

**OFFICIAL
DOCUMENTS**

LN 8486-YF

Supplemental Letter No. 2

REPUBLIC OF SERBIA

April 17, 2015

International Bank for
Reconstruction and Development
1818 H Street, N.W.
Washington, D.C. 20433
United States of America

Re: IBRD Loan No. 8486-YF
(Real Estate Management Project)
Performance and Monitoring Indicators

Dear Sirs and Mesdames:

This refers to paragraph A.1, Section II of Schedule 2 to the Loan Agreement between the Republic of Serbia (the Borrower) and the International Bank for Reconstruction and Development (the Bank) for the above-captioned Project. The Borrower hereby confirms to the Bank that the indicators set out in the attachment to this letter shall serve as a basis for the Borrower to monitor and evaluate the progress of the Project and the achievement of the objectives thereof.

RD Very truly yours,

REPUBLIC OF SERBIA

By

Sen Zivi

Authorized Representative

Attachment

Attachment to Supplemental Letter No. 2

**IBRD Loan No. 8486-YF
(Real Estate Management Project)**

Performance and Monitoring Indicators

Project Development Objectives

PDO Statement

To improve the efficiency, transparency, accessibility and reliability of Serbia's real property management systems.

These results are at | Project Level

Project Development Objective Indicators

Indicator Name	Baseline	Cumulative Target Values				
		YR1	YR2	YR3	YR4	End Target
Average number of days to complete recordation of purchase/sale of property in land administration system (Number) - (Core)	48		30	15	7	4
Urban areas	48		30	15	7	4
Rural areas	48		30	15	7	4
Open (structured) data available to municipalities for re-use (Text)	None	Development of data model and specifications for geoportal	Geoportal has download service		Available to all municipalities	Available
Rules, procedures, methodologies and information widely and easily accessible and procedures operate for public to verify their information (Text)	Limited availability.	Procedures, methodologies and information available on internet.		Updated procedures, methodologies and information available on internet		Data available on internet
Increased customer satisfaction with real property management system, including as to quality and efficiency (Percentage)	66			70		80

Intermediate Results Indicators

Indicator Name	Baseline	Cumulative Target Values				
		YR1	YR2	YR3	YR4	End Target
Property price index established (Text)	Initial system in place.		Completed			Price index established.
Valuers operating in accordance with valuation standards (Text)	Limited use of standards.	Production of valuation standards approved	Standards for qualifications and education of valuers	Professional regulation approved		Valuers operating in accordance with valuation standards.
Building register (Percentage)	0		20	70		100
Mass appraisal system developed (Text)	No system	Data acquisition	Model tested	Tested in sample municipalities		In use in 5 Municipalities
Integrated REC and Registration System is operational in all RGA offices (Text)	No integrated system	Prototype developed and tested	Core system under development	Core system developed	Implemented in 15 LOC	System fully implemented in all LCOs
Central archive operational (Yes/No)	No	No	No	No	No	Yes
System for electronic issuing of building permit established (Text)	No system		System developed	System tested	System piloted	System developed, tested and piloted
Corporate strategy and business plan submitted to government (Yes/No)	No	No	Yes	Yes		Yes
Number of stabilized grid points (Number)	0		858	1,716		1,716
Number of leveled elevations (Number)	0		1,526	3,052	3,915	4,202
Number of measured gravimetry points (Number)	0		137	274		274
Clearing backlogs in accordance with defined service standards. (Percentage)	0	25	50	65	80	95
Number of beneficiaries from vulnerable groups assisted through mobile services (Number)						No target. Just to be monitored

Intermediate Results Indicators

Indicator Name	Baseline	Cumulative Target Values				
		YR1	YR2	YR3	YR4	End Target
Number of beneficiaries from vulnerable groups assisted through mobile services - female (Number)						No target. Just to be monitored.
Target land area with use or ownership rights recorded as a result of project (Hectare(Ha)) - (Core)	0	0	1,500	4,500	9,500	11,500
Area covered by digital maps under the project (Hectare(Ha) 10 ⁶)	4.6	5.3	5.8	6.4	6.7	6.7
Digital utility lines completed under the project (Kilometers)	0	6,800	13,000	20,000	27,000	34,000
Number of persons trained (Number) Of which female	0 0	1,500 400	2,500 800	4,000 1,300	5,000 1,700	7,300 2,100
Level of satisfaction of trainees with training (Percentage) Female		70 70	80 80	90 90	90 90	90 90

Indicator Description

Project Development Objective Indicators

Indicator Name	Description (indicator definition etc.)	Frequency	Data Source / Methodology	Responsibility for Data Collection
Average number of days to complete recording of purchase/sale of property in land administration system	This indicator measures the improvements in the timeliness of recordation of property purchases or sales, distinguishing between rural or urban, applicable to the project. The baseline value is the average number of days required to complete the recordation of a purchase/sale of a property in the land admin system in Serbia as per Doing Business 2015.	Quarterly reports	Republic Geodetic Authority (RGA)	PIU, Real Estate Cadastre (REC) sector in RGA
Open (structured) data available to municipalities for re-use	This indicator measures availability of RGA data at Geoportal that can be viewed and downloaded (for re-use)	Half yearly reports	RGA	PIU,RGA ICT Sector
Rules, procedures, methodologies and information widely and easily accessible and procedures operate for public to verify their information	This indicator measures availability of rules, procedures, methodologies used by RGA, the Ministry of Construction Transport and Infrastructure, and municipalities for delivering service to the public; and the availability and accessibility of the information related to services for the public so that those could be checked for accuracy and verified.	Half yearly reports	RGA, Ministry of Construction, Transport and Infrastructure (MCTI), Municipalities, Business Registry	PIU, RGA, MCTI, Municipalities
Increased customer satisfaction with real property management system, including as to quality and efficiency.	This indicator measures the increase in customer's satisfaction with RGA services.	Bi-annual studies and customer surveys	Surveys and Questionnaires	Consultant contract through PIU

Intermediate Results Indicators

Indicator Name	Description (indicator definition etc.)	Frequency	Data Source / Methodology	Responsibility for Data Collection
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Property price index established	Self-explanatory	Half yearly reports	Statistical Office; RGA	PIU Mass Valuation Unit in RGA
Valuers operating in accordance with valuation standards.	This indicator measures the improvement in property valuation through harmonization of national valuation standards with international standards which are then used by the valuers nationwide.	Annual reports	Valuers associations; Chamber of Commerce	PIU
Building register	This indicator measures the area for which the building registry is established as a percentage of the total country territory.	Quarterly reports	RGA	PIU, RGA
Mass appraisal system developed	This indicator measures the progress on establishment of a mass appraisal system.	Half yearly reports	RGA, Municipalities	PIU
Integrated REC and Registration System is operational in all RGA offices	This indicator measures progress on developing and implementing a software for integrated REC and Registration System in RGA.	Quarterly reports	RGA	PIU, REC and ICT sectors in RGA
Central archive operational	This indicator measures progress on establishment of RGA's central digital archive and archive building	Half yearly reports	RGA	PIU, RGA
System for electronic issuing of building permit established.	This indicator measures progress on development and implementation of a software in the Business Registry to support the system of unified procedures for issuing building permits electronically.	Quarterly reports	MCTI, Business Registry (BA), Municipalities	PIU, MCTI, BA, Municipalities
Corporate strategy and business plan submitted to government	This indicator measures RGA's progress on developing its corporate strategy and business plan aligned with relevant sector and government strategies.	Annually	RGA	PIU, RGA
Number of stabilized grid points	Self-explanatory	Quarterly reports	RGA	PIU, RGA
Number of leveled elevations	Self-explanatory	Quarterly reports	RGA	PIU, RGA

Number of measured gravimetry points	Self-explanatory	Quarterly reports	RGA	PIU,RGA
Clearing backlogs in accordance with defined service standards.	This indicator measures progress on reducing the backlog in RGA and MCTI. It measures the cases resolved in accordance with RGA standards as a percentage of the total backlog cases at any given moment.	Half yearly reports	RGA	PIU, RGA
Number of beneficiaries from vulnerable groups assisted through mobile services	This indicator measures the total number of beneficiaries from vulnerable groups benefiting from RGA mobile services. Vulnerable groups include people with disabilities, elderly, women, and Roma. Total number of female beneficiaries is a sub-indicator.	Half yearly reports	RGA, Municipalities	PIU, RGA
Target land area with use or ownership rights recorded as a result of project	This indicator measures the area over which use or ownership rights have been recorded as a result of the project	Half yearly reports	RGA	PIU, REC sector in RGA
Area covered by digital maps under the project.	This indicator measures the total territory (in million hectares) for which the cadastre maps have been digitized under the project.	Half yearly reports	RGA	PIU, RGA
Digital utility lines completed under the project	This indicator measures the total length of utility lines (in kilometers) digitized under the project.	Half yearly reports	RGA	PIU,RGA
Number of persons trained	This indicator measures the total number of people trained under the project. Total number of female trainees is a sub-indicator.	Half yearly reports	RGA, MCTI, Municipalities	PIU, RGA, MCTI, Municipalities
Level of satisfaction of trainees with training	This indicator measures the level of satisfaction of people trained under the project, disaggregated by gender.	Half yearly reports	Surveys and Questionnaires	PIU; RGA; MGSI, Municipalities