



Ministry of Natural Resources & Environment

SERVICE CHARTER

May 2008

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OUR VISION

Sustainable development and management of Samoa's natural resources and environment to ensure improved quality of life for Samoans.

OUR MISSION

Best practice for the sustainable development of the country's natural resources and the environment, in partnership with all relevant stakeholders.

SERVICE CHARTER PURPOSE

The Ministry of Natural Resources & Environment (MNRE) is committed to provide efficient and effective services that promote and support the sustainable utilization of available resources and the environment.

OUR SERVICE MANDATE

1. Constitution of the Independent State of Samoa 1960.
2. The Lands, Surveys and Environment Act 1989
3. Public Service Act 1977 & Amended Act 2004
4. Public Finance Management Act 2002
5. The Alienation of Customary Land Act 1965
6. The Alienation of Freehold Land Act 1972
7. The Land for Foreign Purposes Act 1992/1993
8. The Land Registration Act 1992/1993
9. The Land Titles Investigation Act 1966
10. The Survey Ordinance 1961
11. The Taking of Land Act 1964
12. The Main Roads Development Act 1972
13. The National Parks & Reserves Act 1974
14. The Stevenson Memorial Reserve and Mount Vaea Scenic Reserve Ordinance 1958.
15. Maritime Act 1999
16. Exclusive Economic Zone Act 1977
17. Forest Act 1967
18. Plants Act 1984
19. Noxious Weeds Ordinance 1961
20. Water Act 1965
21. Planning and Urban Management Act 2004
22. Planning and Urban Management (Environmental Impact Assessment) Regulations 2007
23. Public Service Act 2004
24. Disaster & Emergency Management Act 2007

Regulations:

Watershed Protection and Management Regulations 1992

Wildlife Regulation 2004 (Amended and superseded the 'Protection and Conservation of Wildlife Animals Regulation 1993)

Prohibition of the Importation of Plastic Bags Regulations 2006

Policy Documents:

1. Reclamation Policy 2000
2. Sand Mining 2000 (draft)
3. National Policy for Licensing Surveyors 1999
4. Land Valuation Licensing Policy 2000
5. Land Surveying Licensing 2000

6. Coastal Infrastructure Asset Management Strategy 2001
7. National Biodiversity Strategy & Action Plan 2001
8. National Bio-prospecting Policy 2001
9. National Land use Policy 2001
10. National Population and Sustainable Development Policy 2001
11. National Waste Management Policy 2001
12. National Code of Logging Practice 2003
13. CFC License 2004
14. National Bio-Safety Policy 2004
15. National Heritage Policy 2004
16. National Policy on the Conservation of Biological Diversity 2007
17. National Policy on Forestry for Sustainable Development 2007
18. Strategies for the Development of Samoa (SDS) 2005 – 2007 & 2008-2012
19. Parking Policy and Standards 2006
20. Signage Policy 2006
21. Noise Policy 2006
22. Codes of Environmental Practice 2006
23. Housing Guidelines 2005
24. Environmental Impact Assessment Guidelines 1998
25. National Policy on Combating Climate Change 2007
26. Protection of the Atmosphere Policy draft 2005
27. National Water Resource Policy 2001

OUR LOCATION

MNRE is located at the following sites:

3 rd Floor DBS Building	-	Office of the CEO Corporate Services GEF Services Renewable Energy Information, Communication & Technology Land Management Legal Services Technical Services.
5 th Floor DBS Building	-	Environment & Conservation Forestry Services Planning & Urban Management (PUMA) Water Resources
Mulinuu	-	Meteorological Services
Vailima	-	Forestry Operations Parks & Reserves (Environment)

MNRE SERVICES - Table 1:

1. Corporate Services (i) Accounts & Payments	<ul style="list-style-type: none"> ▪ Record receipt of payments from customers; ▪ Issue invoices to customers for jobs carried out for the ministry; ▪ Process purchase orders and vouchers for goods and services procured; ▪ Process payments for royalties and compensation; ▪ Co-ordinate networking amongst relevant stakeholders; ▪ Asset management system and monitoring ▪ Preparation of annual budget, monitoring and controlling ▪ Monitoring of GDP accounts ▪ Process casual wages and staff entitlements
(ii) Administration	<ul style="list-style-type: none"> ▪ Maintain database for staff information ▪ Communication systems and procedures

	<ul style="list-style-type: none"> ▪ Annual /Personal report ▪ Recruitment and selection process ▪ Manage central records system; ▪ Manage WC & Entitlements for staff ▪ Records management system
(iii) Capacity Building, Human Resources & Information Services	<ul style="list-style-type: none"> ▪ Assist students and general public in providing relevant information relating to their research, ▪ Organize interviews relating to research work with staff of MNRE, ▪ Disseminate MNRE publications and information packages, ▪ Coordinate/produce media programs (advertisements/ tv and radio programs & spots) ▪ Organize field trips to national parks, reserves and any sites under MNRE management, ▪ Facilitate national awareness events and workshops for schools and the general public on environmental issues, ▪ Facilitate Capacity Building-trainings for all Divisions ▪ Establish awareness on World Heritage Convention & Preparation of Samoa's Tentative List ▪ Coordinate capacity assessment under the UNCCD, UNCBD, UNFCCC for capacity development ▪ Enquire training opportunities for staff development
(iv) Operations Maintenance	<ul style="list-style-type: none"> ▪ Maintenance of treatment plants ▪ Maintain /Upgrading of office facilities ▪ Maintenance of office assets ▪ Manage transport usage
2 Environment & Conservation Services	<ul style="list-style-type: none"> ▪ Conduct ecological surveys and assessments of the terrestrial natural and physical resources; ▪ Process applications for bio-prospecting (both for research and other uses of Samoa biological diversity);
(i) Terrestrial Resources Conservation	<ul style="list-style-type: none"> ▪ Deal with enquiries on the Convention on Biological Diversity, Biosafety and related biodiversity regional and international conventions; ▪ Provide advices on exportation and importation of terrestrial species. ▪ Provide advice on the importation of Genetically Modified Organisms (GMOs) ▪ Provide information on terrestrial resources management and sustainable development. ▪ Coordinate the work of the Samoa National Invasive Task Team (SNITT)
(ii) Marine Resources Conservation	<ul style="list-style-type: none"> ▪ Conduct baseline marine surveys and assessments of specific species and habitats; ▪ Provide advices on importation and exportation of any marine biological species or specimen; ▪ Carry out investigations and researches relevant to the protection of the marine resources, and monitoring; ▪ Promote and facilitate marine protected areas/conservation areas in communities. ▪ Rehabilitate/restore "damaged" coastal ecosystems (CERP) ▪ Undertake assessments and researches on marine invasive species in Samoa ▪ Responsible for the implementation and enquiries on the Convention on Migratory Species (CMS)
(iii) National Reserves Services	<ul style="list-style-type: none"> ▪ Provide management plans for sustainable nature reserves; ▪ Establish new nature reserves in rural and urban areas; ▪ Promote public awareness on the use of reserves ▪ Update and formulate new information on reserves ▪ Public recreational activities; (Nature walks; snorkeling and swimming; scenic site seeing) ▪ Conduct inventories of fauna and flora in reserves
(iv) Waste Management Services	<ul style="list-style-type: none"> ▪ Administer and manage contracts for waste collection services ▪ Manage and monitor landfill sites at Tafaigata and Vaiaata ▪ Jointly manage the health care incinerator ▪ Administer contracts for cleaning of public toilets in Eleele Fou, Sogi and Salelologa ▪ Administer contracts for cemetery operation and maintenance in Tufuiopa, Magiagi, Vaimoso and Vailele - uta ▪ Manage ground maintenance of Apia urban area; ▪ Promote public awareness campaigns ▪ Conduct investigations into complaints relating to urban services
(v) Management of Chemicals	<ul style="list-style-type: none"> ▪ Develop policies for the management of hazardous chemicals

	<ul style="list-style-type: none"> ▪ Implement POPs National Implementation Plan (NIP) ▪ Promote public awareness on management of hazardous chemicals ▪ Collect and disseminate Information on hazardous chemicals
(vi) Management of GMOs (Biosafety)	<ul style="list-style-type: none"> • Implement the National Biosafety policy • Implement the biological diversity bill and biosafety regulation • Implement the administrative systems to handle requests for import of GMOs • Conduct public awareness and participation programs
(vii) Coastal Ecosystem Recovery Program Rehabilitation/restoration of "damaged" coastal ecosystems	<ul style="list-style-type: none"> • Rapid assessment surveys • Site-level coastal ecosystem recovery plan • Relevant ecosystem/resource recovery programme • Public awareness on coastal development impacts
3. Forestry Services	
(i) Forest Management	<ul style="list-style-type: none"> ▪ Monitor forest plantation operations ▪ Maintain and establish community / woodlot farming ▪ Conserve and maintain remaining native forests ▪ Develop strategies for effective community based plantations. ▪ Management and development of existing national parks and other national parks areas. ▪ Coordinate community support and partnership ▪ Management and maintenance of nursery operations: ▪ Supply seedlings to farmers. ▪ Provide advisory role in agro forestry program.
(iii) Planning and Monitoring Services	<ul style="list-style-type: none"> ▪ Compile data information on forest management and utilization ▪ Develop national forest policies and planning for forest operations ▪ Upgrade and promote application of SamFRIS ▪ Monitoring of logging operation.
(iii) Research and Utilisation Services	<ul style="list-style-type: none"> ▪ Provide information on timber utilization ▪ Undertake research on local and overseas seed ▪ Promote Timber species and uses for end-products ▪ Promote coordination and partnership with communities and stakeholders on wood utilization services
4. GEF Services	<ul style="list-style-type: none"> ▪ Promote national awareness of GEF focal areas and processes to access donor assistance ▪ Promote public understanding of GEF programs and the different levels of eligibility ▪ Research and provide policy advice on GEF operations and funding opportunities ▪ Prepare and design projects for donor funding
5 IT Services	<ul style="list-style-type: none"> • Manage the MNRE Network (LAN, WAN, and peer networks) infrastructure and network services. • Facilitate information dissemination through improved data management. • Promote effective and efficient communications systems. • Manage all hardware, software, and peripheral devices. ▪ Develop MNRE personnel ICT capacity by conducting ICT Training and offering ICT related advice and support.
6. Land Management	
(i) Land Registration	<ul style="list-style-type: none"> ▪ Operate and maintain a central public registry for the registration of government lands; freehold lands in fee simple; customary land leases & licenses and other registratable instruments ▪ Provide the public with information and searches relating to land registers; registered documents; approved survey maps, old block sheet-maps, cadastral maps, record maps, flur plans and other land records kept and held in the Land registry section of the Division of Land Management ▪ Provide registered information support services to the Land Board ▪ Receive and process applications to the Lands & Titles Investigation Commission
(ii) Land Administration	<ul style="list-style-type: none"> ▪ Receive and process applications for the leasing of government lands ▪ Manage leases of government lands ▪ Receive and process applications from beneficial owners for the leasing of customary lands ▪ Process payments of compensation to land owners for compulsory taking of lands for public

	<p>purposes, in accordance with provisions of the Taking of Land Act 1964.</p> <ul style="list-style-type: none"> ▪ Administer customary land leases ▪ Provides secretariat services for the Land Board
(iii) Land Development	<ul style="list-style-type: none"> ▪ Receive and process applications for temporary display of banners on government land in the Apia ▪ Receive and process applications for the use of government lands for stalls and other fund-raising activities ▪ Provide policy advice on all land-related issues and matters relating to the administration and development of lands and land-based resources ▪ Receive and process applications for sea reclamations and sandmining ▪ Facilitate the monitoring and control of illegal sandmining and sea reclamation operations ▪ Facilitate the taking of freehold and customary lands for public purposes as well as for logging licensing purposes ▪ Coordinate the implementation of the United Nations Convention to Combat Desertification (UNCCD) in Samoa ▪ Coordinate the implementation of the Sustainable Land Management project and the Vaitele-fou rehabilitation project
(iv). Valuation	<ul style="list-style-type: none"> ▪ Carry out and provide property valuation services to the government, corporations, private businesses, and the public ▪ Monitor and control private valuation practices ▪ Provide technical advice on land valuation matters ▪ Maintain valuation database ▪ Provide administration support to the Land Valuation Committee
7 Legal Services	<ul style="list-style-type: none"> ▪ Provide sound and timely legal advice for the Ministry in relation to its functions and the laws administered by the Ministry; ▪ Prepare legal documents for the Ministry; ▪ Liaise and work closely with the Office of the Attorney General in any Court Proceedings involving the Ministry – including advising on the Ministry's position and assisting in the preparation of Court documents; ▪ Developing legislation- including reviewing current laws, drafting new laws, liaising and working collaboratively with Parliamentary Counsel and Draftspersons to ensure laws developed are consistent with the National policies and regulatory framework.
8. Meteorology Services	<ul style="list-style-type: none"> ▪ Provide local public, marine and aviation weather services (e.g. issuance of tropical cyclone special weather bulletins, flash flood and small craft advisories) ▪ 24-hour operational Samoa area and South West Pacific weather monitoring ▪ Joint Tropical Cyclone Monitoring and Warning with American Samoa Weather Forecast Office ▪ Weather capacity/education outreach awareness programmes ▪ Updating of Division website with latest content ▪ Assist students and public with weather related data and research information ▪ Translation and relay of Tokelau public, marine forecasts to Tokelau Office
(i) Weather services	
(ii) Climate services	<ul style="list-style-type: none"> ▪ Provide updated climate and rainfall statistics ▪ Provide area specific climate data and synoptic discussion ▪ National climate and rainfall station monitoring with village based operators ▪ Seasonal climate outlooks / rainfall forecast ▪ Provide technical climate change analysis and advice ▪ Climate data services and climate consultancy services ▪ Assist students and general public in providing relevant information relating to their research ▪ Promote ozone depleting substances free technology ▪ Monitor importation and use of ozone depleting substances in collaboration with refrigeration industry
(iii) Geophysics Services	<ul style="list-style-type: none"> ▪ Regional and local seismic activity monitoring ▪ Local geomagnetic variability monitoring

	<ul style="list-style-type: none"> ▪ Oceanographic data services – sea-level monitoring ▪ National Geo-hazard operational response and data management policy frameworks. ▪ Assessment of local volcanism, research and information specific to source of magma and potential hazards ▪ Provide technical seismic analysis and advice ▪ Analyze and Disseminate Geophysical and geo-hazard public information and outreach programmes
(iv) Geology and Engineering services	<ul style="list-style-type: none"> • Assessment and quantity surveying of Mineral Resources. • Delivery of geotechnical data and digitization implementation. • Upgrading of geology laboratory. • Qualitative and quantitative analysis of sand gravel and rock resources. • Development of policies, business plans and strategies for geological resources and effective drilling operations. • Conduction of effective geology education outreach and awareness programs. • Maintenance of drilling rigs and their operations. • Maintenance of the Ministry's vehicles and catering for their general mechanical engineering needs.
(iv) Geology and Engineering services	<ul style="list-style-type: none"> • Assessment and quantity surveying of Mineral Resources. • Delivery of geotechnical data and digitization implementation. • Upgrading of geology laboratory. • Qualitative and quantitative analysis of sand gravel and rock resources. • Development of policies, business plans and strategies for geological resources and effective drilling operations. • Conduction of effective geology education outreach and awareness programs. • Maintenance of drilling rigs and their operations. • Maintenance of the Ministry's vehicles and catering for their general mechanical engineering needs.
(v) Disaster Management	<ul style="list-style-type: none"> ▪ Community awareness and education on different hazards and relevant safety procedures ▪ Lead and coordinate disaster and or emergency response including immediate relief ▪ Plan, deliver and coordinate multi-agency and national simulations of any type ▪ Contingency response planning for specific hazards ▪ Develop response agency plans and community response plans ▪ Enforce Disaster & Emergency Management Act before, during and after any disaster or emergency event ▪ Establish, test and ensure on-going operability of early warning system for all hazards ▪ Set-up and manage national emergency operation centre ▪ Work with agencies and community to implement disaster risk reduction ▪ Coordinate recovery programmes ▪ Provide secretariat to the National Disaster Council and Disaster Advisory Committee
(vi) Climate Change	<ul style="list-style-type: none"> ▪ Implementation of adaptation measures ▪ Preparation for greenhouse gas inventories ▪ Public awareness and education ▪ Media campaigns ▪ Policy development ▪ Promote and encourage development that is sensitive to climate change impacts, hazards and risks
9. Planning & Urban Management Division (PUMA)	<ul style="list-style-type: none"> • Provide quality advice for Development Consent Applications (DCA's) submissions • Register and process DCA's as outlined under the Planning and Urban Management Act 2004 • Monitoring and enforcement of DCA's • Provide technical advisory services to the Planning and Urban Management Board • Provide statistical analysis of DCA activities
(i) Sustainable Development	
(ii) Strategic Planning	<ul style="list-style-type: none"> • Secretariat to the Planning and Urban Management Board • Prepare Sustainable Management Plans

	<ul style="list-style-type: none"> • Prepare policies that support the Planning and Urban Management Act 2004 • Input DCA's into GIS reference as a Consent Mapping Facility • Implement the Coastal Infrastructure Management Strategy and Plans • Facilitate and implement strategic planning projects • Implement community awareness and training programs
(iii) Urban Management Services	<ul style="list-style-type: none"> • Register and process public complaints regarding amenity issues as outlined under the Planning and Urban Management Act 2004 • Manage complaints log book and database • Facilitate conflict resolution and procedures • Undertake site investigations to confirm complaints as well as monitor for compliance
10. Renewable Energy	<ul style="list-style-type: none"> • Advise all matters related in climate change mitigation, GHG emissions in energy sector, renewable energy technologies, energy efficiency in the transportation sector and electricity sector • Implement National GHG Abatement Strategy • Energy Efficiency Project in Land Transport Sector • Energy Efficiency Project in Electricity Sector • Provide awareness and information on climate change mitigation, energy efficiency, and renewable energy technologies • Provide awareness and information of National GHG Abatement Strategy
11. Technical Services	<ul style="list-style-type: none"> • Facilitate all types of surveys for the Land board • Establish, upgrade and maintain geodetic survey systems both horizontally and vertically • Provide surveying inspections of work carried out by private surveyors if required; • Assist Mapping section in providing photo control points for Mapping Section; • Integrate survey datum as required from time to time; • Provide administrative support to the Surveying Licensing Board • Provide survey information for control and benchmarks
(i) Surveying Services	
(ii) Survey Quality Assurance Services	<ul style="list-style-type: none"> ▪ Examine all scheme and survey plans; ▪ Index (recording of) approved survey plans; ▪ Maintain survey cadastral database for the computerized Land Information System; ▪ Advise on good survey practice for both internal and external stakeholders; ▪ Safe keep of microfilm records for old land information; ▪ Produce scanned print of cadastral ▪ Provide area schedules of every land surveyed; ▪ Provide reduced levels of existing benchmarks. ▪ Provide registry plan for registration purposes.
(iii) Mapping Services	<ul style="list-style-type: none"> ▪ Produce land resource maps e.g. soil map, land suitability, land use, land tenure; ▪ Produce orthophoto maps and satellite images ▪ Reproduce aerial photographs at various scales both in color, black and white copies; ▪ Distribute and sell tourist maps; ▪ Produce digital spatial data; ▪ Distribute and sell Pacific maps, world maps and hydrographical charts; ▪ Produce Samoa's exclusive economic zone; ▪ Produce copies of A to A0 size maps and plans and blue prints; ▪ Provide reduced levels of existing benchmarks.
9. Water Resources Services	<ul style="list-style-type: none"> ▪ Rehabilitate and replant degraded watershed areas ▪ Promote investigations and research in identified watershed areas and other sources of water ▪ Raise and secure sufficient seedlings and wildings ▪ Promote community integrated watershed management
resources	
(9.2) Assessment, monitoring and forecasting of water resources (hydrology)	<ul style="list-style-type: none"> ▪ Surface and ground water assessment (field surveys, hydrological data services) ▪ National hydrological monitoring ▪ Preliminary site assessment for water resources (groundwater and surface water)

	<ul style="list-style-type: none"> ▪ Produce hydrological information for the public ▪ Provide assistance to water related projects
(9.3) Legislation and policies to address water resources issues and problems	<ul style="list-style-type: none"> ▪ Provide policy and legal advice on water resources issues ▪ Disseminate educational materials ▪ Conduct investigations on public complaints ▪ General enquiries

SERVICE STANDARDS

The Ministry aims to deliver services in accordance with the following standards;

- First come first serve basis;
- High standard of professionalism;
- Timeliness.
- Transparency
- Accountability
- *Va Tapuia*;
- Environmentally conscious.
- Highly cooperative in collaborative efforts towards joint services
- Equal opportunities for all
- Compliance with Public Service code of conduct, values and principles of employment.

OPENING HOURS

Working hours: Table 2:

MNRE Divisions/ Sections:	Working Hours
All Divisions	Monday to Friday from 9.00 am to 5.00pm
(except)Land Registry	Monday to Friday from 9.00 am to 3.00 pm
Cashier	Monday to Friday from 9.00 am to 4.00pm
Meteorology Section	Weather Services on a 24 hour roster (for Faleolo International Airport & Mulinuu Weather Office)
Field services – Parks and Forestry	Monday to Friday from 8.00 to 4.35pm
Lunch hour break for all Divisions	Monday to Friday, 12.30 noon to 1.00 pm
(except)	Reception services, Land Registry Service and Cashier Counters

ENQUIRIES:

Enquiries may be made to any of our Divisions at the DBS Building and will be dealt with as follows:

- **Appearing in person – on the spot;**
- **By telephone – on the spot or return call soon;**
- **By letter, fax or email – within 10 working days**

Enquiries: Table 3

Divisions/Sections	Type of request or application	Time frames	Location
To the CEO	General Enquiries	➤ By appointment	3 rd Floor DBS Building
Corporate Services Capacity Building & Information services	<ul style="list-style-type: none"> ▪ Library services ▪ Interviews relating to research work ▪ Sale of publications & Information services ▪ Field trips and school presentations ▪ Awareness radio programs ▪ National awareness days: <ul style="list-style-type: none"> ▪ Waste ▪ Chemicals/WMO Day ▪ Biodiversity & Heritage ▪ Climate Change ▪ Ozone ▪ Water Resources ▪ National environment week ▪ General enquiries 	<ul style="list-style-type: none"> ➤ 9 am - 4 pm Mon - Friday ➤ By arrangement ➤ Within working hours ➤ By arrangement ➤ To be arranged as per request (<i>for dates relating to National Environment events please contact the Division</i>) ➤ 1st Week of November ➤ On the spot 	3 rd Floor DBS Building Venues to be notified.
Accounts, Payments, Receipts	<ul style="list-style-type: none"> ▪ Disbursement (e.g. leases, royalties) ▪ Payments by cheque (approved customers only) ▪ Payments to government ▪ General enquiries 	<ul style="list-style-type: none"> ➤ Within 3 working days of request ➤ 3 working days to clear ➤ Official receipts issued on the spot ➤ On the spot 	3 rd Floor DBS Building
Environment & Conservation Terrestrial and Marine Conservation Services	<ul style="list-style-type: none"> • License for bio-prospecting • General enquiries 	<ul style="list-style-type: none"> ➤ Decision within 15 working days of application ➤ On the spot 	5 th Floor DBS Building
National Reserves Services	<ul style="list-style-type: none"> • Access to national reserves (Vailima, Lake Lanutoo, Palolo Deep, RL Stevenson's tomb) • General enquiries 	<ul style="list-style-type: none"> ➤ On the spot ➤ On the spot 	5 th Floor DBS Building & (Vailima Office)
Waste management services	<ul style="list-style-type: none"> • General enquiries • Disposal of rubbish at Tafaigata, Upolu • Disposal of rubbish at Vaiaata, Savaii • Rubbish collection Apia urban • Rubbish collection rural Upolu 	<ul style="list-style-type: none"> ➤ On the spot ➤ Open 6am-6pm, Monday-Saturday ➤ Open 6am-6pm, Monday-Saturday ➤ Daily for beach road: <ul style="list-style-type: none"> ➤ Monday to Sunday Taufusi, Fugalei Market, Fugalei, Mulinuu, Flea Market ➤ Monday to Saturday Leone, Malifa, Motootua, Leufisa, Vaiala, Matautu-uta ➤ Tuesdays & Friday Pesega, Sinamoga, Alafua, USP, Papasea, Vailoa, Tulaele, Talimatau, Vaiusu, Elise, Vaigaga ➤ Mondays & Thursdays Tanugamanono, Vailima, Voala, Lelata, Magiagi, Toomatagi, Vaivase-uta, Fagalii-uta, Vaivasetai, Maagao, Faatoia, Lalovaea ➤ Tuesdays & Fridays Tiavi, Salani, Siumu, Saanapu-uta 	5 th Floor DBS Building & Tafaigata Office

	<ul style="list-style-type: none"> • Rubbish collection Savaii • Ground maintenance, inner Apia urban • Operation of public toilets – Elelelefou, Sogi • Operation public toilet – Salelologa • Maintenance of cemeteries – Magiagi, Vaimoso, Tufuiopa, Vailele-uta • Receive and process applications for burial plots 	<ul style="list-style-type: none"> ➤ Tuesdays & Thursdays Laulii, Falevao, Fagaloa, Faleula, Falelatai, Manono Tai, Apolima Tai ➤ Tuesdays, Thursdays & Saturdays Lotofaga, Aleipata, Aleisa, Saanapu-uta Tuesdays & Saturdays Salelologa to Aopo ➤ Monday to Saturday ➤ Salelologa to Aopo ➤ Monday to Saturday ➤ Salelologa market ➤ Tuesdays & Saturdays ➤ Tafua to Asau ➤ 8am-5pm, by private contract ➤ 6.00 am – 1.00 am, by private contract ➤ 10 hrs, by private contract ➤ On going by private contract ➤ Working days 	
Forestry Division	<ul style="list-style-type: none"> ▪ Access to information ▪ Application for logging license ▪ Plant sales ▪ Sale of house poles ▪ Forest mapping information ▪ Forest inventory information ▪ Community forestry services ▪ Technical advisory services ▪ General enquiries 	<ul style="list-style-type: none"> ➤ On the spot ➤ Up to 4 months with publication ➤ On the spot (4 nurseries, Vailima, Togitogiga, Maota, Asau) ➤ On the spot (4 stations) ➤ By arrangement depending on the information required (SAMFRIS) ➤ On the spot ➤ On the spot (4 stations) ➤ On the spot ➤ On the spot 	5th Floor DBS Building Vailima Office (end of SPREP road)
GEF Services	<ul style="list-style-type: none"> • General enquiries <ul style="list-style-type: none"> ○ Visit ○ Telephone ○ Email 	<ul style="list-style-type: none"> • On the spot • On the spot • Within 5 working days • By appointment 	3rd Floor DBS Building
ICT	<ul style="list-style-type: none"> • General enquiries <ul style="list-style-type: none"> ○ Visit ○ Telephone ○ Email • Information Dissemination • Interviews / studies / research 	<ul style="list-style-type: none"> • On the spot • On the spot • 1 working day • Available instantly (Website) • By appointment 	3rd Floor DBS Building
Land Management	<ul style="list-style-type: none"> • Documents lodged for registration 	<ul style="list-style-type: none"> ➤ Up to 5 working days (registered or requisitioned for correction) 	3rd Floor DBS Building
Land Registration Services	<ul style="list-style-type: none"> • Information search • Certified photocopies • General enquiries 	<ul style="list-style-type: none"> ➤ Same day ➤ Same day ➤ On the spot 	
Land Administration Services	<ul style="list-style-type: none"> • Application to display banners at clock tower & town • Applications for temporary stalls • Application to lease government lands 	<ul style="list-style-type: none"> ➤ 1 day ➤ 1 day ➤ up to 3 months if land available 	3rd Floor DBS Building

	<ul style="list-style-type: none"> • Application to lease customary lands • Application for logging license • Exchange of government lands • Petition to the Land Titles Investigation Commission • Road closure • Compensation for freehold/customary lands • General enquiries 	<ul style="list-style-type: none"> ➤ up to 4 months with publication ➤ up to 4 months with publication ➤ As determined by the Land Board ➤ Up to 6 months for publication, hearing set by the President ➤ Up to 4 months for publication and registration if no objections ➤ Up to 1 month if there is agreement between government and landowner; if no agreement it depends on court process. ➤ On the spot 	
Land Development Services	<ul style="list-style-type: none"> • Application for sea reclamations • Application for sand (domestic) • Application for sand (commercial) • Taking of lands for public purposes • General enquiries 	<ul style="list-style-type: none"> ➤ Up to 2 months for receipt of applications, Preliminary Environmental Assessment (PEA) investigations and Minister's approval ➤ 1 to 5 working days depending on conditions required. ➤ Up to 2 months for receipt of application, PEA approval. ➤ Up to 3 months for process of consultation, proclamations and registration ➤ On the spot 	3 rd Floor DBS Building
Valuation Service	<ul style="list-style-type: none"> • Private valuation • Government valuation • Sale of valuation information • Sale of transaction data • Licensing for Valuers • Practicing certificates for Valuers • General enquiries 	<ul style="list-style-type: none"> ➤ By arrangement ➤ By arrangement ➤ working days ➤ working days ➤ Up to 3 months from application ➤ working days from application ➤ On the spot 	3 rd Floor DBS Building
Legal services	<ul style="list-style-type: none"> • Deed of conveyance (government lands) • Deed of lease (government lands) • Deed of lease (customary lands) • Application for land alienation • Consent by Head of State for land alienation • General enquiries 	<ul style="list-style-type: none"> ➤ Up to 20 working days ➤ Up to 20 working days ➤ Up to 20 working days ➤ Up to 60 working days ➤ Up to 4 weeks and depending on the convenience of Head of State ➤ On the spot 	3 rd Floor DBS Building
Meteorology Division Weather Services	<ul style="list-style-type: none"> ▪ Public weather coastal forecasts ▪ Surf forecasts ▪ Aviation route forecast ▪ weather surface charts ▪ weather satellite imagery ▪ weather advice and data ▪ current weather conditions 	<ul style="list-style-type: none"> On the spot On the spot On the spot On the spot On the spot Up to 1 week 	Mulinu'u Office
	<ul style="list-style-type: none"> ▪ climate data and report services ▪ climate forecast / seasonal climate 	<ul style="list-style-type: none"> On the spot On the spot and or up to 2 weeks 	Mulinu'u Office

Climate Services	<ul style="list-style-type: none"> outlook ▪ current regional climate maps ▪ historical tropical cyclone reports 	<p>On the spot (in availability of latest completed forecast) or up to 1 day</p> <p>Up to 1 day</p> <p>Up to 1 week</p>	
Geophysics Services	<ul style="list-style-type: none"> ▪ Seismic event report ▪ Seismic data services ▪ Geomagnetic services ▪ Tide tables ▪ Moon phase tables ▪ Sun rise/set tables 	<p>Up to 1 day</p> <p>Up to 1 week</p> <p>Up to 1 week</p> <p>On the spot</p> <p>On the spot</p> <p>On the spot</p>	Mulinu'u Office
Geology and Engineering	<ul style="list-style-type: none"> ▪ Geological investigative survey and report ▪ Geological data services ▪ Engineering services ▪ Drilling services 	<p>Up to 3 weeks</p> <p>On the spot or up to 1 week</p> <p>On the spot or up to 1 week</p> <p>Up to 3 weeks</p>	Mulinu'u / Vaitele Office
Disaster Management	<ul style="list-style-type: none"> ▪ Disaster awareness information 	<p>On the spot or up to 1 week</p>	Mulinu'u Office
Climate Change	<ul style="list-style-type: none"> ▪ Climate change and ozone country public awareness information ▪ Copies of Climate change reports to UNFCCC ▪ Climate change surveys 	<p>On the spot or up to 1 week</p> <p>On the spot or up to 2 days</p> <p>Up to 2 weeks (incl. consultations)</p>	Mulinu'u Office
Planning & Urban Management Agency *Dependent on scale, location, nature and payment of fee of proposed development **Immediate action for activities within the urban area	<ul style="list-style-type: none"> • General enquires <ul style="list-style-type: none"> ○ Telephone ○ emails ○ letters ○ website ○ visits 	<p>Calls answered within 4 rings</p> <p>All emails to be responded within 2 working days</p> <p>Initial response to be provided within 5 working days</p> <p>Instant information</p> <p>Staff will process straight forward transactions or direct you. For specialist transactions we encourage you to make an appointment.</p>	5 th Floor, DBS Building
Sustainable Development	<ul style="list-style-type: none"> • Development Consent Applications • Development Consent Monitoring • EIA Reviews and reporting • Certificate of compliance 	<p>Processed within 10 working days for Non-notified.*</p> <p>Processed within 2 months for notified applications.*</p> <p>Response within 5 working days and in accordance with 'Compliance Monitoring and Enforcement Strategy'</p> <p>Processed within 20 working days and in accordance with the 'EIA Review Guideline'</p> <p>Processed within 20 working days</p>	5 th Floor DBS Building

Strategic Planning	<ul style="list-style-type: none"> • Project development and implementation • Policy development initiatives • Training and awareness • Secretariat services to the PUM Board 	<p>Dependent on scale and nature of proposed development</p> <p>Dependent on planning priorities</p> <p>Routine program</p> <p>Monthly or as required</p>	5 th Floor DBS Building
Urban Management Services	<ul style="list-style-type: none"> • Receive, register and process public complaints on amenity issues: <ul style="list-style-type: none"> ○ earth works complaint ○ building complaint ○ noise complaint ○ illegal bush clearance ○ illegal dumping ○ burning complaints ○ respond to sewage overflows and blockages. ○ respond to flood incidents ○ respond to offensive signage ○ respond to offensive smells and odours ○ respond to domestic animals 	<p>In accordance with the 'Public Complaints Strategy'</p> <ul style="list-style-type: none"> ○ routine response within 5 working days ○ routine response within 5 working days ○ response within 2 working days ○ response within 2 working days ** ○ response within 2 working days ** ○ response within 2 working days ** ○ completed within 5 working days ○ on site within 4 hours ○ response within 5 working days ○ response within 2 working days ** ○ response within 2 working days ** 	
Renewable Energy Division	<ul style="list-style-type: none"> • Information and awareness on Climate Change Mitigation • Implementation of National GHG Abatement Strategy information • Renewable Energy Technologies information • Electricity Supply and Demand Management • Bio-fuel development • Energy Efficiency in transportation sector • Energy efficiency in Building sector • Non-motorized transport • Energy Efficiency Projects 	9 am - 5 pm Mon - Friday	Development Bank of Samoa.
Technical Services Survey services	<ul style="list-style-type: none"> • Private surveying (special cases) • Government surveying • Licensing for surveyor • Practicing certificates for surveyors • General enquires 	<ul style="list-style-type: none"> ➤ By arrangement ➤ By arrangement ➤ Up to 3 months from application ➤ working days from application ➤ On the spot 	3 rd Floor DBS Building
Survey Quality Assurance Services	<ul style="list-style-type: none"> • Examination of scheme plan • Examination of subdivision plan • Indexing approved survey plans • Area schedules • Certified copies of microfilmed maps • General enquiries 	<ul style="list-style-type: none"> ➤ Up to 20 working days (approved or requisitioned for correction) ➤ Up to 20 working days (approved or requisitioned for correction) ➤ Up to 10 working days from approval of survey plans ➤ 1 day ➤ Same day ➤ On the spot 	3 rd Floor DBS Building

Mapping services	Hard copies for <ul style="list-style-type: none"> • Aerial photography • Satellite imageries • Orthophoto maps • National topographical maps • Tourist maps • National hydrographic charts • Other maps (Pacific and world map) • Laminating • Plan copies • Land resources maps Digital copies: <ul style="list-style-type: none"> • Topographic layers i.e. roads, contours, text, etc • Orthophoto imageries • Thematic maps • Vectorising of raster data • Land resource data • Digitizing of existing maps • Hydrographic charts • General enquiries 	<ul style="list-style-type: none"> ➤ working days ➤ 1 week ➤ working days ➤ same day ➤ same day ➤ same day ➤ same day ➤ same day ➤ 2 working days ➤ same day ➤ 2 working days ➤ working days ➤ working days ➤ working days ➤ 2 weeks ➤ 2 weeks ➤ 2 working days ➤ working days ➤ On the spot 	3 rd Floor DBS Building
Water Resources Division	<ul style="list-style-type: none"> • General enquiries • Interviews relating to research work • Site inspections – boreholes, reports • Site inspections – surface water assessments • Site inspections – watershed areas, reports • Seedlings • Hydrological data services • Hydrological field survey • Policy advice • Site inspections – public complaints, reports 	<ul style="list-style-type: none"> ➤ On the spot ➤ By appointment ➤ 4 weeks ➤ 4 weeks (data availability) ➤ 4 weeks ➤ by appointment ➤ 3 days ➤ 2 weeks ➤ 1 week ➤ 2 weeks 	All enquiries to be made to the 5 th Floor DBS Building

CUSTOMER RESPONSIBILITIES

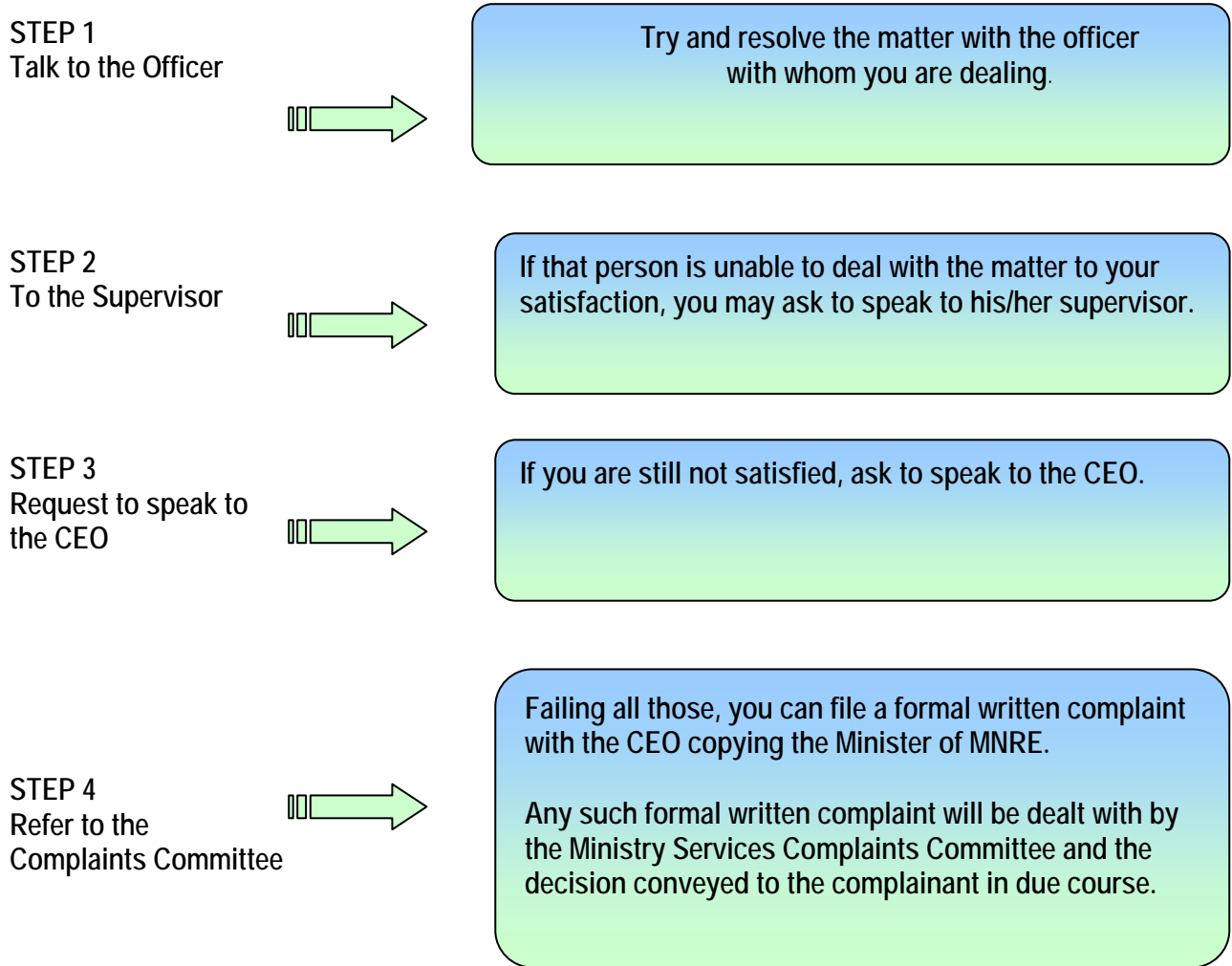
All Clients are welcome to provide feedback and comments to the Ministry in the following:

1. Provide accurate and complete information pertaining to their requests/applications;
2. Ensure that the services provided have met requirements in a satisfactory manner;
3. Assist where possible in various stakeholder consultations and feedback questionnaires;
4. Provide written recommendations that could improve services to the Ministry;
5. Lodge complaints with the MNRE using the official customer complaints procedure set out in (Figure 3);
6. Report promptly incidents of staff indiscretion or bribery and corruption; and
7. Offer no gifts in the form of monetary rewards or other valuable consideration in return for services rendered;
8. Report any incident in violation of the Public Service Act 1977 & Amendments, the Public Service Regulations 1979 & Amendments by a staff member;
9. Help us help you by being patient, honest and reciprocating a show of respect and understanding;
10. Understand the *va tapuia* between the people, environment and its resources;

YOUR RIGHTS AS OUR CUSTOMERS

We strive to meet the highest possible standard in delivering services to our clients. Hence if you wish to make a suggestion on how to improve our service OR lodge a complaint, please do not hesitate to contact us. Customer satisfaction is our aim. If you have any complaint, please follow the following procedures to try and resolve it.

Table 4
Important STEPS to take when dealing with complaints from the public.



OUR CONTACTS

MNRE

Tu'u'u Dr Ieti Taule'alo
CEO

Tel: 23800/25019/23092/26957
Fax: 23176
Email: tuuu.ieti@samoa.ws

CORPORATE SERVICES DIVISION

Elisaia Talouli
Assistant CEO

Tel: 23800/22481 - 22486
Fax: 23176
Email: Elisaia.Talouli@mnre.gov.ws

ENVIRONMENT & CONSERVATION DIVISION

(Vacant)
Assistant CEO

Tel: 23800/22481
Fax: 25869
Email: (vacant)

FORESTRY DIVISION

Nanai T Leutele
Assistant CEO

Tel: 23800/20599/21054
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Email: tony.leutele@mnre.gov.ws

GEF SERVICES

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Consultant

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Email : steve.brown@mnre.gov.ws

IT SERVICES

Ieti Taulealo
Principal Officer

Tel : 23800
Fax : 23176
Email : ieti.taulealo@mnre.gov.ws

LAND MANAGEMENT DIVISION

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Assistant CEO

Tel: 23800
Fax: 23692
Email: patea.setefano@mnre.gov.ws

LEGAL SERVICES

Sala Josephine Stowers - Fiu
Legal Consultant

Tel: 23800
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METEOROLOGY DIVISION

Mulipola A. Titimaea
Assistant CEO

Tel: 20855/20329
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PLANNING & URBAN MANAGEMENT DIVISION

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RENEWABLE ENERGY DIVISION

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TECHNICAL SERVICES DIVISION

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WATER RESOURCES DIVISION

Suluimalo Amataga Penaia
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