

# IMPROVE THE LAND ACQUISITION SYSTEM WITH A PROCESSES-BASED APPROACH

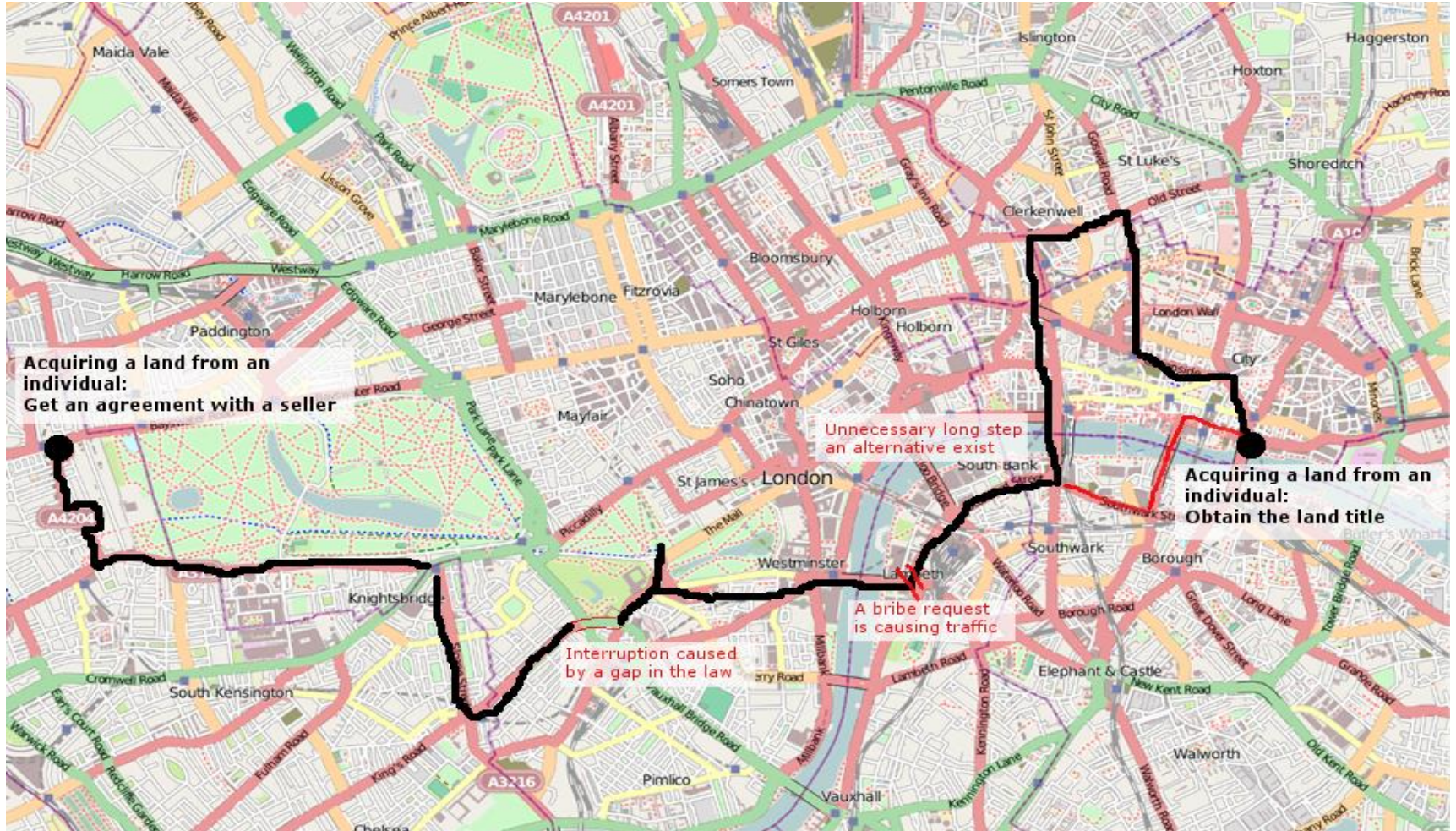
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2019 WORLD BANK CONFERENCE ON LAND AND POVERTY

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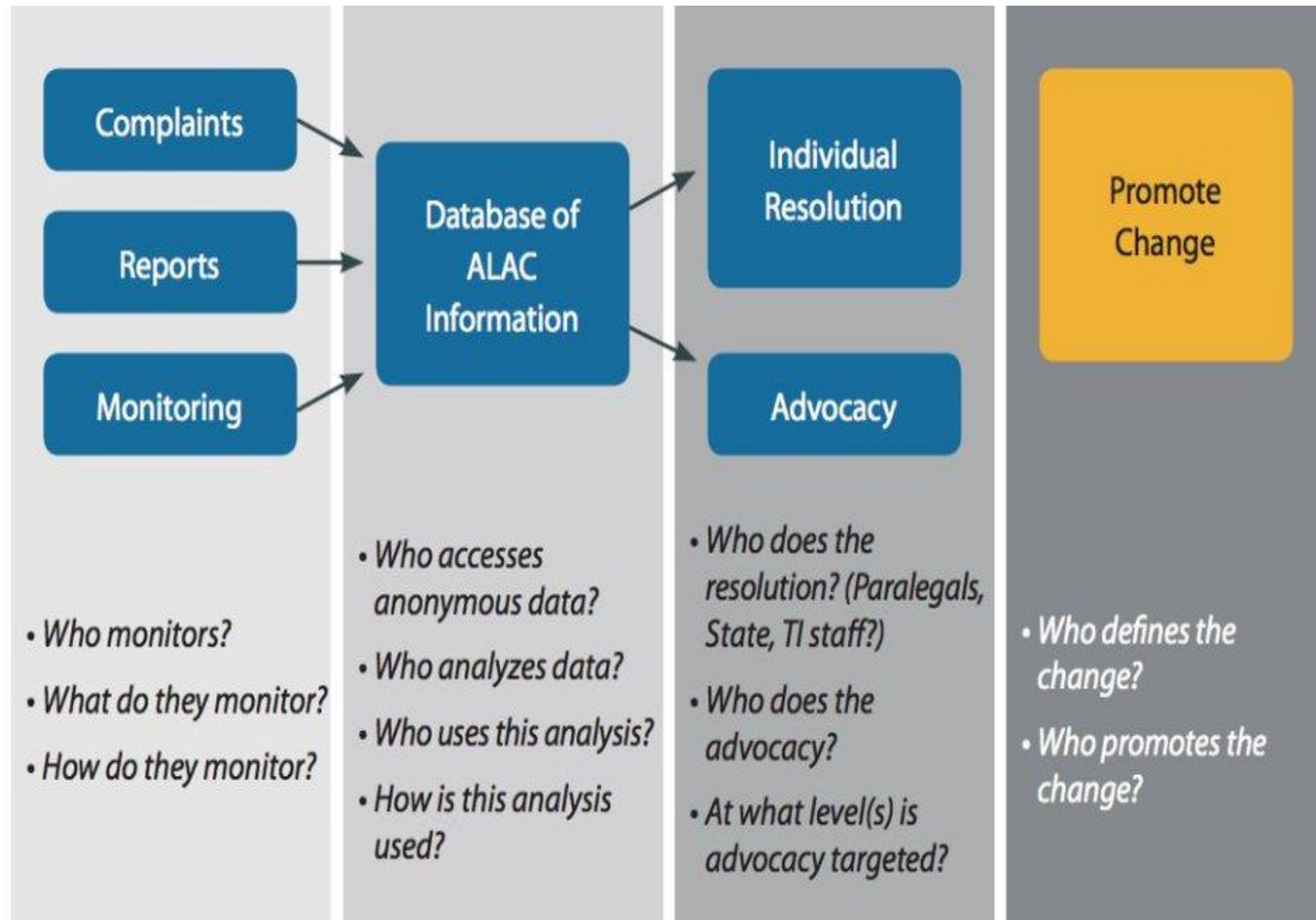
# SAMPLE ROAD MAP OF THE LAND ACQUISITION PROCESS





## CASE MANAGEMENT RESOLUTION APPROACH

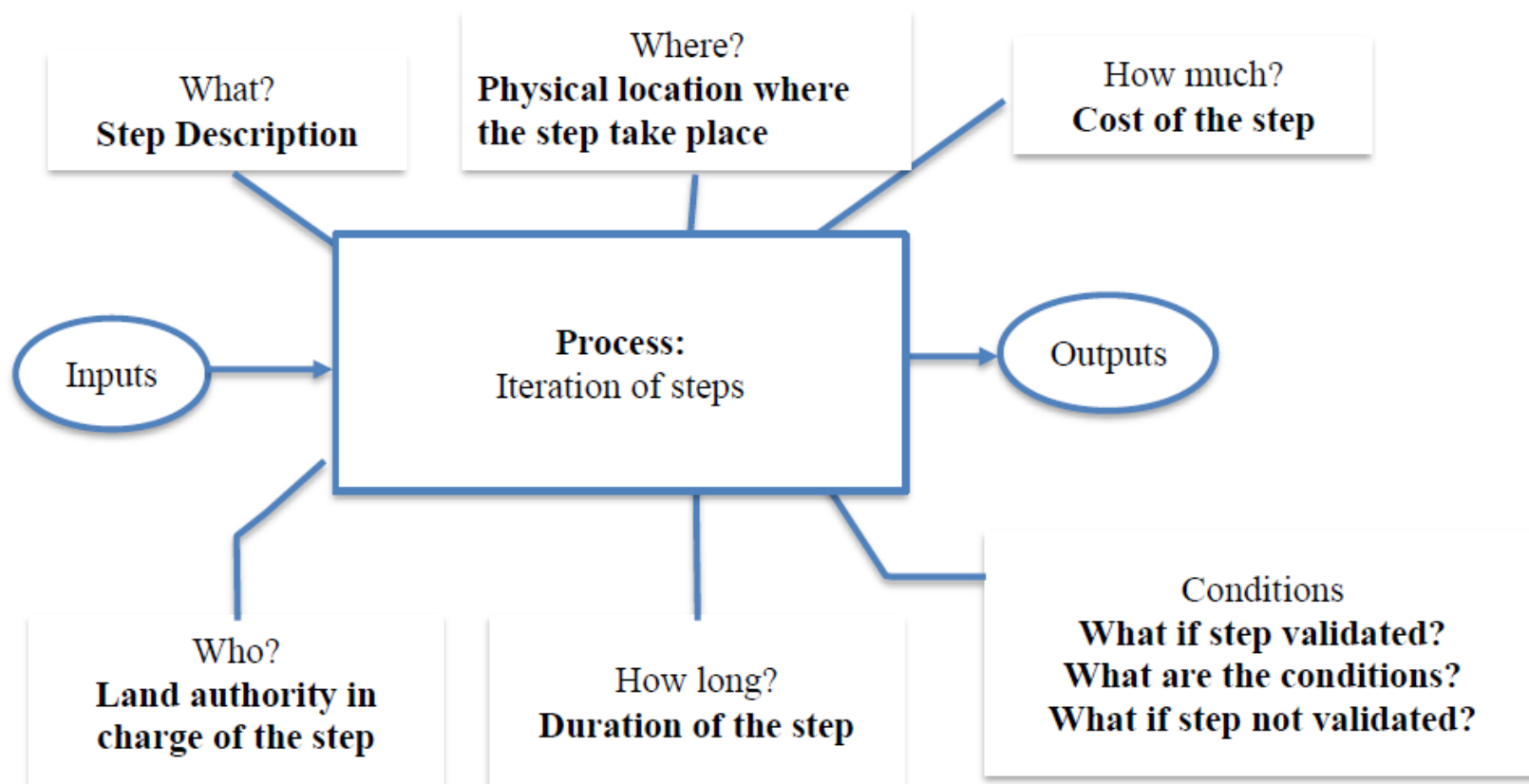
### Basic TI ALAC Model



Questions to consider which may highlight opportunities for broader citizen action.



## THE PROCESS-BASED APPROACH





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## THE PROCESS-BASED MANAGEMENT BENEFITS

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- Provides detailed information about processes, a clear guideline of how to acquire land regardless of the location or the specificity of the process.
- Measures the performance of a process, with for instance the customer satisfaction, the costs of a process, the quality of the service delivered.
- Identifies correlations between processes; helping to avoid duplication of steps, reducing costs and minimising wasted time and resources.
- Analyses processes and provides implementing updates, if required, to allow the land administration to deal with fast changes in demand.



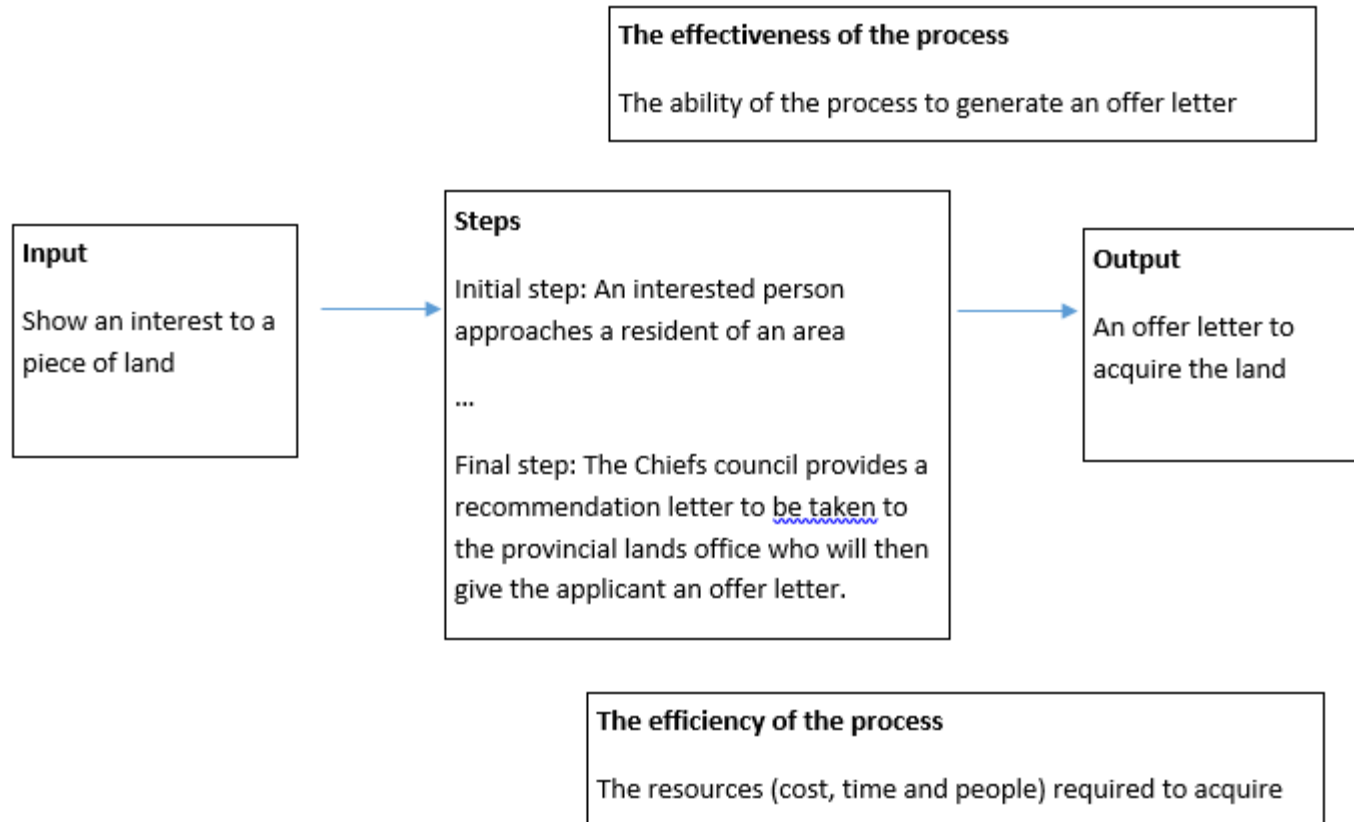
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## THE PROCESS-BASED MANAGEMENT LIMITS

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- Information missing: For many instances we have information missing, like the physical address of the office where to follow certain steps of the acquisition process is not available.
- Lacking clarity: Some steps in acquiring land are lacking clarity. In some instances, the required information is available but lacks precision (for example, varying costs or duration).
  - Incomplete outputs: Some processes do not provide all outputs of a step. You will know for example if you complete the land acquisition process properly, that you should receive land title, but there is no mention of a receipt for a payment made to the local authority.
- Inadequacy between the land regulations and the practical steps a user will follow. Local authorities are not always aware about new development of the laws and conversely, laws have not been always adapted to the context.

# GENERAL PROCESS OF ACQUIRING CUSTOMARY LAND IN ZAMBIA





# LAND PROCESS PLATFORM

WWW.LANDTRANSPARENCY.ORG.ZM

TRANSPARENCY INTERNATIONAL ZAMBIA CHAPTER

## Tracking Land Processes & Reporting Irregularities in Zambia

Search for the land process you need help with

WHAT PROCESS DO YOU NEED HELP WITH?

- Leases from Ministry of Lands  
★★★★★  
START PROCESS
- Leases from Local Authorities  
★★★★★  
START PROCESS
- Direct lease from the President  
★★★★★  
START PROCESS
- Acquiring Customary Land  
★★★★★  
START PROCESS

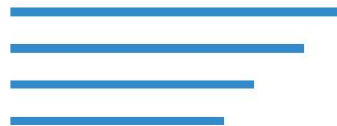
### Usage Stats

- Steps Completed  
7350
- Steps Not Completed  
830



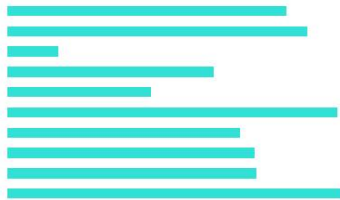
### Top Processes

- Direct lease from the President  
560
- Buying Land From Individuals  
490
- Acquiring Customary Land  
486
- Leases from Local Authorities  
367



### Process usage by Province

- Central: 237
- Copperbelt: 254
- Eastern: 43
- Luapula: 175
- Lusaka: 122
- Muchinga: 280
- North-Western: 197
- Northern: 210
- Southern: 211
- Western: 285



### Reports Stats

- In Progress  
1
- New  
8



Provide Feedback on the Processes





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