

# Transforming the Portuguese Registration System: Creating a Digital Ecosystem

IRN – Instituto dos Registos e do Notariado

# Agenda

- **IRN and the Registration Ecosystem**
- **Drivers for Change and Consultations**
- **Strategic Vision and Pillars of Reform**
- **Life Cycles and the Land Registry**
- **Virtual Registry Office and Digital Services**
- **EU Alignment, Benefits and Next Steps**

# IRN and the Registration Ecosystem in Portugal

- IRN is the public institute responsible for civil, nationality, commercial, land and movable property registers, as well as civil identification and nationality
- Organized around four life cycles: Citizen, Company, Land Registry and Movable Assets, supported by transversal services.



# Why Transform Registrations Now?

- Recovery and Resilience Plan (PRR) creates a unique window to modernize the justice sector and finance the "Re-INOVAR" transformation programme for IRN.



# Structural Challenges

- Structural challenges: ageing systems, fragmented information silos, complex procedures and shortages of digital skills and human resources.
- Need to reconcile strong legal certainty with usability, efficiency, speed and new business opportunities, aligned with EU digital-by-default and once-only principles.

## Listening first: national consultations

- "Somos Registo" roadshow and public consultation programme across the country, with on-site sessions and online surveys involving staff and external stakeholders.
- Field visits to services in 18 districts, more than 1 000 hours of observation, over 200 participants in local sessions and 200+ online questionnaires.



# Key Messages from Consultations

- **Demand for interoperability across systems**
- **Simpler language in all services**
- **More online services available**
- **Consistent procedures nationwide**
- **Better communication with citizens and professionals**

# Strategic vision for the registration ecosystem

## **Vision:**

Evolve from “silos” registries into a connected, citizen-centred data ecosystem that supports people, businesses and public policy.



# Seven Pillars of Reform

- **Digital Transformation**
- **Interoperability**
- **Simplification and Automation**
- **Elimination of Language Barriers**
- **Omnichannel Experience**
- **New Business Models**
- **Single Area for Users**



*Guiding principles: customer centricity, digital by default, once-only submission of data and paperless administration.*

# From procedures to life cycles

- Citizen life cycle: integrated services for birth, marriage, divorce and death, supported by a new civil registration platform.
- Company life cycle: Company 2.0 and a dedicated page for each legal entity, integrating information from tax, social security, financial supervision and capital markets authorities.

# Land, Movable Assets and Technology

- Immovable properties and Movable Asset life cycles: new digital systems for land and vehicle registers, linked to cadastre and other administrative datasets.
- Software Factory and low-code approach to accelerate delivery, including responsible use of AI and machine learning.

# Transforming the Land Registry

- New digital land registry system planned, integrated into the registries platform and replacing legacy applications.
- Strong articulation with the national cadaster (BUPi) to combine legal and geospatial information and support complete property datasets.



# Land Registry: Flagship Measures

- Single Property Document - bringing together registry, cadastral, planning, environmental and agricultural data, plus simplified permanent certificates.
- New services such as **land registry data barometer** (Barómetro do Predial) and **enhanced support for condominium governance**.

# The Virtual Registry Office

- New portal providing a single digital front door for registration services, complementing existing online channels.
- Immediate online issuance of land registry certificates, allowing users to search properties and obtain certificates within minutes after payment.



# Virtual Conservatory: Security and Convergence

- Secure authentication with national e-ID, Mobile Digital Key and professional certificates, with a reserved area showing requests and valid certificate codes.
- Progressive convergence of channels into a unified, user-friendly digital experience.

# Anchored in EU Law and Best Practices

- Aligned with EU regulations on digital public services, including eIDAS, the Single Digital Gateway and company law directives on online procedures.
- Land Registry modernization supports EU initiatives on cross-border land register interconnection and standardized property information.
- International benchmarks from other Member States inform the roadmap for e-notary services, digital vaults and citizen portals.



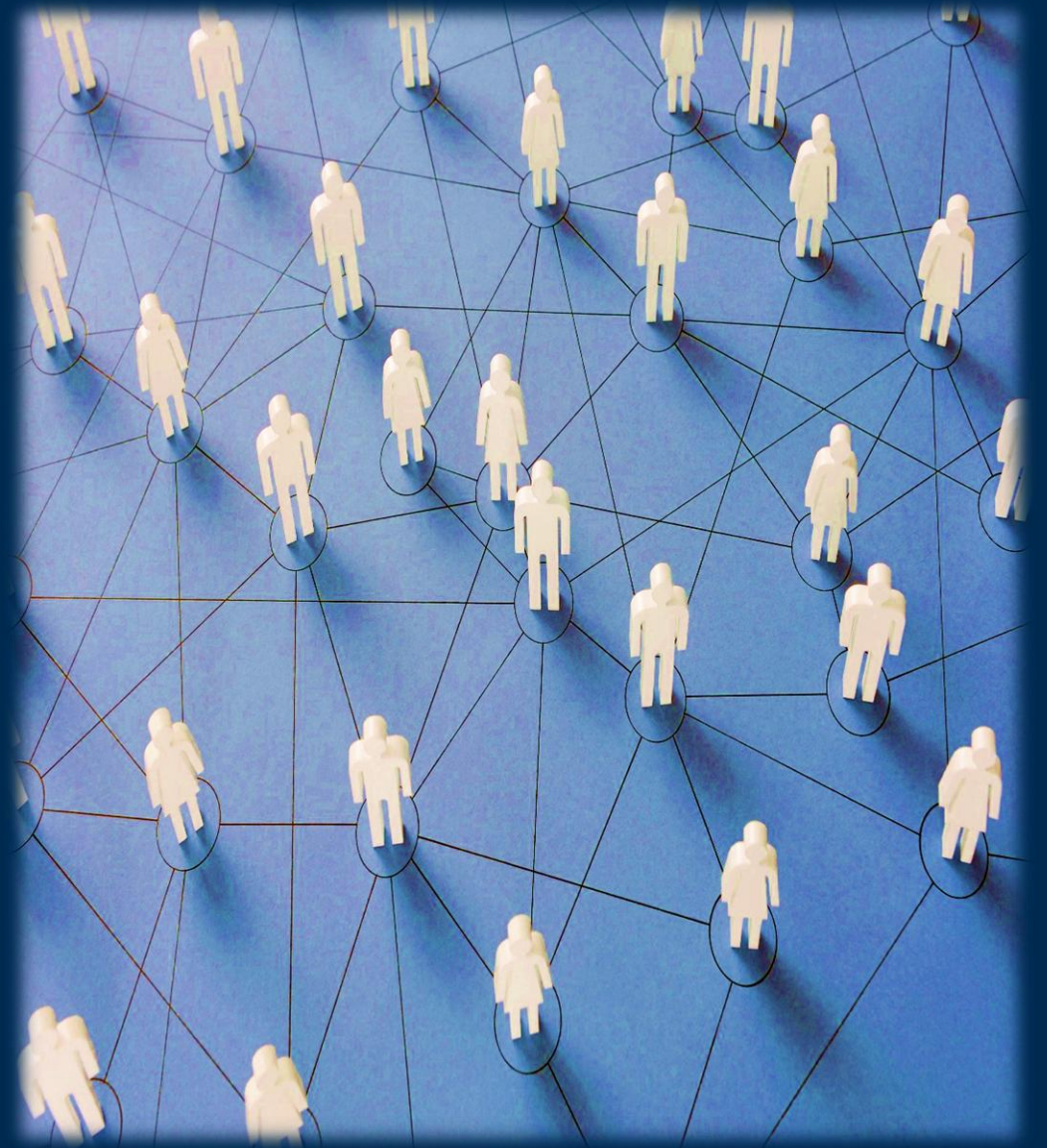
## Expected Benefits and Impacts

- Citizens: faster and clearer procedures, multilingual and accessible information, better protection of rights and fewer in-person visits.
- Businesses and professionals: integrated digital channels, mass-registration capabilities, improved legal certainty and access to richer datasets.



# Benefits for Public Administration

- Public administration: interoperable registers that reduce duplication, support evidence-based policy and strengthen transparency in property markets.



# Next Steps

- Roll out new platforms for nationality, civil, business, land and movable registers according to the transformation roadmap.
- Expand the Virtual Conservatory with additional services and deepen EU interoperability.
- Make legislative adjustments to accommodate new digital services while safeguarding legal certainty.
- Invitation to cooperate on testing cross-border use cases and sharing experience on registration reform.



# Thanks for your attention!

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