recommendations for long and short term that could be adopted.

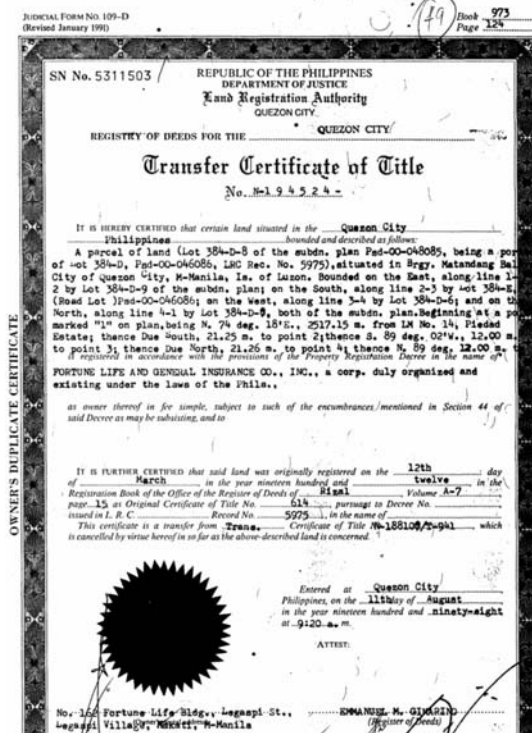
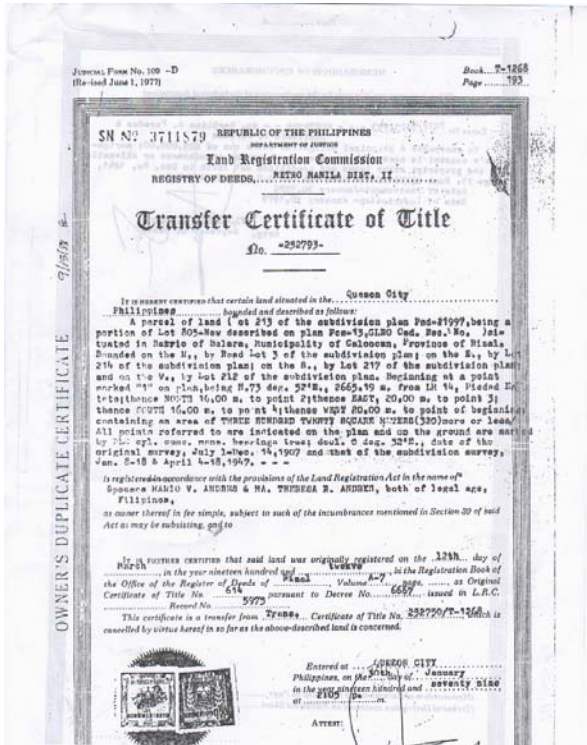
Fake Title Investigation

64. Three workshops have been held with government and the private sector involved in the identifying and investigating fake and spurious titles have been carried out. The first workshop in July 2002 was held with the government agencies involved and included
- Land Registration Authority
 - Registry of Deeds
 - Land Management Bureau
 - Philippines National Police; and
 - Solicitor Generals Office.
65. The second workshop was held with the private sector and included Banks, NGO's, Estate Agents and members of the community.
66. The third workshop was held in Tagaytay in April 2003 to review the documentation of the current procedures and to look at recommendations for improving the detection of fake and spurious titles.



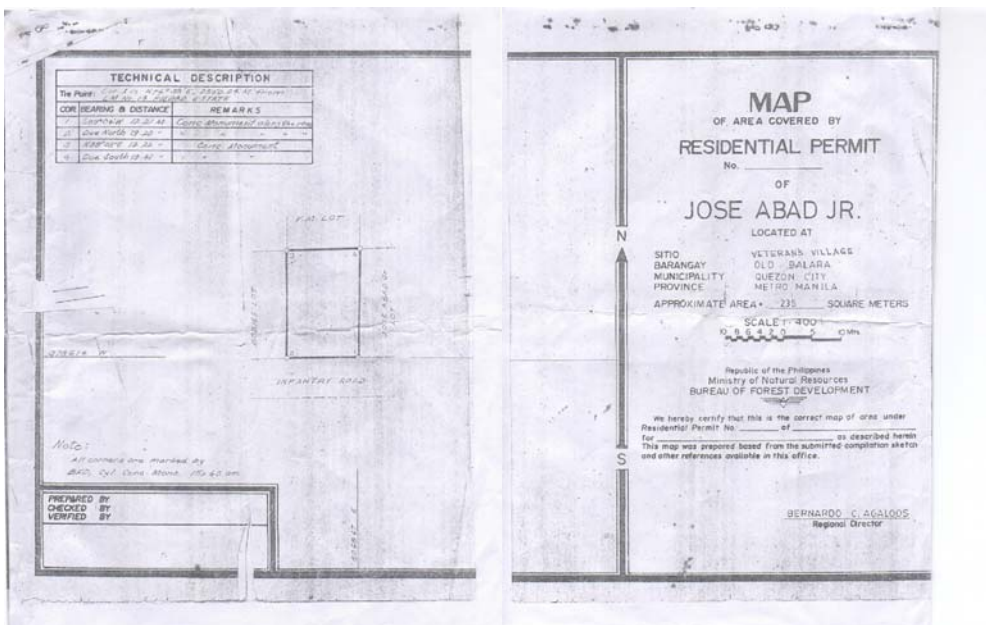
67. From the first two workshops information was gathered to put together a discussion document covering the existing procedures, which formed the basis of the third workshop. Agreement has been reached on who will be involved in a Technical Working Group (TWG) for Fake Title Procedures.
68. The technical working group will look to consolidate the procedures used in the various agencies into a national strategy. In the current system it is the usual practice to confiscate the fraudulent documents and to warn the offender that their activities are illegal. Often the case ends up in the draw of a registration officer and is not passed onto the PNP or the office of the solicitor general. When a combined strategy has been developed it will ensure that once a fraudulent title is found that all the appropriate agencies are informed and that steps are taken to apprehend and prosecute the offender.
69. Fake records have also been identified in the field. The type of title produced and the degree of change made to a record depends on the skill of the forger and relies on either the ignorance of the buyer or a helper in the registry. TCTs are produced on a judicial form, over the years these have

become more sophisticated to make the copying more difficult. Earlier judicial forms, as shown on the left in the example below, are far easier to forge than the later forms as shown on the right. The later forms are printed at the Central Bank of the Philippines; the paper has many features that make it difficult to copy including a serial number that matches the number of the original record held in the ROD. However where the public are ignorant of the land transaction process and where records are held the selling of fake records is made much easier. When a title can be sold or used to obtain payment for the right to live on the land without the buyer/occupier checking the original it makes it much easier to commit the fraud.



The TCT on the left is a fake, collected in the field, the fake title has had the ownership changed all other details are the same as the original.

70. In many informal areas owners are also issued rights certificates which they mistake for a right to live on the parcel. Many people are paying a monthly premium to a syndicate who have no mandate to issue the rights and use the ignorance of the land owner to their own benefit.



Other documents produced from the field to provide proof of ownership are shown below:

WORLD WAR II VETERANS LEGIONNAIRES OF THE PHILIPPINES, INC.
2nd Floor, Munoz Building, 710 EDSA, Cubao, Quezon City
Tel. No. 912-33-89

CIRCULAR/DIRECTIVE :

T O : ALL BONAFIDE WAR II VETS MEMBERS
F R O M : ATTY. ENRIQUE HR. ABILA
National President/Chairman
S U B J E C T : PAYMENT OF P750.00 FOR INDIVIDUAL SURVEY
D A T E : APRIL 16, 1994

It is hereby announced that all bonafide members of the World War II Veterans Legionnaires of the Philippines, Inc. are hereby directed to coordinate with the WAR II VETS Headquarters and pay SEVEN HUNDRED FIFTY (P750.00) PESOS for individual survey of lots as one of the requirements of the Land Management Bureau in preparation for the individual titlings of the individual lots allocated to you, including those who previously paid their individual survey fees, so as to complete their individual plan made by Sr. Cresenciano Fajardo which are still pending in the lines and other boundary requirements.

WHEREFORE, all concerned bonafide members of WAR II VETS are requested to verify their individual survey fee as soon as possible, and pay only to the WAR II VETS Headquarters at its office 2nd Floor, Munoz Building, 710 EDSA, Cubao, Quezon City.

YOUR FULL COOPERATION AND COMPLIANCE is hereby earnestly requested.

[Signature]
ENRIQUE HR. ABILA
National President/Chairman

OFFICIAL:

[Signature]
ENRIQUE M. HAYATO, SR.
National Secretary

[Signature]
LEON B. DE GUZMAN
Administrative Officer



Alley II & Sto. Domingo Block I Homeowners Association, Inc.
Barangay Holy Spirit, Lugoan City, Metro Manila

Certificate
Member in Good Standing
is hereby granted to

Angelito Ocenar

for having as this date fully met all the requirements and obligations as embodied under the Phase-LAD Program of the National Government Center Housing Commission under Resolution No. 186 dated October 1993.

This Certification extends to the member all rights and privileges relevant thereto, subject to all existing policies, rules and regulations of Alley II and Sto. Domingo Block I Homeowners Association, Inc.

Given this 7th day of August 1997, in Lugoan City, Metro Manila

WILLYNDA RAQUON
Treasurer

JAIMIE E. VARELA
Project Administrator
National Government Center Housing Project

ATTESTED BY:

AMELIA Q. CAMERO
President & Chairman of the Board

FELICITO A. VALMOCINA
Barangay Captain
Barangay Holy Spirit

F. ISSUES AND CONSTRAINTS

71. Many of the issues have been reported already in the monthly reports from each of the technical assistants. Some of those reported have since been addressed and this section only deals with outstanding issues.

Table 16: Office Validation Issues and Constraints

Issue/Constraint	Strategic response
Lack of equipment and staff has restricted the number of TCTs that can be added to the Cross Index.	With the proper equipment and staff the number of office validated TCT's held in the database could have been significantly higher. While this equipment was defined in the budget prepared in January 2002 it is still awaiting processing. Any further projects need to address these types of problems where equipment cannot be supplied to operational staff within a reasonable time.
There is not enough balances and checks on the data captured. The database contains duplicate TCT records.	The types of reports required to check the consistency of the records are being added to the cross index to enable the managers to check the records.
Final Quality assurance needs to be carried out on all the CIMs created for Holy Spirit. Where a parcel on a CIM does not have a TCT in the ROD, a parcel was not created in the cross index. This causes difficulty in using the cross index to analyse data. Analysis requires manual counting of records locating assessor's records etc. which wastes time and effort.	Once final CIMs are passed to the OV team they will do a final Quality Assurance, which will include creating a parcel record in the cross index for all parcels shown on the CIM. For CIMs being entered for the other Parishes it has been agreed that all parcels will be captured, irrespective of whether they have a TCT or not.
Office validation activity is merely replicating what LARES has done in the TCT capture. This is a waste of resources the real validation should only have to concentrate on validating the ROD and Assessor's records.	The long term strategy needs to address this problem and ensure that there is a data sharing arrangement between LARES and LAMP.
The database is structured differently to the PIO1 database and serves a different purpose. The PIO2 database exists in an environment where the agencies have their own databases and will be an index to hold the access keys to other agencies records. The PIO1 database exists in an environment where none of the agencies have computerised records and is capturing and holding the data for these agencies.	There will have to be a consolidation of these databases at some stage and a common structure agreed on. The problem is affecting how the trial GIS can be constructed and the Mapping and Survey adviser will investigate the problem and make recommendations.
The high number of mismatches with the assessor's data. Over ¾ of the TCTs entered have a mismatch of some kind with the assessor's data the largest numbers being reconstituted or transferred and the assessor's records yet to be updated.	The data has been checked against old copies of the assessor's database and may no longer be accurate. As each CIM is finished off it will have a final QA and the mismatch checked against the latest data. Upon completion of the QA, a report of the mismatches for that CIM will be produced and sent to the assessor's office.

Table 17: Field Validation Issues and Constraints

Issue/Constraint	Strategic response
<p>The low number of residents who can supply documentation about the properties. The field validation activities while useful in collecting information about properties are not returning a large number of verified property owners. Other methods of locating owners will need to be investigated as the percentage of validated parcels is still too low. 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 are in locating: (i) owners who live outside of the area and have not had their title reconstituted; and (ii) the owner of a vacant parcel.</p>	<p>Many parcels still only have an assessor's record that is over 14 years old, or will have no details about it known. Current legislation allows the LGU to sell the property to recover unpaid land tax, however to date the LGU has been hesitant to follow this course. Informal settlers who have taken over the land cannot claim it by adverse possession. The informal settlers are also preyed upon by land syndicates who take advantage of the confusion to make money for themselves. Where possible the Assessor's records will be used to locate property owners. Then reports will be returned to the assessor's of parcels where owners cannot be found.</p>
<p>Field validation lacks the staff, funding and equipment to properly analyse the field results.</p>	<p>Only one person has been assigned to field validation, when the field validation is occurring they are supported by CRS and M&E staff. However once the activity is completed no one is left to analyse the results.</p>
<p>Field validation is reliant on CIM production and office validation. This will require a backlog of work being held. Without a backlog the field validation teams will be sitting around waiting for work.</p>	<p>The proper planning of the entire prototypes activities will ensure that the workflow between units is maintained at the required rate.</p>
<p>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 is establishing the boundaries, then attempting to locate an owner who has the owner's copy of the TCT. Also there are community concerns that have to be faced, "Is the project there to remove informal settlers from their homes?" or "Is the project here to award title to their properties", etc.</p>	<p>For the field validation of holy spirit new forms were designed that allowed the flexibility to gather details from formal or informal areas. Staff training was modified to strengthen the enumerators ability to explain the projects objectives and answer the enquiries of people they interact with in the field.</p>
<p>The measurement of the work carried out by the NGO. While the contract is for 30,000 parcels this is based on the registered parcels and does not take into account the fact that some parcels can contain up to 6 or more properties in informal areas. The NGO will sub-contract other NGOs to allow it to work in 4 Barangays at the same time and an even distribution of work across the whole area is required.</p>	<p>The initial design was to look at the number of CIMs that the NGO would operate over but this is not a good way to measure progress or monitor workload. Measurement must be of parcels as these are the base unit of the contract. All units of the prototype will be working together to ensure that the NGO is managed correctly. Approaches to the specific areas will be selected to get the maximum benefits and the work flows within PIO2 have been adjusted to ensure that there will be sufficient work available for the NGOs in all Barangays.</p>

Table 18: OSS issues and constraints

Issue/Constraint	Strategic response
The renovations for the OSS have been delayed. The construction still has not started although the funds have been approved. Also there is a danger that equipment for the OSS will not be approved and delivered before the OSS is ready to be opened.	The OSS is now well accepted by the agencies that will be involved within it. The setting up of the OSS building now looks to be going ahead, but there is now limited time to test the OSS. This may not be Alternative options have been investigated and it is possible that the Mayor of Quezon City will provide funding to equip the OSS if the funds are not available through the project.
With the OSS being in only 5 of the Barangays within Quezon City, the public will be confused as to when they can and can't use the OSS.	While signage will be displayed in the OSS and the ROD, people will still be confused. At this stage a community education program and the signage are planned to assist the public. But once the OSS becomes operational this will be reviewed to determine the effectiveness.
Field Validation will not be completed when the OSS begins operation, in some cases it will be difficult to verify a property.	This will also be a problem were there are no records from the Assessor's and the ROD. Where no details are held, the staff should be prepared to initially search the mother units' records for details, but there is still going to be properties where no information is available..
With the delay to the renovations to the OSS site the OSS Memorandum of Agreement (MOA) sign off has slipped and is still not finalised.	The MOA sign off needs to be prioritised within PIO2 activities.
Future ones stop shops will be on a larger scale than the current one being developed by PIO2. The OSS in Leyte deals with multiple LGUs and does not include them within the OSS.	The strategy for rolling out other OSS within the urban area needs to be considered. For small urban areas the design may be sufficient but in areas with large LGUs and many staff in BIR regional offices the logistical problem is far more complex.

Table 19: Fake Title Investigation issues and constraints

Issue/Constraint	Strategic response
The main issue is the inability of the prototype to supply a counterpart for this activity.	It has been proposed to supply a focal person as has been implemented in the OSS. This person will be responsible for organising workshops, etc. The work can then be the responsibility of the TWG as in the OSS model.
Fragmented approaches by the different agencies. All agencies have separate approaches to the problem, each is effective but there is little co-ordination between the agencies. A unified approach has been attempted before but has not be followed through.	The formation of the TWG will be a good start but the process needs to be driven by the prototype and recommendations developed, then actioned. The first meeting will be in mid July and this needs to be followed up by regular meetings.

G. EVALUATION OF METHODS

72. The PIO2 M& E team have been holding a series of workshops with the staff from each of the units to evaluate the methods trialled. These workshops have been followed up by interviews with team leaders and staff from the units.

Cadastral Index Mapping

73. Cadastral Index Mapping is defined in Activities 3.1.2 and 3.1.4 in the project Log frame which states:

Activity 3.1.2: Collect and collate all existing land records from different agencies and identify inconsistencies and anomalies, and develop a database for the purpose.

Activity 3.1.4: Develop a comprehensive set of cadastral index maps for the prototype area, evaluating various procedures (including the use of orthophoto).

74. The CIM activities have been continuing without any main TA support the International Mapping and Survey adviser was not mobilized during the first two quarters of 2003. Any assistance has been through the Land Title Records Adviser and more recently from the Orthophoto Adviser. As a result the main operations have been to complete the production of the CIMs for the prototype area rather than to test any new methods.

Table 20: Evaluation of CIM activities

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
Plan retrieval				
Retrieval of Survey Plans	<ul style="list-style-type: none"> The paying of bills on survey plans for LRA to fast track the retrieving 	<ul style="list-style-type: none"> Only one retriever from DENR-NCR retrieves plans for PIO2 Project is forced to pay for copies from the partner agencies 	<ul style="list-style-type: none"> Survey plans from DENR are hard to locate thus, slowing the retrieval process. 	In future the payment situation needs to be sorted out in project design. If the agencies are partners the copies should be supplied to the project without charge as the TCTs are.
Plan database				
Encoding of Plans	<ul style="list-style-type: none"> Existence of the database 	<ul style="list-style-type: none"> The absence of link between the database of Office Validation and CIM Unable to detect LRA/DENR plans 	<ul style="list-style-type: none"> Unclear entries in the survey plans retrieved (reported missing or no record available). 	The cross index should incorporate the plan database to ensure linkage. Enquires need to be developed to locate LRA and DENR plans.
CIM Production				
Hand Drawn CIMs	<ul style="list-style-type: none"> No need for any expensive computer equipment, digitising board extra. Only drafting skills required, do not need to know how to digitise 	<ul style="list-style-type: none"> Slower more expensive method Difficulty in updating, many times the whole CIM has to be redrawn. Not feasible without control. 	<ul style="list-style-type: none"> CIM are not produced correctly due to the lack of technical descriptions No proper drafting tables 	While this method is slower it does not rely on any complex technology. If the overall aim is to develop a GIS these CIMs could be used for digitising at a later date.
Digitising of CIMs	<ul style="list-style-type: none"> Digitized CIM: venue for committing erasures are limited Availability of plotter and CIM manual 	<ul style="list-style-type: none"> Wrong calibration at times Requires control of some description; AutoCAD works on a plane system; Highly qualified operators 	<ul style="list-style-type: none"> Incorrect technical descriptions on plans. Low memory of the computer. Lack of manpower 	Fast cheaper method but with a large initial outlay. The data is ready to be placed in a GIS and linked to the textual data.
QA	<ul style="list-style-type: none"> The presence of a standard. Familiarity with the survey plans Development of a colour coding scheme in the correction of 	<ul style="list-style-type: none"> The lack of survey plans (missing or lost) Lack of storage facility Extensive filling out of the survey sheets 	<ul style="list-style-type: none"> No survey plans to counter check the CIM developed 	

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
	CIM			

75. Cadastral Index Mapping Lessons Learnt

- The projection maps from LRA and DENR and the Assessors tax map are useful as alternative sources for the identification of survey plans.
- In the case of PIO2 the use of the hybrid method (digitizing and hand drawn) in the preliminary CIM avoids errors such as non-adjoining of two CIM.
- The institution of QA in the production of CIM limited the errors experienced in CIM production.
- A synchronization plan for all the outputs should be established.
- The institution of QA in the production of CIM limited the errors experienced in CIM production.
- Photocopying plans (eg for scaling) distort the real projections and should not be undertaken.
- Different Land Agencies have different methods of storage. It is essential that methods for land records storage should be identified to aid in identifying the methodology to be utilized for retrieving the plans.
- Proper adherence to the manual minimizes confusion and ensures proper understanding of the method and procedures in CIM production.
- Training such as Advance cartography and GIS has improved the capability of staff in CIM production.
- In the case of PIO2 the use of the hybrid method (digitizing and hand drawn) in the preliminary CIM avoids errors such as non-adjoining of two CIM.

76. Cadastral Index Mapping Recommendations

77. The following are the recommendations for the PA LAMP;

- With the provision of computers (with the ratio of 1 computer for every cartographer), the digitized method for preparing the final CIM is recommended since it is highly efficient and the CIM would have been investigated through GPS and is converted to PRS '92.
- The list of survey plans required should be prepared as quickly as possible.
- The funds required for plan retrieval be made available and can be accessed quickly when needed.
- LARES records and updates are required to fast-track the retrieval of survey plans.
- The CIM database should be incorporated within the cross index.
- The use of projection maps for the creation of CIM should be trialled.

- The lack of computers in the CIM unit needs to be address especially for accessing the CIM database.
- Capacity building for the CIM unit is needed **prior** to the development of CIM.

78. The following are the recommendations for the LAM Program

- Considering the limited capacity of NAMRIA and the failure to adhere to contractual deadlines, it should be considered that for the LAM Program, international tenders be obtained for both the GPS and orthophoto map production;
- The way in which the metes and bound are presented in any documentation and survey plans be changed to the international convention, ie 265°35' not N85 35E for modern equipment read 265°35' and N85 35E needs to be calculated. This is a left over from the period early last century where some horizontal circles in the instrument (transits) were by quadrant;
- CIM should not be produced manually if there has not been any formal cadastral project performed in the urban situation. Survey control needs to be available. It is recommended that manual methods are done jointly with the orthophoto maps and survey plans.

Office Validation

79. Office Validation is defined in Activity 3.1.2 in the project Log frame which states:

Activity 3.1.2: Collect and collate all existing land records from different agencies and identify inconsistencies and anomalies, develop a database for the purpose.

80. There are three main activities carried out in the process by the Titles Validation and Reconstitution Unit (TRVU). These activities are:

- Retrieval of TCT's from the ROD, including producing lists of TCTs from the assessors records
- Capture of the TCT record and comparison to the record held by the Assessor's
- Linking of the CIM parcel to the cross Index

Table 21: Evaluation of Office Validation activities

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
Cross Index				
Use of Excel spreadsheet for the cross Index	<ul style="list-style-type: none"> • Ease of setup no knowledge of databases required. • Rows and Columns are similar to those held in databases 	<ul style="list-style-type: none"> • Fields that can contain multiple records • Cannot set up data entry formats • Difficult to develop reports from • Difficult to analyse the data. 	<ul style="list-style-type: none"> • There was a lack of equipment available for office validation. There is only one computer between four operators, no printers and only one scanner, shared with field validation 	Excel is not an effective tool for holding data that requires quick access, reporting, analysis etc. However the structure is excellent for creating transfer files from one system to another, as in sending data from the assessor's database to the cross index.
Use of the Access database for the cross index	<ul style="list-style-type: none"> • Can use separate linked tables for fields that can contain multiple records • Easy to set up data entry formats, create reports and analyse the data. • Can hold large amounts of related data which can be easily linked. • Users can be quickly trained to use the forms and become productive. • Inexpensive comes packaged with Microsoft office professional. 	<ul style="list-style-type: none"> • Requires a programmer /analyst to develop the database and the forms/ reports. 	<ul style="list-style-type: none"> • Size of the database Access becomes unwieldy when it holds over 1 million records. • PIO2 budget did not allow for the purchase of expensive database software. 	For the size of the area Access is more than capable of holding the data required. If moving to a fully integrated national system a larger application may be considered, but for small stand alone OSS this is more than adequate.
Retrieval of TCTs from the ROD				
Retrieval form the lists no sorting (except in TCT order)	<ul style="list-style-type: none"> • Lists were quick to produce 	<ul style="list-style-type: none"> • Wrong TCT numbers for TCTs with dates shown before the registry was burnt. • Large waste of effort by retrievers and OV staff. 	<ul style="list-style-type: none"> • Assumed that the registry would have continued numbering not gone back to TCT no. 1. 	If this method is used again TCTs would be sorted into categories before and after the fire.

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
Sorting of lists into categories, ie registered before the fire, registered after the fire, no registration date, with no training of title retrievers	<ul style="list-style-type: none"> OV staff do not have to go through the TCTs in the lists created from a registration date after the fire, to determine if the TCT is relevant or not. 	<ul style="list-style-type: none"> No different to the previous method for TCTs registered before the fire or with no registration date. 	<ul style="list-style-type: none"> As Above 	Staff must be trained to locate the correct record instead of just retrieving what is on a list.
Sorting of lists into categories, ie registered before the fire, registered after the fire, no registration date, with training of title retrievers	<ul style="list-style-type: none"> Lists for TCTs registered after the fire only require the TCT to be retrieved TCTs on lists before the fire, or with no registration date are checked against the land description of the TCT before being retrieved, if they do not match the TCT is not retrieved. OV staff do not need to sort through retrieved TCTs to determine if they are within the prototype area. 	<ul style="list-style-type: none"> Requires a programmer /analyst to develop the separate lists. Lack of supplies, such as toner for photocopiers that slow down the retrieval. 	<ul style="list-style-type: none"> Assessor's records do not have 100% coverage of the prototype area and are reliant on the owner update the tax records after a sale. 	An entire registry should be captured rather than segments that rely on outside sources for the data (eg by Barangay). However if the methods are to be used again this is the preferred method.
Imaging TCT records				
Capturing images of Transfer Certificate of Titles.	<ul style="list-style-type: none"> Permanent record of the TCT Can be attached to the titles database record. Less physical storage space required. 	<ul style="list-style-type: none"> Time consuming to image the TCT can take 5 minutes or longer Duplication of effort where LARES have already scanned the TCT If the folder holding the Scanned images is moved or renamed (even to the same name) the hyperlink is lost. Or if the image is added to 	<ul style="list-style-type: none"> Scanning equipment and computer to hold the image. Cannot remove the originals from ROD. 	This method may be required in areas where the TCT is still in paper form, ie LAMP is ahead of LARES. Otherwise the LARES images should be used and LAMP not get involved in scanning.

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
		the database as an embedded image the database file gets too large quickly.		
Office Validation Data Capture				
Capture of all records by CIM and comparing to the Assessor's records (Hybrid Method)	<ul style="list-style-type: none"> • CIM completed at the end of the process. 	<ul style="list-style-type: none"> • TCTs are not retrieved in CIM order requiring the OV staff to go through three different sets of lists to locate the records. • Parcel record was not created for a parcel that did not have a TCT • Extremely slow method, 7 CIMs took three months. • Complex inventory of what has and has not been captured from a list. 	<ul style="list-style-type: none"> • Lack of equipment of a team of 5 only 3-4 can use the equipment at any time. 	This is not a method that will produce the results at a rate that would be able to keep pace with CIM production or FV.
Capture of TCTs, comparing to the assessor's records. Then when all TCTs for a Barangay are captured records or linked to the CIM.	<ul style="list-style-type: none"> • Faster method, cost per title cheaper. • All TCTs are captured for a retrieval list inventory easier • When attaching CIM/UPI number no lists have to be searched through TCT's are already captured. 	<ul style="list-style-type: none"> • Parcel record was not created for a parcel that did not have a TCT • Double handling of records 1st time to create the parcel then later to add the CIM/UPI number 	<ul style="list-style-type: none"> • Lack of equipment of a team of 5 only 3-4 can use the equipment at any time. 	The preferred method easy to administrate and allows flexibility. TCTs can be captured as they are retrieved. Once all TCTs are captured linking to the CIM is a quick process.
Capture of cancelled TCTs				
Where a TCT has been	<ul style="list-style-type: none"> • Historical trail built up in 	<ul style="list-style-type: none"> • Waste of time and 	<ul style="list-style-type: none"> • Not a requirement of 	The cross index has the capability

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
cancelled the cancelled TCT is also retrieved and copied, at data entry these have been captured.	the Cross index.	resources that could be finishing records needed for field validation. <ul style="list-style-type: none"> • The index only needs current information and is only duplicating what LARES holds for historical data. 	the project to capture and store this data.	to provide this information if the retrievers are trained to enter the data. This is quicker and much more cost effective as the report can be run from the database.
Inventory of titles				
Manual inventory of the TCTs that have been delivered compared to the TCTs requested	<ul style="list-style-type: none"> • Unit knows which TCTs have to be re-requested. • Work on hand for data entry operators is known. 	<ul style="list-style-type: none"> • Time consuming uses up one resources time. • Difficulties in determining what TCTs had not been captured or pulled • Results are not validated. 	<ul style="list-style-type: none"> • Lack of staff to carry out inventory. 	The cross index has the capability to provide this information if the retrievers are trained to enter the data. This is quicker and much more cost effective as the report can be run from the database.

81. Office Validation Lessons Learnt

- Without access to the LARES-LTCP, LAMP is merely spending resources to duplicate what LARES has accomplished. Office Validation should only begin when a whole registry has been converted.
- A full analysis of the requirements and the structure of the database should be carried out before any data is captured. The initial database left no facility for capturing TCT data and only had a single field to indicate if the data matched the Assessor's records or had been changed by transfer. This system then relied on the Assessor's data being correct instead of the TCT being the base document.
- Microsoft Excel is not a suitable product for producing a cross index database.
- Too much time was wasted in manually getting the Assessor's data correct. Also important fields and data that could be used in the cross index were removed from the data structure. The Assessor's data is now 7 months old and arrangements are required to get an up to date copy of it.
- The Systems Analyst should have been introduced into the project at the start, not after 6 months. Full analysis should have been carried out on the PIO1 and PIO2 data to get a uniformed data structure. However, without a full time analyst, both systems were developed independently.
- The equipment for office validation should have been properly specified, including a separate server and delivered at the start of the project. Staff cannot be expected to carry out their work without the proper equipment and training.
- Attempting to capture data on stand alone equipment then trying to consolidate the data leads to poor quality records. A proper network to a central database is the only way to ensure data integrity.
- A separate office validation manual should have been created at the start of the project, rather than making it a subsection of field validation. Once created it must be reviewed and updated regularly to keep it relevant.
- Arrangements should have been made at the start of the project to obtain copies of TCTs or to obtain the data from LARES.
- Office validation requires following strict guidelines and proper management. All information captured should be independently captured and mechanisms put in place that allow monitoring of the quality of the work. Without these measures the old saying is correct "Garbage in Garbage out".
- The CIM is not a satisfactory basis for data collection if CIM production is much slower than data collection. In this method using the CIM number as the primary key to hold information against was not practical. Also once the CIMs are adjusted the CIM numbers for many parcels will change. If the CIM number is to be used as the primary key, then Office Validation should not occur until the CIMs have been completed. However in a

situation where other agencies hold land data on their systems it is too difficult to use the CIM number as a link to those systems. A key based on the land description (lot, block, plan) is the most effective method as all systems hold the land description.

- Once the office validation network is setup it cannot be easily relocated. Any movement of staff and equipment must be made with the consultation of the systems people so that it can be moved without causing disruptions to the network and stopping the office validation.
- The two step method, ie data capture of all the TCTs for a Barangay then attaching the records to the UPI, is far more efficient than the Hybrid method, ie trying to find all the records for a single CIM amongst multiple TCT retrieval lists then capturing the whole record (TCT, UPI and comparison) in one step.
- When the Assessor's send updates it is important that they only send the updates since the last set of records were delivered. Updating large data files with data that is already held in them causes many problems and uses too many resources.

82. Office Validation Recommendations

83. The following are the recommendations for the PA LAMP;

- Office validation must be better supported with computer equipment that they do not have to share with the rest of the PIO2 staff.
- The prototype office does not have the storage capacity to hold a copy of the registry. Photocopies of TCTs should be culled from the draws once a CIM is completed.
- A system is required to monitor completed CIMs and to identify when one is being updated in the office validation unit.

84. The following are the recommendations for the LAM Program;

- Databases were developed without a national strategy being considered and rework will be required in the future. A proper data management system will be required for a more extensive development. The equipment and the structures will need to be fully specified, as well as more work being carried out on transaction rates, file sizes, etc. to determine the database capacity required.
- In an urban context the UPI is limited as a key to combine records from other agencies. For the UPI to work as the key for the database systems, CIMs must be fully completed before Office Validation begins. Also, the entire registry should have been captured to facilitate the comparison of records between agencies. However this does not resolve the problem of the UPI not being known and maintained in other databases that the cross index links to. PIO2 have used a separate field combining the Lot/Block and Plan number as these fields are held in all systems and are easily combined to get a match between records. A satisfactory link must be agreed upon for a national system that can be used by all database systems.
- A separate strategy will need to be looked at for areas where the Assessor's/Treasurer's data is not

data converted. In the national strategy the decision has to be made whether an Office Validation is required for areas where the ROD records are intact.

- Proper linkages to other systems are required with a system that updates the Cross index with the latest information from the agencies, this can form part of the duties of staff from the various agencies working within the OSS.
- Capture of TCTs must be carried out in each Registry in a systematic manner and if the data is to be used by BOO and LAMP then a sharing arrangement must be in place. TCTs must only be captured once and the updates transmitted to the appropriate system(s).

Field Validation

85. Field Validation is defined in Activity 3.1.5 in the project Log frame which states:

Activity 3.1.5: Develop and test procedures for field verification of land records.

86. There were three pilot studies carried out in the process by the Titles Validation and Reconstitution Unit (TRVU). These pilots were used to develop the methodology used for the full scale field validation. These procedures were tested in the field validation for Holy Spirit and will be used by the NGO in the field validation of the remaining 4 barangays.

Table 22: Evaluation of Field Validation activities

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
Pilot Field Validation Activities				
Field Validation Pilot Activity 1 Base Station Method – Established subdivision. The activity involved establishing a base station	<ul style="list-style-type: none"> • Easy to arrange. • Only 4 staff required full time plus one or 2 support with supplies. • Low overhead costs 	<ul style="list-style-type: none"> • Very low rate of return for time spent. • Reason why low number could only be speculated no real evidence. • Unproductive, staff spent large amount of time sitting around doing nothing. 	<ul style="list-style-type: none"> • Carried out between 9am and 4:30pm when most people were at work. • Office Validation was not carried out prior to the field validation. 	It is recommended that this method not be used as a stand alone method. Too much time is wasted with staff sitting around waiting for property owners and the rate of return is far too low.
Field Validation Pilot Activity 2 Door to Door Method – Established Subdivision. A base station was still provided with this method, however the base station contained only one or at the most two people. The rest of the field enumerators went door to door gathering information	<ul style="list-style-type: none"> • All properties are covered. • Able to collect survey results to determine why people did not participate in first activity. • Improves public relations and allows information dissemination. • People who want to drop off results don't have to wait for field enumerators to return, they can drop them at the base station. 	<ul style="list-style-type: none"> • Reliant on person living there being the owner. • Still do not get 100% responses and have only 50% of properties validated against known records. • Time wasted going to properties that would have been office validated. 	<ul style="list-style-type: none"> • Only a three day activity did not allow for following up on information. • Lack of support staff for enumerators and as a result much needed feedback could not be supplied. • Office Validation was not carried out prior to the field validation. 	This method is far more effective but should only be used on properties that have not been office validated.
Field Validation Pilot	<ul style="list-style-type: none"> • Improves public 	<ul style="list-style-type: none"> • Very low return for the 	<ul style="list-style-type: none"> • Only a three day 	Should only be used on

Activity	Strengths	Weaknesses	Constraints	Overall Recommendation
<p>Activity 3 Door to Door Method – Informally settled area. A base station was still provided with this method, however the base station contained only one or at the most two people. The rest of the field enumerators went door to door gathering information</p>	<p>relations and allows information dissemination.</p> <ul style="list-style-type: none"> • People who want to drop off results don't have to wait for field enumerators to return, they can drop them at the base station. 	<p>number of properties visited</p> <ul style="list-style-type: none"> • High cost of visiting every property. • More an extended CRS program than a useful tool for gathering the required land records. 	<p>activity did not allow for following up on information.</p> <ul style="list-style-type: none"> • Lack of support staff for enumerators and as a result much needed feedback could not be supplied 	<p>properties that have not been office validated and where multiple dwellings are on a property only the first one should be visited</p>
Field Validation of Records				
<p>PIO2 organising the Field validation of individual barangays</p>	<ul style="list-style-type: none"> • Training program followed as specified. • Able to assist with enquiries. • Staff only paid for work carried out. • No complex contract to negotiate. 	<ul style="list-style-type: none"> • Need to keep a management team in the field. • Need to supply support equipment to the field. • 	<ul style="list-style-type: none"> • Ability of PIO2 to get the funding approved and to be able to pay the enumerators. • Insufficient support staff to monitor all operations and to analyse the results. 	<p>Success rate will need to be measured against the NGO run project to determine the cost effective method.</p>
<p>An NGO being employed to carry out the field validation of multiple barangays. (This activity is yet to start)</p>	<ul style="list-style-type: none"> • Support equipment supplied by the NGO, eg computers. 	<ul style="list-style-type: none"> • Support staff from PIO2 is the same size as it is for PIO2 running the operation. 	<ul style="list-style-type: none"> • 	

87. Field Validation Lessons Learnt

Pilot Field validation activity 1 – Voluntary approach.

- Field Validation cannot be carried out without a CIM record to join it to.
- 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 results in a very low response rate.
- Five people sitting in a base station waiting for respondents is a waste of time, productivity and money.
- 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.
- 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.
- 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.
- Other means of informing the public should be utilized through homeowners association meetings, or church announcements through the parish priest since the CRS campaigns cannot be relied upon solely to inform everyone in the area.
- 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.
- 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.
- The manual for conducting field validation should have been read and reviewed before conducting the pilot field validation.
- 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.

- The door-to-door approach proved to be more time-efficient and more productive.
- 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.
- 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.

- 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 present their documents.
- The results should be documented each night or early the next day to identify any problems with the collected information. Many of the enumerators had not filled in the CRS survey, but this was not picked up until the activity was finished. Earlier analysis of the results would have identified this problem earlier and the importance of the activity could be reinforced to the enumerators.
- 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.
- 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.
- 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.
- The process should have been documented thoroughly.
- The manual should have been read and reviewed by the field validation team before the conduct of the third pilot of field validation.
- An analysis design/framework should have been developed to streamline the analysis and interpretation of results.

Pilot Field Validation 3 -Door to Door Approach in Informal Areas

- 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 field validation.
- Field Validation is a means to directly communicate with the stakeholders of the project. This activity is a venue to inform and create an amicable relationship with the stakeholders.
- 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.
- 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.

- The conduct of an assembly between the field validation team and residents as well as homeowners’ organizations assisted in the acceptance of and participation in field validation activities in the area.
- 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.
- A strategy to identify lot number needs to be developed and integrated in the training design of field enumerators.
- 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.
- Conducting a three-day field validation is insufficient to cover the whole area.
- Proper identification of field enumerators should be provided. These include identification cards, t-shirts, vests, and caps.
- More equipment is required in the field. The single TA laptop only has a three hour battery life and needs to be supplemented with a second battery pack and a car charger. The printer needs to be looked at and a model purchased that works from a battery pack. At least one more laptop is needed, this was identified in the PIO2 budget, to support the operations.
- The results need to be analysed quicker and more PIO2 staff support are required in the field to assist in the capture of the data.

Field Validation Holy Spirit

- If the details collected from the field are not analysed and acted upon the field validation is a waste of time.
- To get the full value of the data collection from the field all sheets must be entered into the cross index and the parcel records linked. This allows the use of data queries to analyse the data and reports prepared on the findings.

88. Field Validation Recommendations

89. The following are the recommendations for the PA LAMP;

- A co-ordination strategy is being developed between the different units in PIO2 to ensure that there is plenty of work ready for the NGO to use. This process needs to be carefully planned and monitored to ensure that the workflow is not interrupted.
- Alternative field validation techniques are required to try to locate as many owners/records as possible. The Assessor’s records will be used to located the last land tax payer and the field validation results will be used to follow any leads given by the property dwellers.
- The training program to be used for the field enumerators employed by the NGOs needs to be evaluated during the activity to determine its effectiveness.
- The operations of the NGO to carry out the field validation activities needs to be managed to get the maximum results. While the contract is for 30,000 parcels this is based on the

registered parcels and does not take into account the fact that some parcels can contain up to 6 or more properties in informal areas. Approaches to the specific areas will be selected to get the maximum benefits and ensure we are not collecting data from multiple properties which are situated over single parcels. We cannot afford to have the activity ended, ie the 30,000 parcels/properties validated and only details captured from informal settlers. The approach should maximise the effort to obtain as many records as possible.

90. The following are the recommendations for the LAM Program;

- Field validation will not be required in all areas, only where the records have been lost or destroyed and/or there is a high incidence of informal settlement.
- Adequate funding must be available for the activity and the funding must be easy to access.
- A separate approach must be used for established subdivisions and informal areas. The informal areas should incorporate a CRS information program that helps the residents understand how they can access the ownership records for the land they are residing on. In the established areas the information to be gathered should focus on establishing ownership and assisting those owners who need to reconstitute their titles. In informal areas it will focus on finding any details regarding the registered owners of the land.
- The Quezon City government and other LGUs will have to look at selling properties where owners have abandoned their rights, no longer paying land tax and have not had their titles reconstituted.

One Stop Shop

91. The One Stop Shop is defined in Activity 3.2.2, 3.2.3 and 3.2.4 in the project Log frame which states:

Activity 3.2.2: Establish a multi-agency TWG to oversee the planning and implementation for a OSS, and to coordinate between agencies.

Activity 3.2.3: Develop the OSS model and its mode of operation, and formulate a workplan for its establishment, with associated agency roles and responsibilities.

Activity 3.2.4: Develop and document systems and procedures for the initial OSS operation.

92. While all of these activities have taken place the actual OSS building has not been started so the operations cannot be tested yet.

Table 23: Evaluation of One Stop Shop activities

Activity	Strengths	Weaknesses	Constraints	Overall Recommendations
Partner Agencies Support				
<ul style="list-style-type: none"> 🗑 monthly meetings with TWG meetings 🗑 workshops 🗑 meetings with department heads 🗑 Study Tour 	<ul style="list-style-type: none"> • The agencies are able to provide inputs into the development of the OSS operations. • Meetings with agency heads allows the prototype to gain strong support at the agency head level • The study tour allowed exposure to working examples and to talk with people involved in setting up the process. 	<ul style="list-style-type: none"> • Some TWG members did not have the authority to make decisions. • Some TWG representatives could not provide adequate feedback to their department heads • inadequate meetings with agencies/ conflict of schedules 	<ul style="list-style-type: none"> • Some TWG members were not sure of the level of decision making they were authorized for. • Unavailability of agency heads (schedule conflicts) 	<p>The project needs to ensure that the feedback to managers is carried through.</p>
Administrative Support (finance procurement)				
<ul style="list-style-type: none"> 🗑 OSS construction 🗑 procurement of equipment 🗑 Hiring of staff 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Delayed approval of the reprogrammed budget. • Problems in getting the plan prepared by LRA. Weak compliance with procurement requirements 	<ul style="list-style-type: none"> • dependency on the PMO to provide the support for the approval process. • Lack of knowledge of the procurement process. • lack of procurement officer • Frequent changes in PIO2 management 	<p>There should be a specialized unit that can handle all procurement for the project.</p>
OSS Systems development				

Activity	Strengths	Weaknesses	Constraints	Overall Recommendations
<ul style="list-style-type: none"> ☞ Training of Staff ☞ Manual Development ☞ Simulation workshops ☞ Database (cross index) ☞ networking 	<ul style="list-style-type: none"> • Strong inputs from the TWG and OSS staff. • Parallel streamlining efforts from the partner agencies. • Enthusiasm and strong interest of the OSS staff • Conduct of the simulation workshops to pre test the OSS operations 	<ul style="list-style-type: none"> • Lack of mechanism to share information with the BOO project. 	<ul style="list-style-type: none"> • Possible conflict with the LARES project. 	<p>The involvement of staff that will operate the OSS will ensure that they take ownership of the processes and assist in its successful operations.</p>

93. OSS Lessons Learnt

- Securing of the site for the OSS needs to be one of the first activities carried out. Once this is secured any plans and building works need to be followed up as these activities take the longest period of time to complete.
- Lack of understanding on procurement and administrative requirements delayed the construction of OSS.
- It is essential that a MOA should be signed by all the participating agencies which shall highlight the specific roles of each agency in the OSS.
- Seeing the benefit of OSS-TWG workshop in getting the full attention and cooperation of the members, future discussions on critical/important aspects of OSS development should be undertaken in a workshop environment.
- A team needs to be assembled who look after all aspects of development for future one stop shops. The task is too complex and time consuming for a single person and at times has made it difficult for the Deputy Prototype Manager to spend time assisting the other units who need his attention
- The equipment requirements for the OSS must be worked out and the request included in the budget as early as possible.
- Development of OSS computer linkage with other agencies should take into consideration expenses other than the computers (ie. software, leased line, network connections, etc.).
- A smooth interfacing of the PIO2 database and its use in the OSS which will be linked to other existing systems of other agencies, should be carefully considered as this will likely form part of proposal for national strategy.
- Need to open lines of communication between the technical and decision-making people.
- The approval process within various agencies must be understood and carefully followed. Renovations have been held up because the approval has concentrated on DENR, who control the funds, but has slipped with LRA, who manage the site. As a result the site approvals had not been finalised when the contracts were approved and signed, so work has not yet started.

94. One Stop Shop recommendations

95. The following are the recommendations for the PA LAMP;

- The OSS must be started as soon as the staff can be detailed and the training completed. The MOA and the procedure manual must be completed.
- All efforts must be exerted to get the equipment required for the OSS and to fund the CRS campaign for its opening.

- The relationship between the LRA and LAMP needs to be strengthened and agreement reached on when the OSS renovation can commence. This needs to then be transmitted to the rest of LRA to ensure the process is not disrupted.

96. The following are the recommendations for the LAM Program;

- The management of any future OSS needs to be reviewed and a decision made as to whether it will be independently managed or managed by one of the agencies.
- Rural and Urban OSS deal with different agencies and have unique problems relating to their areas. The National strategy will need to take these factors into account.
- The involvement of staff that will operate the OSS will ensure that they take ownership of the processes and assist in its successful operations.
- There should be a specialized unit that can handle all procurement for the needs of the one stop shops and also organises the building and relocation processes.
- The prototype only looks at 5 barangays out of 143 in Quezon City. The design does not necessarily scale up and institutional and logistic requirements for a larger scale operation need to be studied.

Fake Title Investigation

97. Fake Title Investigation is defined in Activity 3.1.1 in the project Log frame which states:

Activity 3.1.1: Evaluate existing procedures to detect fake, duplicate and missing titles, records or plans and to resolve anomalies.

98. This was expanded to forming a TWG that would look at adopting a national strategy that would develop a co-ordinated approach for all agencies.

Table 24: Evaluation of Fake Title Investigation activities

Activity	Strengths	Weaknesses	Constraints	Overall Recommendations
Current Activities	<ul style="list-style-type: none"> • Each agency has developed their own procedures and is aware of the problems. 	<ul style="list-style-type: none"> • Lack of a unified plan between agencies. • Separate systems used cause duplication of effort. • Criminals are only warned by some agencies (including the ROD) rather than a police investigation being carried out. 	<ul style="list-style-type: none"> • Lack of permanent assistant from PIO2 	

99. Fake Title Investigation Lessons Learnt

- Fake title investigation cannot be affective if it does not have a GOP counterpart. If the TAs investigate the procedures and learn the issues, constraints and requirements, this knowledge is lost when they leave at the end of the project, with no benefit to the GOP.
- There are many types of fake and spurious titles/rights held in the community.
- There is not a clear strategic action plan for the passing of information between agencies when fake records detected in the Philippines.

100. Fake Title Investigation Recommendations

101. The following are the recommendations for the PA LAMP;

- A PIO2 assistant similar to the one used for OSS is required to co-ordinate meetings, distribute documents, etc.
- As quickly as possible a TWG needs to be established, with members from the agencies that are involved in fake title investigation and a set of counterparts elected.

102. The following are the recommendations for the LAM Program;

- At this stage no long term recommendations can be made as the activity has not been carried out in any detail.

Table 25: PIO2 Log frame
LAND ADMINISTRATION AND MANAGEMENT PROJECT
PROTOTYPE IMPLEMENTATION OFFICE 2
QUEZON CITY

TARGET BASED ACTIVITIES
 CY 2003

	Key Result Areas	Activities	Sub-Activities	UWM	Target											
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
3.1	Improved land <i>records</i> management systems <i>and</i> procedures developed, <i>tested</i> and documented			<i>no.</i>												
3.1.1	Evaluate existing procedures to detect fake, duplicate and missing titles, records or plans and to resolve anomalies	Establish TWG to improve coordination mechanism and test proposals to improve detection outside the system	Identify representatives Conduct workshop Establish TWG Conduct of TWG meetings		12	-	-	-	-	-	-	-	-	-	-	-
		Evaluate feasibility of recommendations on the detection of fake and duplicate and in resolving anomalies	Conduct regular meetings Identify mechanism to implement recommendations		-	1	-	-	-	-	-	-	-	-	-	-
		Implement recommendations in coordination with agencies	Meetings with agency heads Prepare MOA Monitor implementation		-	-	1	-	1	-	1	-	1	-	-	-
		Generate awareness on the part of the community on the detection of	c/o CRS			x	x	x	x	x	x	x	x	x	x	x
						x		x		x		x		x		x

	Key Result Areas	Activities	Sub-Activities	UWM	Target											
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		questionable titles														
		Information drive conducted with the courts to improve basis decisions relative to land cases (present findings to court)	Conduct meetings held with courts Implement recommendations Monitor implementation of agreed proposals			x		x		x		x		x		x
		Review policy studies reports and provide inputs on policy and legislative proposals	Prepare report and discuss with policy studies team with PMO			x	x	x								
3.1.2	Collect and collate all existing land records from different agencies and inconsistencies and anomalies, and develop a database for the purpose	Complete retrieval of titles and development of database and office validation systems	Retrieval/evaluation of title records from the ROD	no. of titles	3000	3380	-	-	-	-	-	-	-	-	-	-
			Bagong Silangan													
			Commonwealth			620	400	331								
		Creation of database on land information (survey, title, tax information)	Encoding of title information	no. of titles	1341											
			Holy Spirit													
			Batasan Hills			2326	2326	598								
			Bagong Silangan					1728	2326	2326	631					
			Commonwealth								1695	2326	2326	1589		

	Key Result Areas	Activities	Sub-Activities	UWM	Target											
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
			Updating database with UPI from CIM	no. of CIMs												
			Holy Spirit		16	16	18	-	-	-	-	-	-	-	-	-
			Batasan Hills		-	-	-	16	16	-	-	-	-	-	-	-
			Bagong Silangan		-	-	-	-	-	16	16	16	-	-	-	-
			Commonwealth		-	-	-	-	-	-	-	17	16	16	-	-
		Explore other sources of records to ensure accuracy and completeness of database and establish mechanism for updating	Meetings held with private offices to retrieve plans not in the records of government land agencies													
			Establish mechanisms for automatic updating of titles and Assessor's database	Mechanism developed	1	-	-	-	-	-	-	-	-	-	-	-
		Integrate the cross index into the OSS	Examine options for OV utilization by the public through linking to OSS						x	x	x					
		Update of cross index with new titles/transfers etc. based on OSS operations	Update cross-index with new titles					x	x	x	x	x	x	x	x	x
3.1.3	Conduct control surveys in the prototype area where required	Conduct investigation of control points	Follow-up with NAMRIA on completion of GPS control	Meetings conducted	1	-	-	-	-	-	-	-	-	-	-	-

	Key Result Areas	Activities	Sub-Activities	UWM	Target													
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
3.1.4	Develop a comprehensive set of cadastral index map for the prototype area, evaluating various procedures (including the use of orthophotos)	Complete retrieval of survey plans for DENR, LRA	points	cted														
			Check accuracy of CIM using survey control points		1	-	-	-	-	-	-	-	-	-	-	-	-	-
			Retrieve new survey plans DENR		450	-	-	-	-	-	-	-	-	-	-	-	-	-
			LRA		158	-	-	-	-	-	-	-	-	-	-	-	-	-
			Establish mechanism for updating of new survey plans	Written Mechanism in place	2	-	-	-	-	-	-	-	-	-	-	-	-	-
			LRA		1	-	-	-	-	-	-	-	-	-	-	-	-	-
			DENR		1	-	-	-	-	-	-	-	-	-	-	-	-	-
			Use of semi-digitized method in the production of preliminary CIM	no.	50	40	39	-	-	-	-	-	-	-	-	-	-	-
			Batasan Hills		17	8	7	-	-	-	-	-	-	-	-	-	-	-
			Commonwealth Bagong Silangan		17	16	16	-	-	-	-	-	-	-	-	-	-	-
		16	16	16	-	-	-	-	-	-	-	-	-	-	-			
		CIM completion	no.	50	40	39	-	-	-	-	-	-	-	-	-	-		
		Sheet preparation																
		Assigning of UPI/Parcel numbering																
		Quality assurance																

	Key Result Areas	Activities	Sub-Activities	UWM	Target											
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
			Prepare final CIMs after OV in Holy Spirit Updating of new survey plans Complete digitization Plotting of draft output Quality assurance Final plotting on drafting film Continuous updating Test other procedures Scanning and heads up digitizing Training on the use of scanner Set-up scanner at DENR-NCR Records Section	no.	-	-	-	22	22	-	-	-	-	-	-	-
			Scan identified survey plans within the prototype area Conduct heads-up digitizing at PIO2 Use of orthophotos Training/orientation Produce CIM using orthophotos Geographic Information Systems Development	no. of plans no.		x	x	x	x	x						
								1								

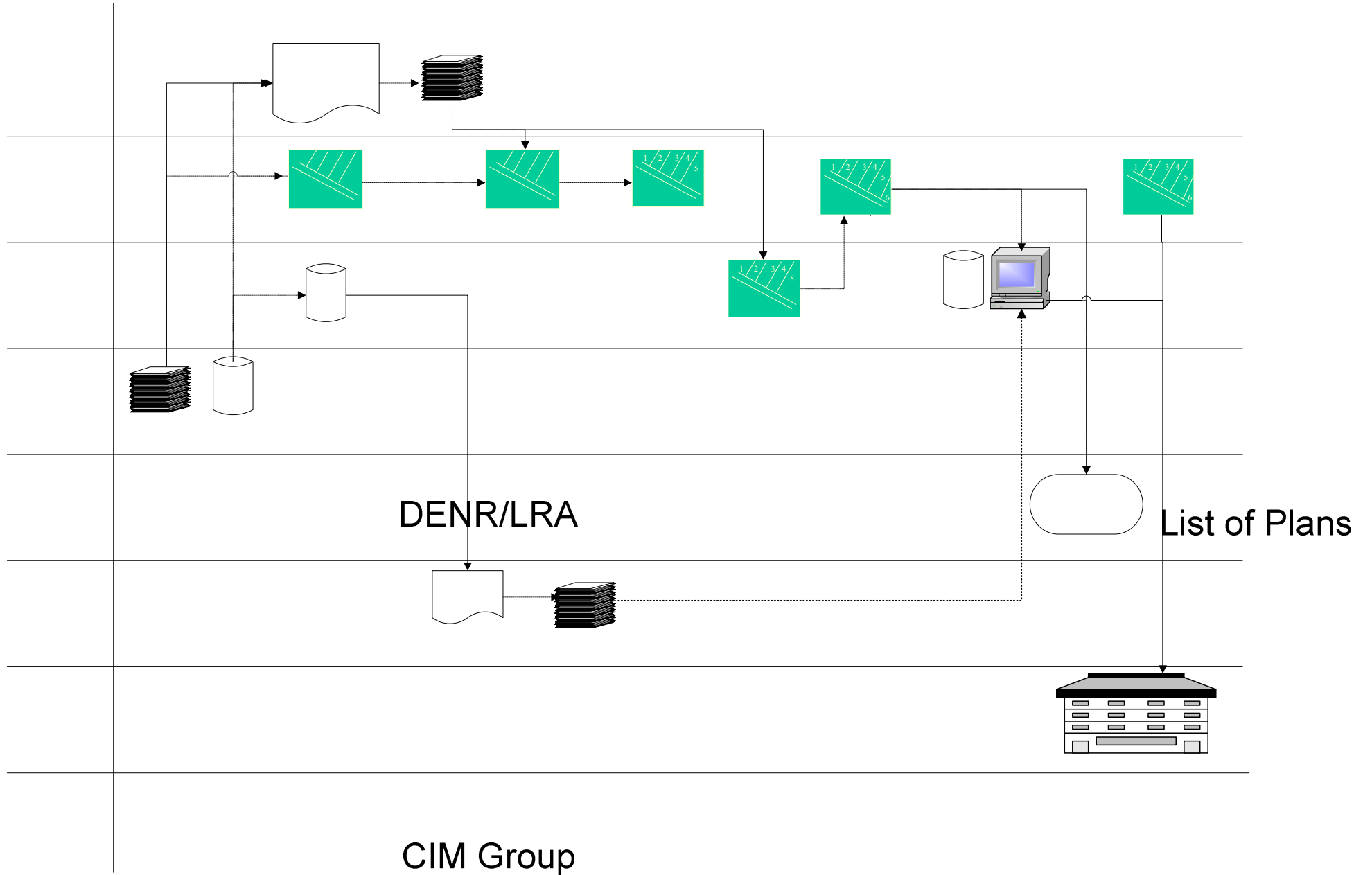
	Key Result Areas	Activities	Sub-Activities	UWM	Target													
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
3.1.5	Develop and test procedures for field verification of land records (field phase of records validation)	Completion of FV in Bgy. Holy Spirit	Conduct of advance course on GIS	Training conducted	-	1	-	-	-	-	-	-	-	-	-	-		
			GIS Development															
			Review and evaluate procedures tested															
			Documentation/preparation of report	Reports generated									x	x	x			
			Communication of findings to different stakeholders	no. of agencies									x	x	x			
			CIMs field validated	no. of CIM	-	44	-	-	-	-	-	-	-	-	-	-	-	-
			Processing/report on FV results	Reports processed	-	1	-	-	-	-	-	-	-	-	-	-	-	-
			Final CIMs produced	no.	-	-	19	19	19	18	18	18	18	-	-	-	-	-
			CIMs field validated	no.	-	-	17	17	17	17	16	16	15	14	-	-	-	-
			Testing of other methods of field validation	Other methods explored														
	Feedbacking results to owners																	

	Key Result Areas	Activities	Sub-Activities	UWM	Target												
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
3.1.6	Identify and document the range of problems, issues and anomalies encountered, propose and where possible) test options to resolve them	Evaluation of findings and identification of possible mechanisms to resolve anomalies	Evaluate/document findings Communicate findings to partner agencies and discuss options to resolve them Test proposed resolution	Report generated/ Workshop conducted Sample areas tested	-	-	-	-	-	-	-	-	-	-	-	1	-
3.1.7	Assess, document and communicate the outcomes of the improved systems and procedures that have been tested (see also Output 3.3), and provide recommendations for the policy studies and longer-term LAM Program	Conduct additional workshops and dialogues with practitioners to communicate the lessons of PIO2	Organize workshops and dialogues with practitioners to communicate the lessons of PIO2	Workshops conducted	-	-	-	-	-	-	-	-	-	-	-	1	-
3.2	Systems and institutional arrangements for streamlined, efficient and cost-effective delivery of land transaction services and associated information developed and tested				-	-	-	-	-	-	-	-	-	-	-	1	-

	Key Result Areas	Activities	Sub-Activities	UWM	Target											
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
3.2.2	Establish a multi-agency TWG to oversee the planning and implementation for a OSS, and to coordinate between agencies	Continuous OSS-TWG regular meetings	Organize regular OSS-TWG meetings	no.	1	1	1	1	1	1	1	1	1	1	1	1
3.2.3	Develop the OSS model and its mode of operation, and formulate a workplan for its establishment, with associated agency roles and responsibilities	Finalization of OSS model and securing of agencies' commitment on the agreed roles and responsibilities	Conduct integration workshop - Finalize draft MOA	no.	1	-	-	-	-	-	-	-	-	-	-	-
3.2.4	Develop and document systems and procedures for the initial OSS operation	Finalize systems and procedures for initial OSS operations	Update manual Finalize TOR of staff Present draft manual transactions to TWG members Organize workshop to review results on OSS operations Revise transaction manual Meeting with agencies on issues/ revisions Conduct 2nd OSS simulation workshop Finalize manual/dry run	no. no. no.	- 1 -	- 1 -	1 - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -

	Key Result Areas	Activities	Sub-Activities	UWM	Target													
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
3.2.5	Train OSS staff in the systems and procedures	Conduct of trainings for OSS staff	Secure Special Order of staff to work on OSS Conduct of trainings on: - OSS TWG Training - Basic computer operations - Team building for OSS staff - Communications skills/handling - conflict management	no. no. no. no. no. no.	-	1	-	-	-	-	-	-	-	-	-	-	-	
3.2.6	Establish the OSS appropriately staffed and equipped with all the necessary systems and procedures in place	Establishment of OSS office	Renovation of site - Approval of job order - Secure necessary permits - Actual renovation Procurement/installation of modular partitions for the OSS - Approval of job order Installation of equipment - Design computer for system/ setup for OSS operation - Install equipment Launching of OSS	no. no. no. no.		x												

	Key Result Areas	Activities	Sub-Activities	UWM	Target											
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
3.2.7	Review the performance and operation of the OSS and modify the systems and procedures of continuous	Evaluate initial OSS operations and apply necessary improvement with the concurrence of partner agencies	- Preparation of invitations		-	-	1	-	-	-	-	-	-	-	-	-
			- Arrangement for launching				1	-	-	-	-	-	-	-	-	-
			- Launch OSS		-	-	-	1	-	-	-	-	-	-	-	-
			- Sign MOA		-	1	-	-	-	-	-	-	-	-	-	-
			Conduct quarterly assessment	no.	-	-	-	-	-	1	-	-	1	-	-	1
			workshops													
			Review of OSS operations/transactions	no. of transactions												
			- Request for Certified true copy of titles													
			- Processing of the Request for the Issuance of Transfer Certificate of Title (TCT) based on Deeds of Sale lots													
			- Processing of the Request for the Issuance of Condominium Certificate of the Title (CCT) based on Deeds of Sale Condominiums													



end of report.