

Bosnia & Herzegovina

Benefiting the public by delivering essential data and services in Bosnia and Herzegovina

Data and services provided by the Federal Administration for Geodetic and Real Property Affairs (FGA) are essential to the infrastructure benefitting the general public in Bosnia and Herzegovina.

The demand for better quality services, accompanied by greater accountability and transparency, lies at the core of public sector reforms and e-government strategies. Customer awareness and a need for value for money are important drivers for change within FGA.

Continued implementation of the land administration sector reform, and creation of new client-oriented products, have been facilitated by the new Cadastre IT system. By formulating, establishing/creating, disseminating and setting-up databases of harmonised real estate data, data on property transactions, address data and other geographical information, FGA is progressively using information technology to improve services and transparency in the land administration sector.

To provide relevant e-services, a special portal www.Katastar.ba was developed. This has been providing free access to information since 2014 and in 2017 a record number of 8 million views were recorded. Registered users can access portal services via the Web Map Services (WMS), Web Feature Services (WFS) and Web Coverage Service (WCS) protocols. The system is capable of providing payable services but all government agencies can access the data at no cost.

Working in a demanding and developing environment, means that the future-oriented management and dedicated staff of FGA are well aware of the role, challenges and international trends in land administration. With the support of international partners, such as the World Bank, the Swedish International Development Cooperation Agency (SIDA) and Government of Norway, FGA is improving the availability, accessibility and efficiency of its service to the public, professional users and government organisations.

Data improvement to provide more accurate and reliable real estate data via a high-quality, timely, and easy-to-use customer service, is evidence of the continued development of land administration to support the reform of public institutions and European Union aspirations in Bosnia and Herzegovina.

