MALAWI – TRIMBLE LANDFOLIO

Ellen Nakoma

&

Mphatso Kapokosa

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Introduction

- Malawi started a post independence regulated mining sector in 1981 with the Mines and Minerals Act 1981

- The documentation from then until around mid 2000s was relatively small and easy. However, as the sector started to expand, it necessitated the need for a better system to keep track of licences

- In around 2010, GIS software (MapInfo) was introduced and became the main method of tracking spatial data. However, this became unreliable and complete data was only kept by one laptop on one persons laptop

Background

- The Government of Malawi benefited from a loan/grant from World Bank/EU in around 2011 to improve investment climate and management of licences

- The World Bank/EU project (known as Mineral Governance and Growth Support Project) started full implementation around 2013

- The process of implementing a "Computerized Mineral Rights Cadastre System" only started in mid 2016 with funding under the World Bank/EU

Configuration and implementation

- The process started with a stakeholder workshop and some meeting to discuss the system with Spatial Dimension (Trimble)

- This was followed by training and configuration

- There was 1 full 2 week training, then user acceptance with training included and then admin training

- Go live was in March 2017 and this included 2 weeks with the consultant

Accomplishments

- The process itself made us scrutinise our processes in a way we had not done before such that administrative processes were improved.

- The Go-live went relatively well

- Admin training was very successful leading to most notifications and other basic configurations being done internally

- Regional offices have equal access to the system

- Explosives and inspectorate sections have been engaged and integrated e.g. inspection reports, explosives permits

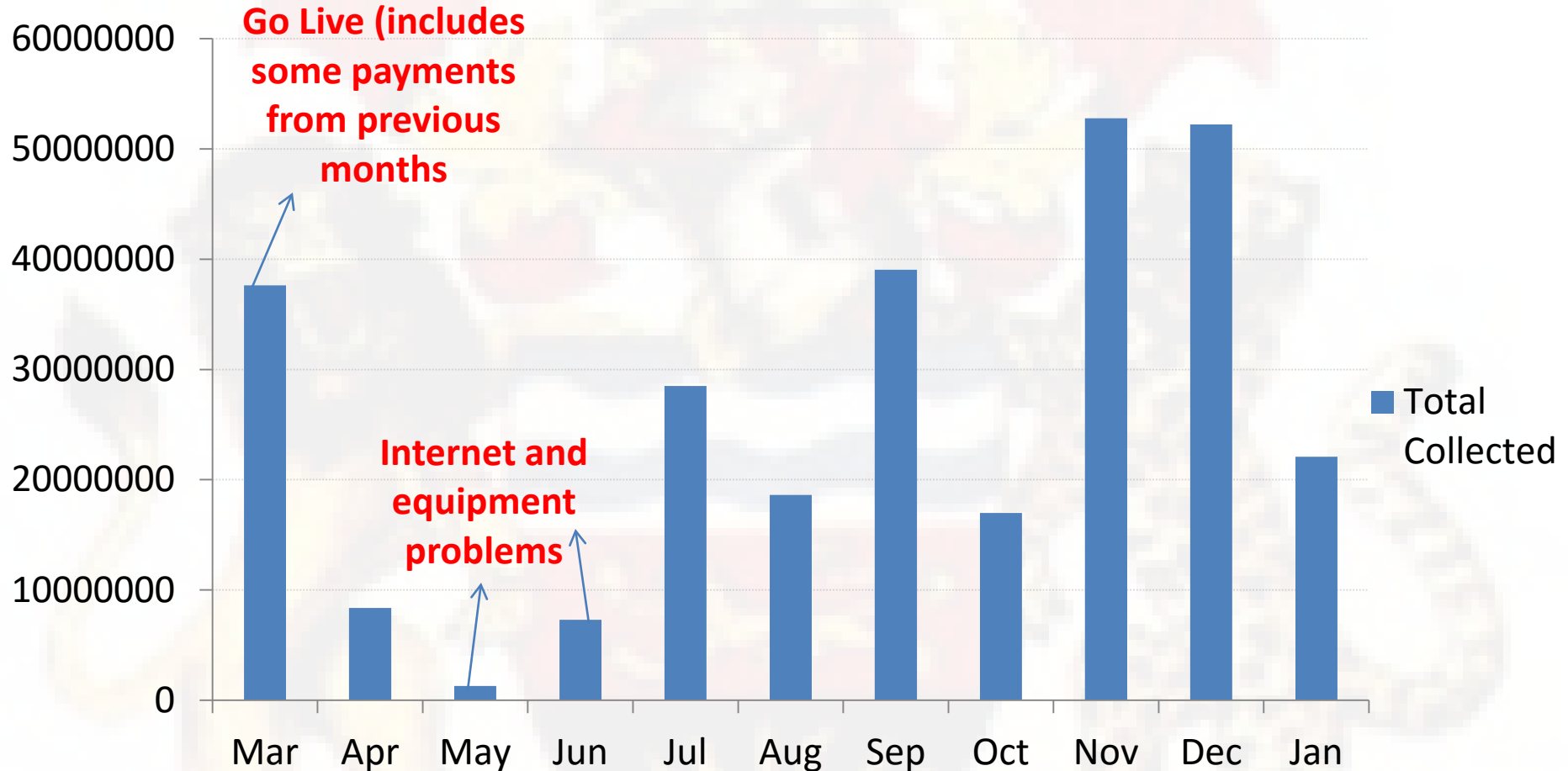- Support has been very quick and efficient

Benefits

- Having the public portal has brought about transparency and scrutiny from clients and public. It used to be easy to manipulate things but now everyone can see what one is doing in real time.

- No need to always go into registry office to look for documents

- Lost documents can be recovered if uploaded

Benefits Cont'd

- The system helps us to very easily keep track of regulatory and administrative processes as well as licensee obligations

- Reminders are very easy to send and the companies have started submitting obligations on time e.g. royalty is being paid monthly instead of waiting for it to accumulate. It is impossible to skip a payment without being tracked

Post Cadastre Revenue Chart

Total Collected

Post Cadastre Revenue Chart

Challenges

- Malawi local coordinate system is Arc 1950 UTM Zone 36S. However GPS/GIS use WGS 84 and this is what most clients recognise. It became a challenge during configuration and now most clients are not able to fully understand coordinate systems

- Licence granting periods are still taking too long (up to 4 months instead of the target of max of 2 months) – It was realised that there is need to improve other aspects of administrative procedures such as licencing committee meetings

- Resources such as internet, equipment and reliable staff have been a challenge

Things to consider

- People are important. Use all people and recognise and reward them

- Support staff such as payment officers typically have difficulty understanding the software and need constant assistance taking time from officers

- Trimble is meant to enhance and not replace humans

- Requisite resources such as internet, computers, electricity backup must be provided

Tips

- You can use Landfolio on phone/tablets which has been useful e.g. assisting colleagues with user rights

- You can open multiple instances of Landfolio by using different browsers e.g. 4 different browsers at the same time

- For admins, if someone wants password reset, they should do it in writing either email or signed document

Tips Cont'd

- It is better and easier to set up notifications on your own by training capable admins. Trimble only assists when there are difficulties

- Do as much as possible through the system to ensure that people do not get used to doing anything offline. Even for explosives, all payments, safety reports we are encouraging people to use the system

- Set up as many letter and document templates as possible to encourage this

Things Remaining

- Configuration of custom reports such as production
- A new mining law is on the table and this should be configured when it is passed

Conclusion

- The system has capabilities that far exceed expectations such that our own imagination is the only limitation

- The importance of having good staff and adequate resources should never be overlooked

- The system has improved the processes and brought in transparency