

THE DIGITAL TRANSFORMATION OF GHANA'S LANDS COMMISSION

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Lands Commission



AfricaGIS 2025



UN-GGIM: AFRICA
UNITED NATIONS
GLOBAL GEOSPATIAL
INFORMATION MANAGEMENT

**AfricaGIS 2025 and
UN-GGIM: Africa XI Joint Conference
Alisa Hotel, Accra, Ghana | Nov 17 – 21, 2025**

THE AGENDA

- The Challenge: The Era of Manual Processes
- The Vision: A Digital Land Administration System
- The Transformation Journey: Our Strategic Pillars
- Spotlight on Key Solutions: Data, Systems, and Portals
- Lessons Learned & The Road Ahead
- Conclusions

MANUAL LAND ADMINISTRATION

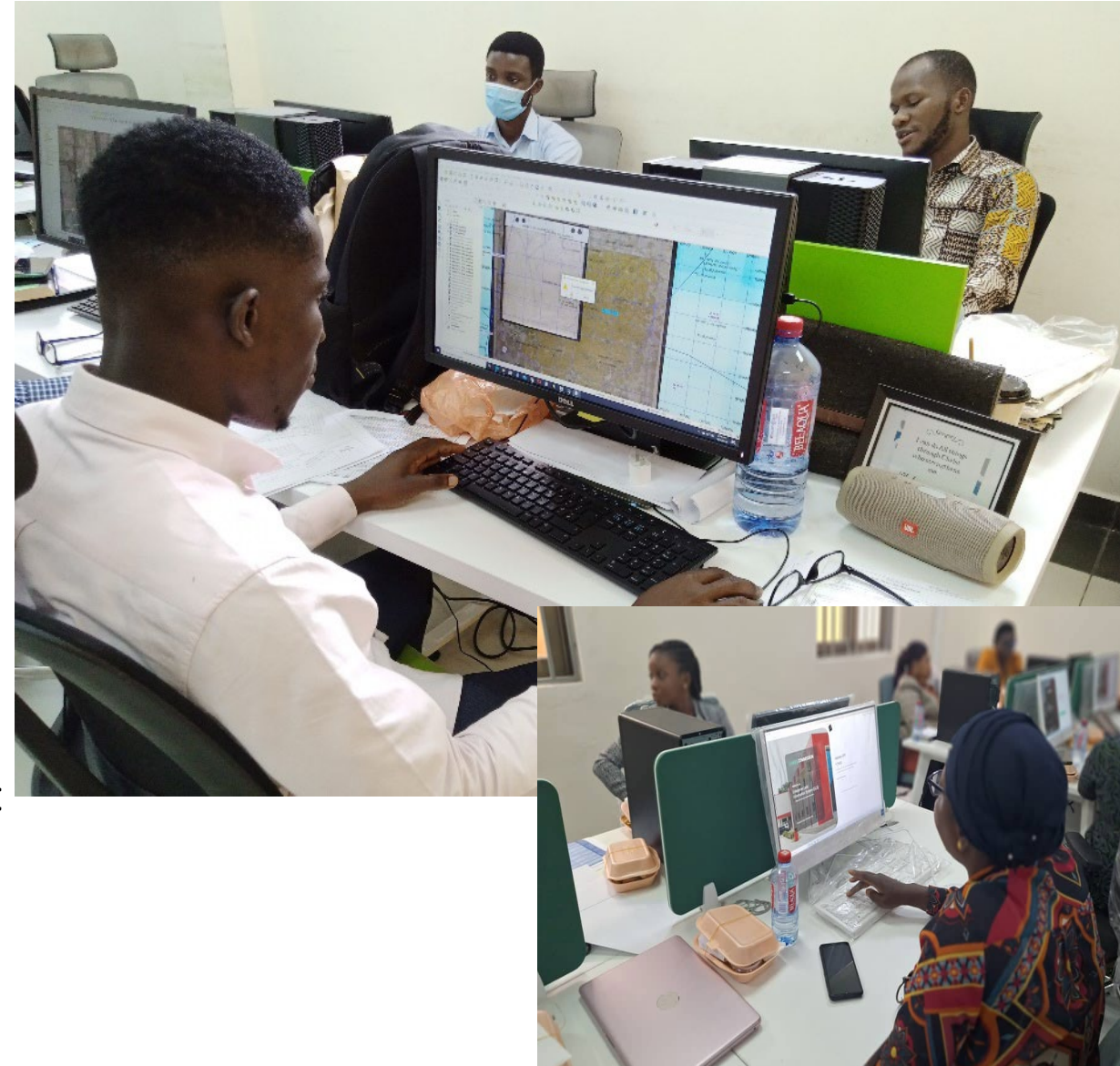
- **Fragmented & Manual Data:** Paper deeds, analog maps, disparate records across divisions.
- **Cumbersome and Inefficient Processes:** Lengthy, sequential workflows with multiple handoffs and bottlenecks.
- **High Risks:** Duplicate allocations, missing files, forgery, land disputes.
- **Lack of Transparency:** Citizens and investors had little visibility into process status.



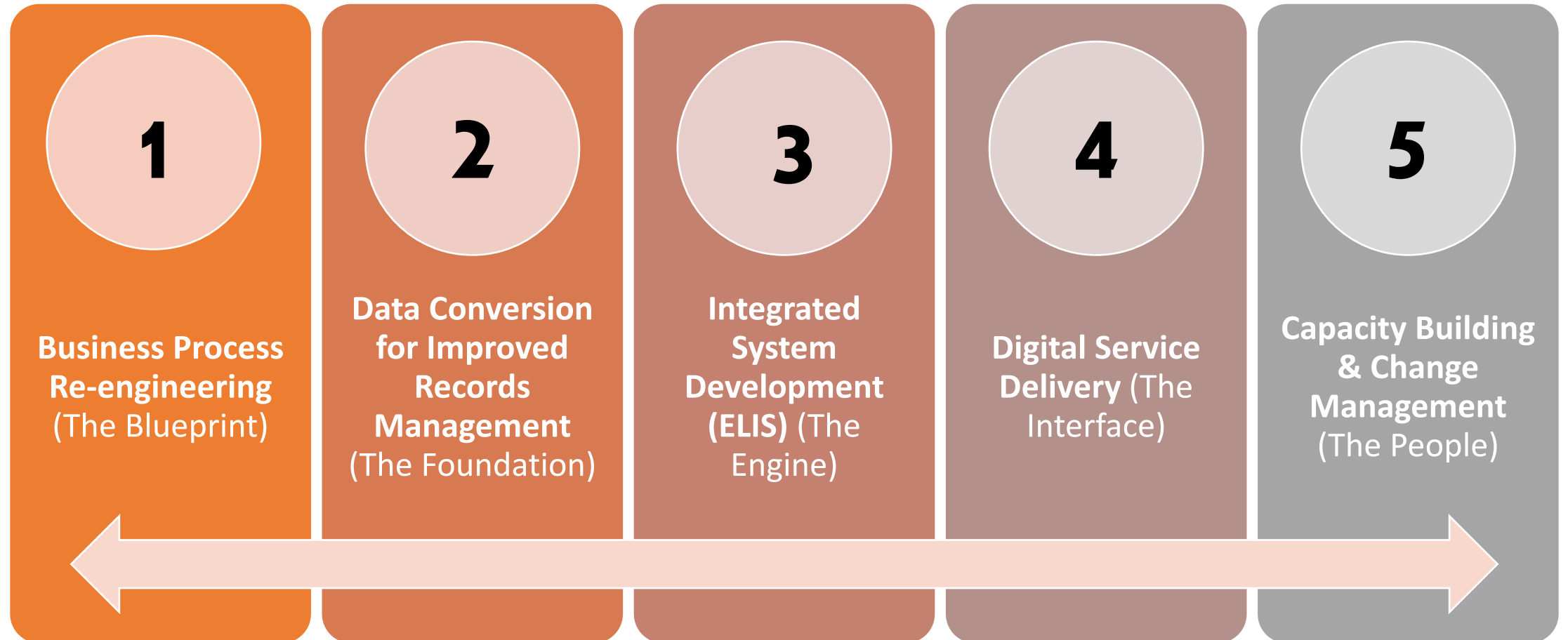


DIGITAL TRANSFORMATION GOALS

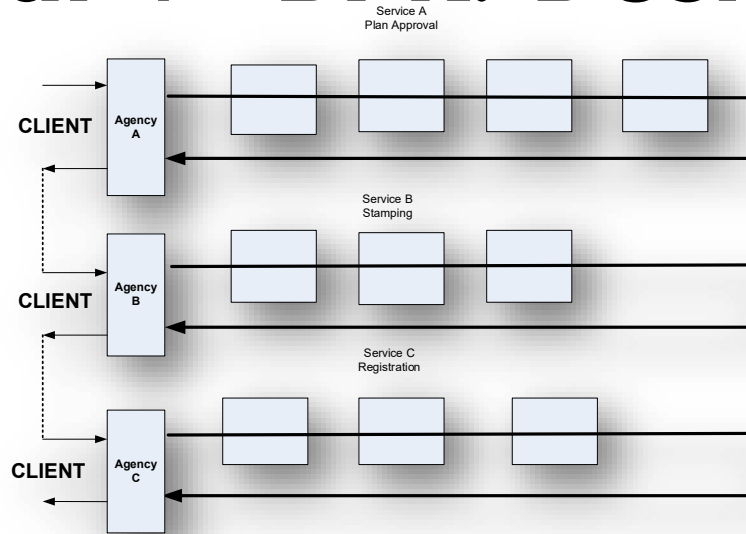
- **Streamlining Operations**
 - Reducing turnaround times, improving processing time, and eliminating delays in document access.
- **Enhancing Security and Data Integrity**
 - Protecting documents against unauthorized changes, fraud, and counterfeiting.
 - Leveraging QR codes and secure data systems to ensure each document's integrity and authenticity.
- **Increasing Accessibility and Transparency**
 - Easy availability of digitized records to support quicker and more reliable decision-making.
 - Making information on land ownership and transactions readily available to authorized users.



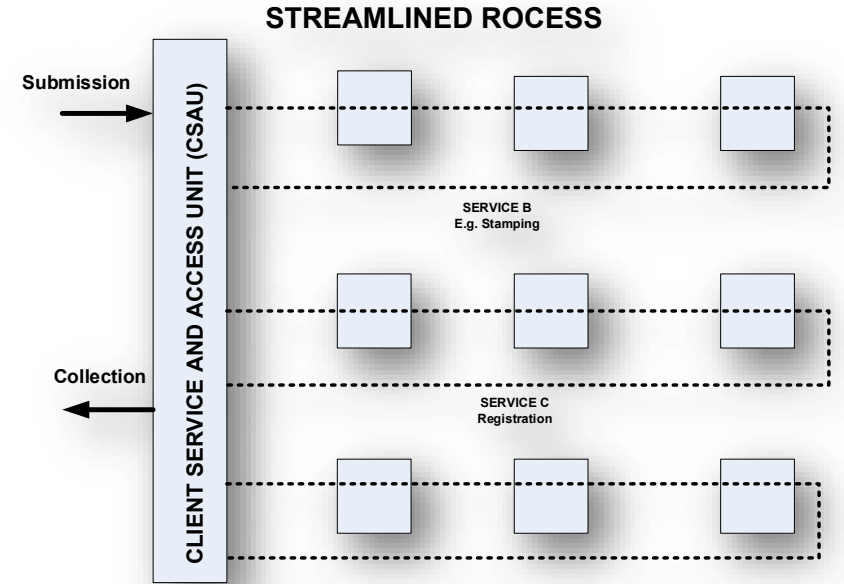
THE PILLARS OF THE DIGITAL TRANSFORMATION



Pillar 1 - BPR: Designing for Efficiency



"Many Doors for One Service" (the old way): The customer (arrow) needs to visit each Division of the LC in order to process service request.



"One Door for Many Services": The customer visits one office (CSAU) for his/her service application. The client can obtain a range of different types of services from the same office.

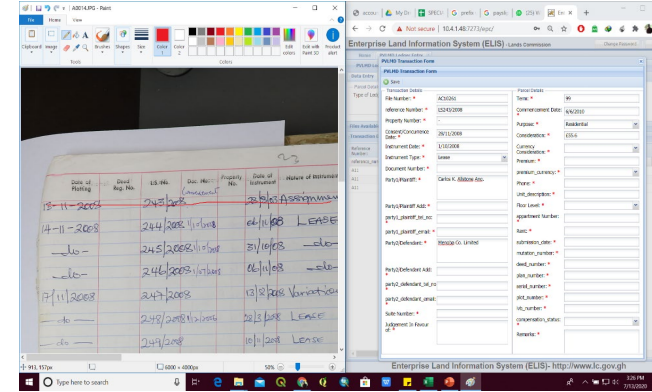
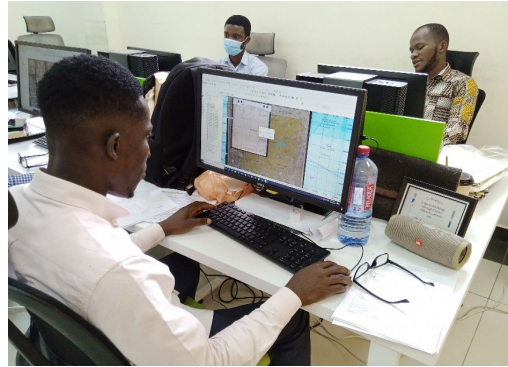
- **The "As-Is" Analysis:** We first mapped every step of our manual processes to identify bottlenecks, redundancies, and delays.

- **Designing the "To-Be":** We radically redesigned workflows before any software was developed.

• **Key Changes:** Eliminated unnecessary steps, introduced parallel processing, defined clear SLAs, and established a single point of contact for clients.

• **The Result:** The blueprint for the ELIS system was based on these new, efficient processes.

Pillar 2: Data Conversion for Improved Records Management



scanning, geo-referencing, digitizing and archiving of existing records



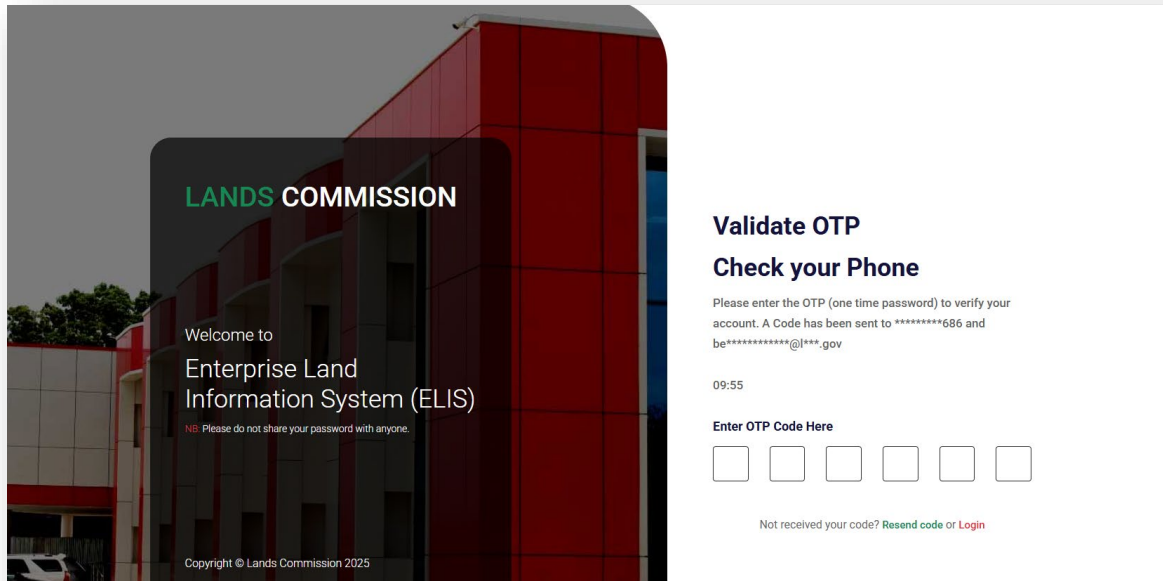
Old state



Current state

Significant reduction in turnaround time for the location and retrieval of soft and hard copy Files and other documents (From MONTHS to FEW DAYS)

Pillar 3 - The Engine: The Enterprise Land Information System (ELIS)



LANDS COMMISSION

Welcome to
Enterprise Land
Information System (ELIS)

NB: Please do not share your password with anyone.

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Validate OTP
Check your Phone

Please enter the OTP (one time password) to verify your account. A Code has been sent to *****686 and be*****@****.gov

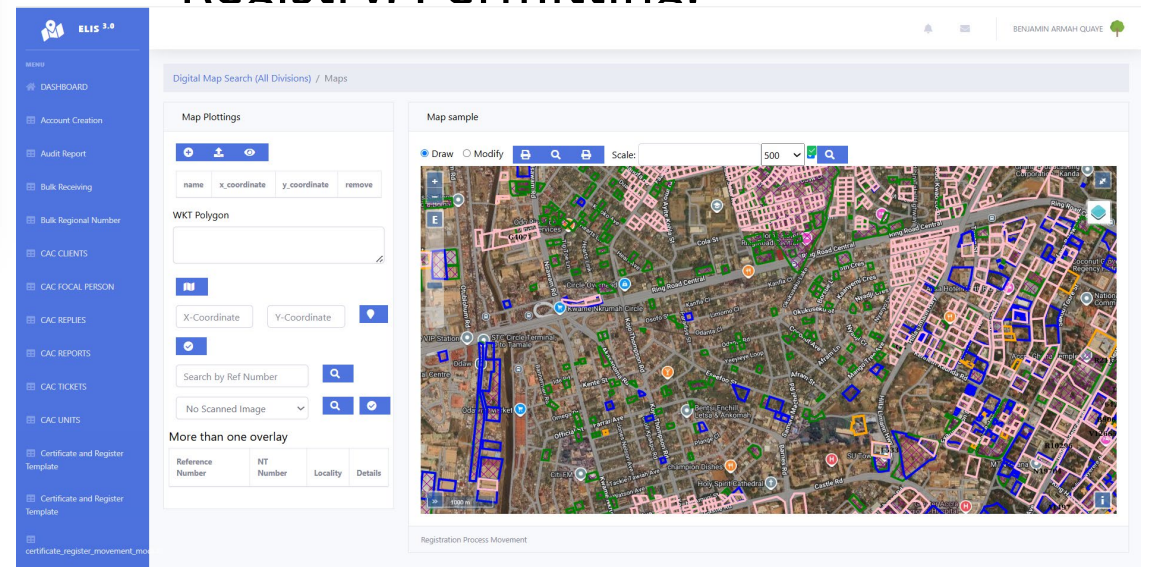
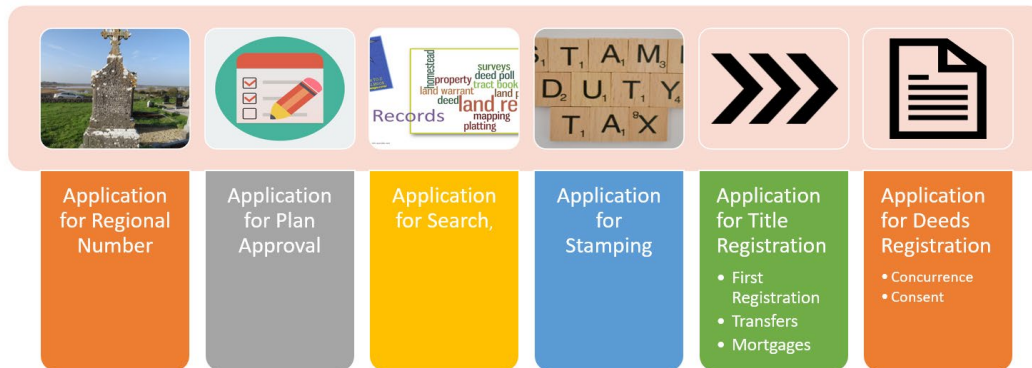
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Not received your code? [Resend code](#) or [Login](#)

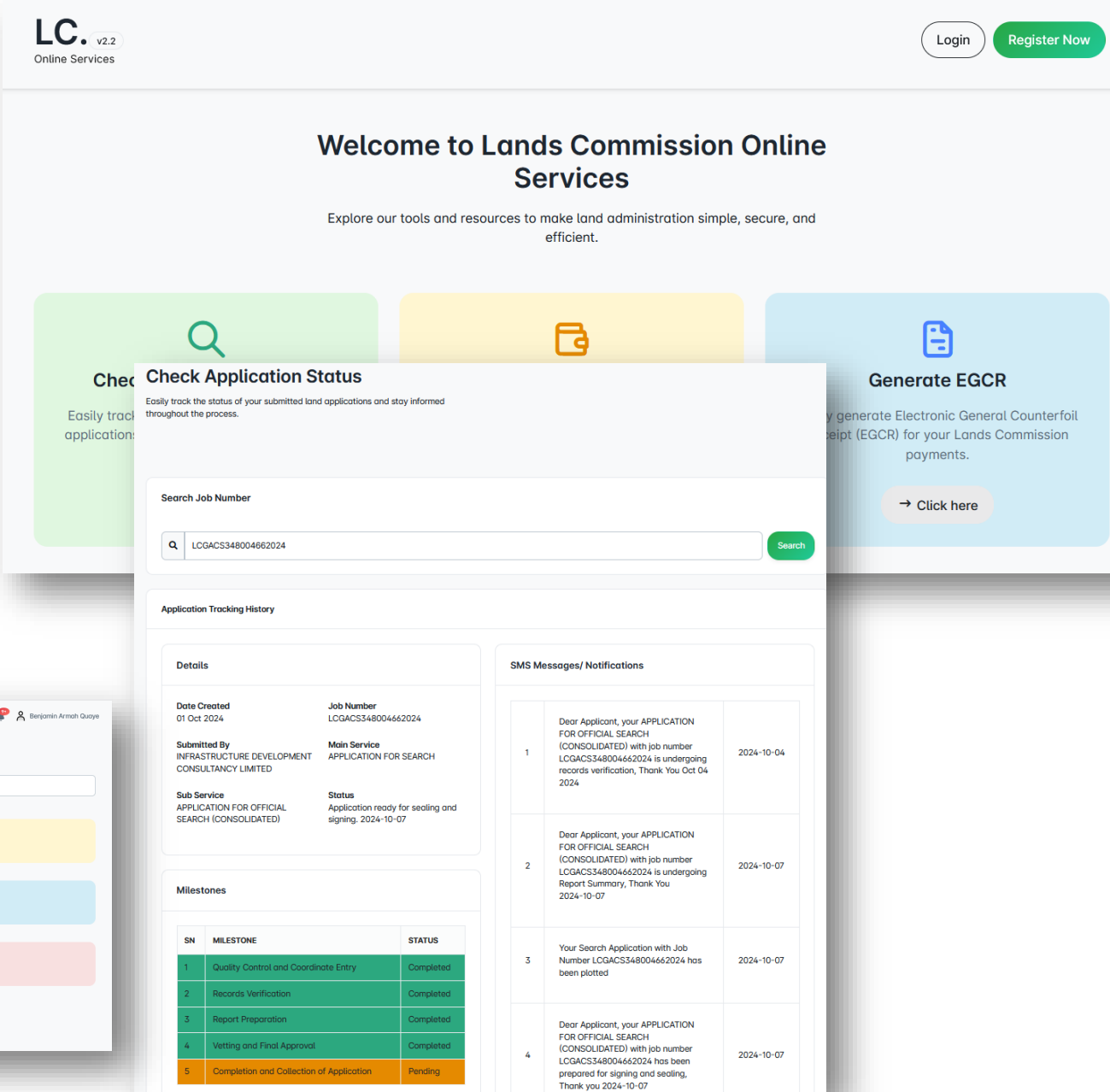
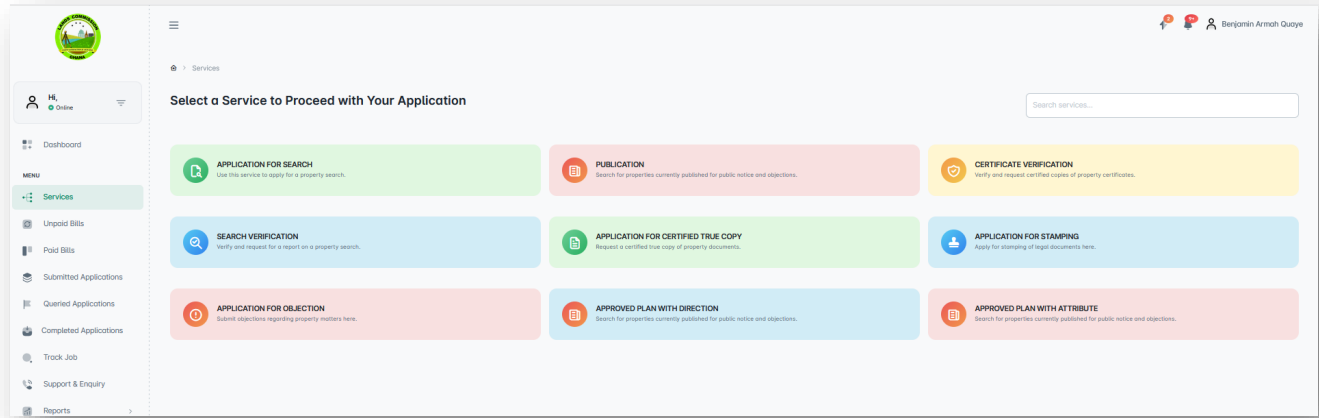
- A unified, workflow-based software platform **automating our re-engineered processes.**
- Integration with other systems:
 - **Ghana.Gov, eGCR, NIA, Collateral Registry. Permitting.**

SERVICES IMPLEMENTED IN ELIS



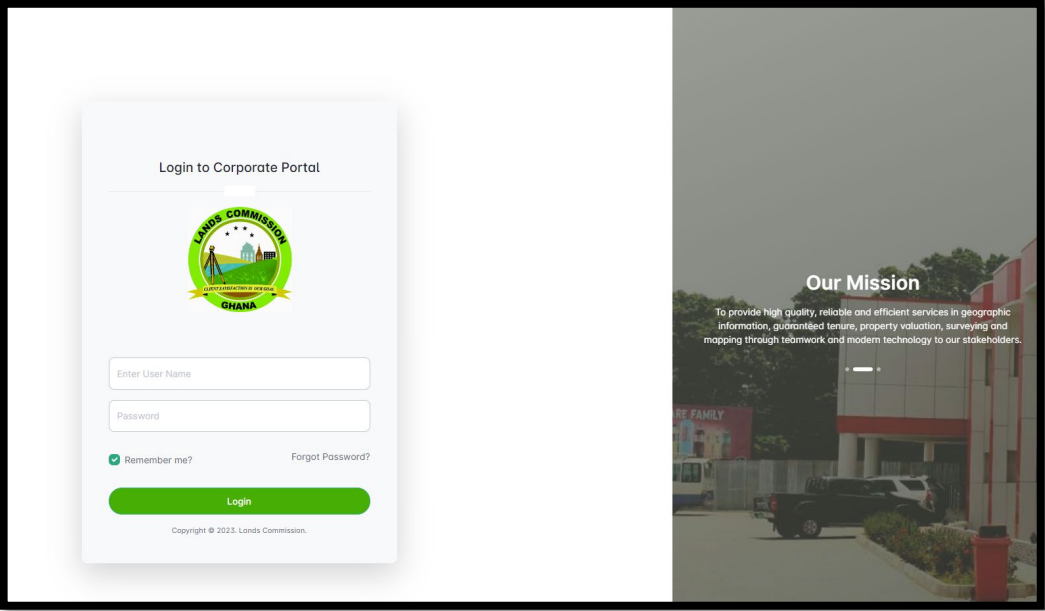
Pillar 4: Digital Services – Online Public Portal

- Online application for services (searches, registration).
- Track application status in real-time.
- Make online payments.



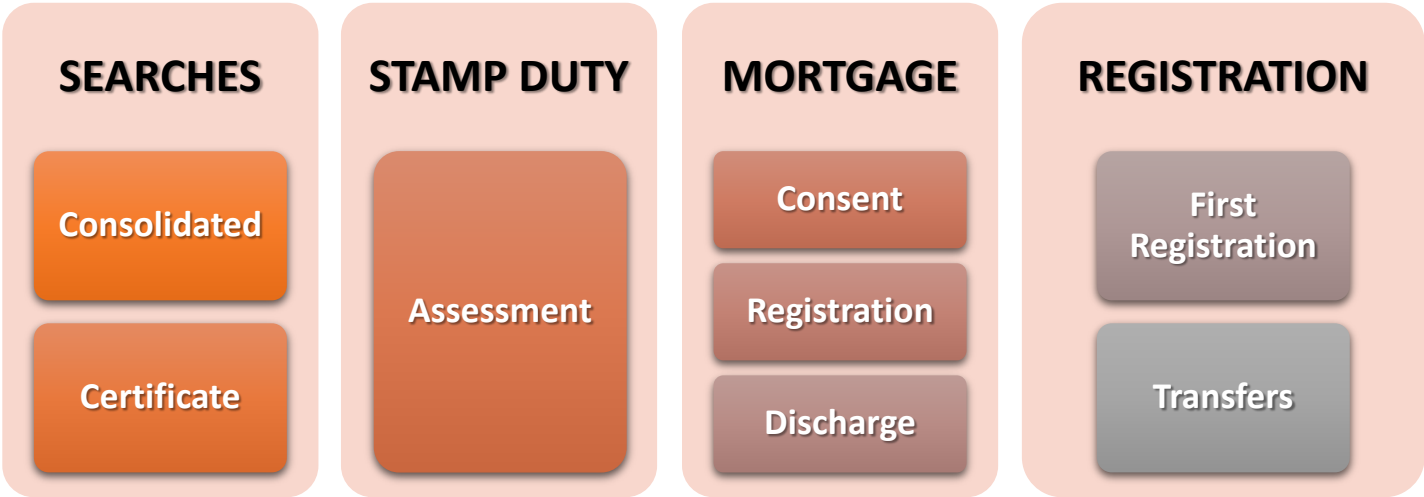
Pillar 4: Digital Services – Corporate Portal

KEY FEATURES



SERVICES AVAILABLE

PORTAL DEVELOPED TO FACILITATE THE SUBMISSION, PAYMENT, PROCESSING AND TRACKING OF APPLICATIONS BY CORPORATE BODIES





MENU

DASHBOARD

Account Creation

Audit Report

Bulk Receiving

Bulk Regional Number

CAC CLIENTS

CAC FOCAL PERSON

CAC REPLIES

CAC REPORTS

CAC TICKETS

CAC UNITS

Certificate and Register Template

Certificate and Register Template

certificate_register_movement_mod

certificate_register_movement_mod

Change of Name/Details

Delivery and Compliance Reports for Greater Accra - Accra Office

APPLICATIONS RECEIVED

TODAY (NOV 19, 2025)

627

APPLICATIONS RECEIVED

THIS MONTH (NOVEMBER)

8,037

APPLICATIONS COMPLETED

TODAY (NOV 19, 2025)

280

APPLICATIONS COMPLETED

THIS MONTH (NOVEMBER)

3,670

Applications Received in 2025

153,505 Applications



Applications Received and Completed in 2025

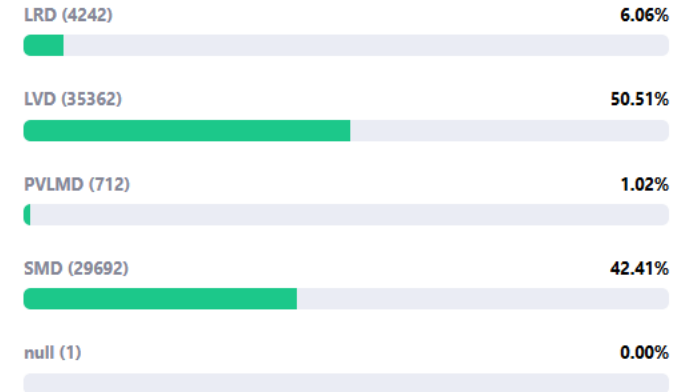
61,774 Applications

40.26%



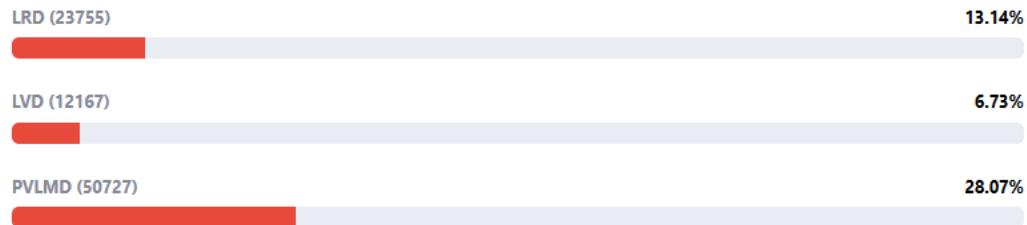
Applications Completed in 2025

70,009 Applications



Applications Past Due Date

180,717 Applications



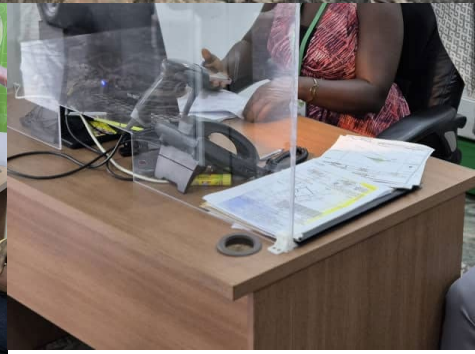
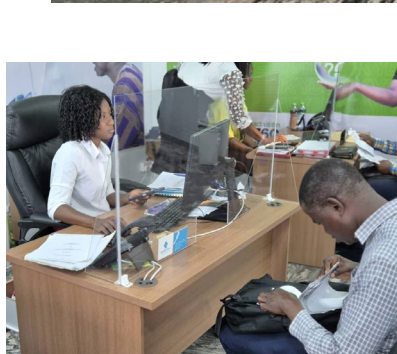
Applications With Divisions

204,990 Applications



Pillar 4: Digital Services – Transparency & Corporate Image

1,400 cases received and resolved as at December 2024



Pillar 5 - Capacity Building & Change Management

- Role-based training on the ELIS system and digital workflows.
- Continuous learning modules for new features and updates.
- Strong visible sponsorship from senior management.
- Leaders were the first to be trained and consistently advocated for the new digital culture.





IDENTIFIED GAPS

- Piecemeal approach to the digitalization efforts
 - Incomplete functionalities and deployment
 - Manual processes alongside digital operation
- Poor work environment
- Adequacy of capacity of staff of the Lands Commission
- Inadequate logistical base of the Lands Commission

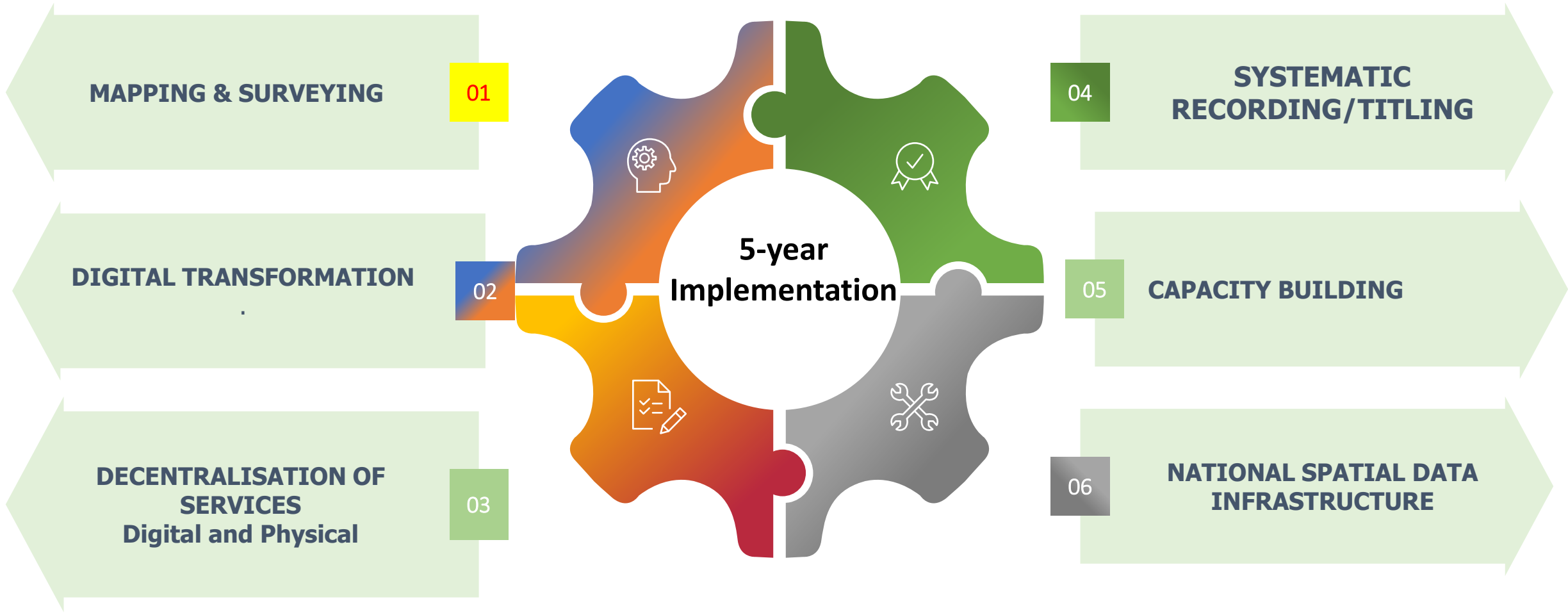
KEY LESSONS FROM OUR JOURNEY

- **Lesson 1:** Re-engineer First, Digitize Second. Technology amplifies your process; a bad process automated just gets you faster bad results.
- **Lesson 2:** Data is the Foundation. You cannot automate chaos. Invest heavily in data conversion and quality.
- **Lesson 3:** Change Management is Non-Negotiable. Technology is easy; changing people's mindset and routines is the real challenge.
- **Lesson 4:** Adopt a Phased

The Future is Digital: What's Next?

- Continuous Improvement: Ongoing BPR for other service lines.
- Completer data conversion and digitization
- National role out
- Advanced Analytics & AI: Predictive analytics for land valuation and dispute hotspots?
- Blockchain for Land Title: Piloting immutable, secure title history?
- National Spatial Data Infrastructure (NSDI): Further integrating with other government agencies.

LC Transformation Agenda



CONCLUSION

The vision is to establish a modern, efficient, and transparent land administration system.

- The transformation is not just about technology, but about rethinking our entire business processes.
- We are open to collaboration and knowledge sharing across the world