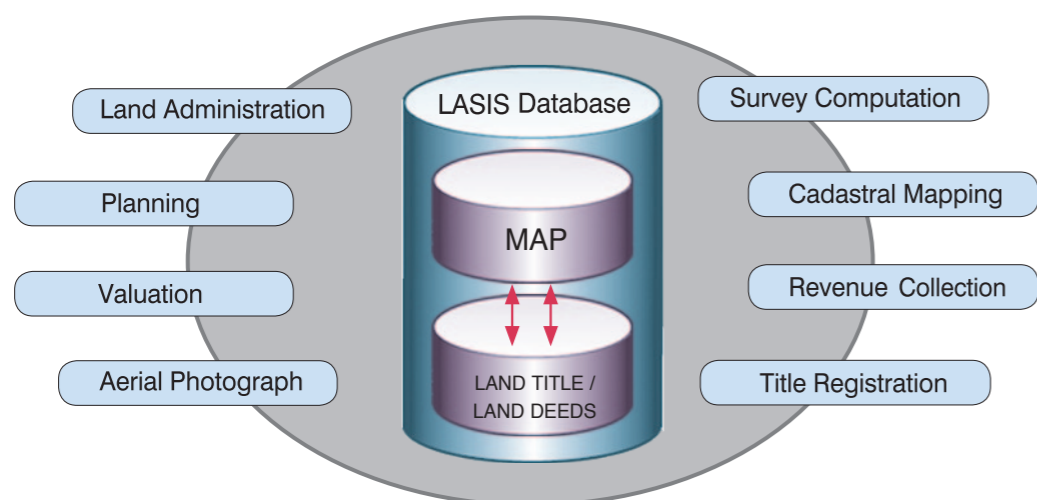


Integrated System for All Land Matters

A GIS centric integrated land information system that supports a full range of business processes on land matters

The strength of this solution lies in its single interface for all land matters and its modular architecture that allows modules to be implemented independently. Depending on a client's needs and priorities, basic modules can be implemented first and other modules added on later. Implementation therefore, can be economical and completed within a short period of time, yet the system can grow when the client's needs expand.



Land and Survey Information System (LASIS)

The Land and Survey Information System (LASIS) used Statewide by the Land and Survey (LNS) Department, Sarawak is the result of a 25 year journey of development, refinement and transformation, first initiated by the Chief Minister of Sarawak, Pehin Sri Haji Abdul Taib Mahmud in 1984.

Implemented in 2 phases, Phase 1 focused on computerisation of the core functions of LNS – land registration, revenue collection, survey computation and cadastral mapping. Phase 2 leveraged on Phase 1 to enhance the efficiency of land administration and land management and improve the service delivery of the department. Another focus of Phase 2 was to link all the Department's 11 Divisional offices in the State so that the whole Department's database is not only available on-line but also integrated and shared.

First Class Counter Service with LASIS

A significant result of LASIS Phase 2 is that it enabled the implementation of One Stop Counters. As the name implies, the counters are envisioned as a single point of contact for the public for all land matters. With the counters, transactions can be completed on the spot, cutting down on time LNS's customers spend at the LNS office.

The counter serves to streamline work processes and procedures. Previously, to process an application, customers would need to move to different sections within the Department to collect the necessary documentation, now however, customers need to make only one stop. In addition, the streamlining of processes and the consolidation of information have shortened the turnover time for services. For instance, subdivision registration and land instrument registration can be completed within a day.

Services offered by the counter include the sale of maps and plans, payment of land rent and premiums, renewal of land leases, title searches and print-out of land titles, land applications and registration of land instruments.



Step into the Samarahan Divisional office of the Land and Survey Department and the impression you might get is one of a quietly competent public service centre. What you might not realize is that you have just entered one of the newest branches of the most efficient Land and Survey department in the country. Within this modest building, behind its unassuming orange walls, beats the heart of the most advanced land information system in Malaysia, second to none in the world.

What our customers say....



Encik Taib Bin Belal
Superintendent of the Land and Survey
Department, Samarahan Division

"Everyone here is a big supporter of the new system," Mr Taib tells us. "It is very easy to use. It really cuts down all the running around, and I'm not just talking about the public, I mean our staff as well...."

It used to be, when a member of the public brought in something, a land application for instance, you'd have to go to the filing cabinets to search for all the relevant information, and the application would need to be sent to a lot of other people for verification, and so on, and maybe we would even need to send a surveyor to survey the land....

Of course things became easier when Phase 1 came in and all the information was put into a database but you would still need to shuttle the thing from section to section.

Now, everything is consolidated and you don't even need to send out a surveyor, you can just view the aerial photograph.....

Of course one person still doesn't do all the work, after all we still need checks and balances to ensure the information is not compromised, but these days we just click a few buttons, the other person gets a notification, does what he needs to do and sends it back. It's very very fast now."

Convenient Land Services for the Public

Title Search / Renewal of Land Lease

Another avid fan of the system is Mr Idris Moshidi, a freelance land broker. "In my line of work I frequently visit the One Stop counters to get cadastral plans or check who owns a particular piece of land. In the past, I needed to go to the Land and Survey office of the division where the land was situated. It wasn't very convenient. Nowadays, I can go to any One Stop counter and get the information. And it's the same for land renewals too. Furthermore, when the renewal has been approved, the system will notify me via email."

Title Registration

Mr. Abdul Razak Bin Morshidi, a Registrar, tells us with pride, "today land registration only takes one day to complete with LASIS."

Land Application

The system has also greatly simplified and sped up the application process. Using the system, counter officers can check whether the land is cleared or forested (state land), and check whether the land has been reserved for any government projects. Once the checks are completed an officer submits the information of the applicants and the land and immediately posts the application online to HQ, instantly eliminating the time previously needed to physically send the application documents. Applicants will be notified on the success of their application through email.

FEATURES	BENEFIT TO DEPARTMENT	BENEFIT TO PUBLIC
Integrated and comprehensive system; easy data sharing and draws together all information to a single point	No need to enter data more than once. Can provide 1-stop counter service.	Ease of dealing with Department. No longer need to be shuttled from Section to Section. More information available at a single point. Immediate query, immediate results.
Built-in data validation checks, business rules and procedures	Shorter learning curve. System will prompt user what to do next. More accurate data.	Accurate information, better service.
Tight systems security installed – physical server room lock-out, password login protection, differentiate access and audit trails	Easier to store. Keeps confidential information restricted. Checks and balances.	Higher level of trust and confidence in data provided.
Numerous reports; presentation of information in different formats	More options in presentation of management information for decision-making.	Data can be presented in graphic form for clearer understanding.
GIS Centric system	Location based queries; information supplied can have a spatial element.	Graphical presentation of data e.g. Where your plot of land is on a map, in relation to rivers, roads, etc.
Automated work flow routing and tracking	Faster processing. KPI applied e.g. escalation of job to next officer to be processed within allowed period of time.	Faster service e.g. registration of legal instruments in a single working day has been achieved. First in Malaysia
SMS and/or email notification to applicants	No need to write or call applicant when processing is completed.	Faster service.
Online payment of land rents and premiums; partial payment, advance payment allowed.	Provision of another option to Public, less congested counters.	Greater convenience.
APIS – database of digitised aerial and orthorectified photos	An aerial coverage facilitates land application processing and development planning.	Faster approvals of development proposal.