

Below is a general outline of procedures and service delivery offered by a typical Ministry of Lands and Housing, tailored to reflect potential services in Abia State:

Procedures and Service Delivery for the Ministry of Lands and Housing

1. Land Allocation

Procedure:

- . Ministry advertises availability of land, specifying types and location
- . Applicant purchases application form, fills and submits an application for land allocation.
- . Provide required documents, including personal identification form and purpose of land use, current tax clearance certificate.

- . Application form is reviewed by the Land Use and Allocation Committee (LUAC) which in turn recommends to Management for approval.
 - . Upon approval, applicant receives allocation letter
 - . Accept offer and
 - . Pay applicable fees.
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- . **Service Delivery Time:** Typically 30-60 days after application submission.

2. Issuance of Certificate of Occupancy (CofO)

- Procedure:**
- Applicant submits a completed application form with supporting documents (e.g., registered power of Attorney or any other proof of ownership and identification).
- Site inspection by ministry officials.
- Applicant pays processing fees at bank.
- Application undergoes verification and approval.
- Applicant collects CofO.

- **Service Delivery Time:** Target of 30 days under the '*Get Your CofO in 30 Days*' initiative.

I3. Land Title Registration

- **Procedure:**

- Applicant submits application for land title registration or recertification.
- Provide evidence of ownership and other required documents.
- Conduct site verification and payment of fees.
- Issuance of registered title document or recertified document.
- **Service Delivery Time:** 4-6 weeks.

4. Land Use Approvals and Building Plan Permits

Procedure:

- . Submit application for land use approval or building plan permit.
- . Attach architectural drawings, survey plan, and environmental impact assessment (if applicable).
- . Conduct technical review and site inspection.
- . Pay approval fees.
- . Receive approved plan or permit.
- . **Service Delivery Time: 2-3 weeks.**

5. Property Valuation and Land-Related Advisory Services

- Procedure:**
- Submit a request for property valuation or advisory services at customer service.
- Provide property details and documents.
- Site inspection and valuation assessment by ministry officials.
- Receive valuation report or advisory feedback.
- Service Delivery Time: 1-2 weeks.**

6. Resolution of Land Disputes

- . **Procedure:**
- . Submit a petition or complaint with evidence of land ownership or agreement.
- . Attend mediation sessions facilitated by the ministry.
- . Resolution reached through legal or administrative intervention.
- . **Service Delivery Time:** Case-dependent, typically 1-3 months.

7. GIS Mapping and Survey Services

- . **Procedure:**

. Request GIS mapping or survey services.

- . Submit survey plan and proof of ownership.
- . Conduct field survey or mapping exercise.
- . Delivery of updated maps or survey documents.
- . **Service Delivery Time: 2-4 weeks.**

8. Mass Titling and Recertification Campaigns

- . **Procedure:**
- . Property owners apply during campaigns, submitting relevant documents.
- . Ministry conducts verification and site inspections.

- Issuance of title documents upon approval.
- **Service Delivery Time:** Campaign-specific, usually 30 days.

Key Features of Service Delivery

- **One-Stop Desk:** Centralized point for inquiries, submissions, and follow-ups.
- **Customer Support:** Dedicated units (e.g., Customer Service Unit) to address complaints and provide updates.
- **Timeliness:** Commitment to service timelines (e.g., 30 days for CofO issuance).
- **Transparency:** Clear communication of fees, requirements, and processes.

This framework can be adapted or expanded based on the Ministry's specific policies and initiatives. Let me know if more details are needed on any service!