



**“YOU
MATTER
TO US”**

**MINISTRY OF NATURAL RESOURCES
AND
ENVIRONMENT**

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OUR VISION

“Improved quality of life for all Samoans that is premised on sustainable development and management of the country's natural resources and environment”

OUR MISSION

“Working together in close partnerships with communities and stakeholders for the pursuit of sustainable development”.

OUR LOCATIONS

The Ministry is located at the following sites:

Upolu TATTE Building -3rd Floor

- Office of the CEO
- Corporate Services
- GEF Services
- Information, Communication & Technology
- Land Management
- Legal Services
- Spatial Information Agency (Technical Services)
- Environment & Conservation
- Forestry Services
- Water Resources
- Disaster Management Office

- 1st Floor

- Planning & Urban management (PUMA)
- Water Sector Unit
- Environment Coordination Unit

Mulinuu

- Meteorological Services

Vailima

- Forestry Operations
- Watershed Nurseries

Tafaigata

- Waste Management Unit

Togitogiga

- Forestry Operations

Vaiaata, Savaii

- Waste Landfill

Asau, Maota & Vaipouli

- Forestry Operations

OUR SERVICES

The Ministry of Natural Resources & Environment is committed to provide efficient and effective services to improve quality of life for all Samoans through the sustainable utilization of available resources and the environment.

MNRE SERVICES - Table 1:

Corporate Services	✘ 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; out ▪ Co-ordinate networking amongst relevant stakeholders; ▪ Preparation of annual budget, monitoring and controlling ▪ Monitoring of GDP accounts ▪ Process casual wages and staff entitlements
	✘ Administration	<ul style="list-style-type: none"> ▪ Maintain database for staff information ▪ Communication systems and procedures ▪ Recruitment and selection process ▪ Manage central records system; ▪ Manage Working Conditions & Entitlements for staff ▪ Records management system ▪ Asset management system and monitoring - out
	✘ Capacity Building, Human Resources & Information Services	<ul style="list-style-type: none"> ▪ Assist students and general public on information relating to their research, ▪ Disseminate MNRE publications and information packages, ▪ Coordinate/produce media programs (advertisements/ tv and radio programs & spots) ▪ Facilitate national awareness events and workshops for schools and the general public on environmental issues, ▪ Capacity Building-trainings for all Divisions ▪ Conduct HR training sessions ▪ Enquire training opportunities for staff development ▪ PMS Reports ▪ Manage Staff Training database for all MNRE trainees ▪ Responsible in coordinating and review Ministry's Corporate Review and update all corporate documents (Management Plan, Capability Plan, Service Charter, Annual Report, Corporate Plan, Workforce Plan)
	✘ Operations maintenance	<ul style="list-style-type: none"> ▪ Maintenance of treatment plants - out ▪ Maintain /Upgrading of field office facilities - ▪ Maintenance of office assets ▪ Manage transport usage & car parking facilities
Environment & Conservation Services	✘ Terrestrial resources conservation	<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); ▪ 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)

	✘ 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)
	✘ 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
	✘ 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 and Sogi ▪ Administer contracts for cemetery operation and maintenance in Tufuiopa, Magiagi, Vaimoso Vailele – uta and Tafaigata ▪ Manage ground maintenance of Apia urban area; ▪ Promote public awareness campaigns ▪ Conduct investigations into complaints relating to urban services
	✘ Management of Chemicals	<ul style="list-style-type: none"> ▪ Develop policies for the management of hazardous waste and chemicals ▪ Implement POPs National Implementation Plan (NIP) ▪ Promote public awareness on management of hazardous chemicals ▪ Collect and disseminate Information on hazardous waste and chemicals
	✘ Management of GMOs- Biosafety	<ul style="list-style-type: none"> ▪ Implement the National Biosafety policy ▪ Implement the biological diversity bill and biosafety regulation (TBC) ▪ Implement the administrative systems to handle requests for import of GMOs ▪ Conduct public awareness and participation programs
Forestry Services	✘ Forest management	<ul style="list-style-type: none"> ▪ Promote awareness programs for community forestry plantations (CFP) ▪ Monitor forestry harvesting operations ▪ Maintain and establish community forestry plantations (woodlot/agroforestry farming) ▪ Conserve and maintain remaining native forests ▪ Maintain management of National Parks. ▪ Coordinate community support and partnership ▪ Management and maintenance of nursery operations: ▪ Supply seedlings to interested and registered farmers. ▪ Provide technical advises on forestry issues.
	✘ 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 ▪ Assess and approve forestry harvesting applications ▪ Register and inspect operating sawmills ▪ Monitor forestry harvesting operations ▪ Conduct public awareness and participation programs ▪ Coordination and monitoring of the “2 Million Tree Planting Campaign 2015 - 2020

	✘ Research and Development services	<ul style="list-style-type: none"> ▪ Research and species trial for priority tree species ▪ Provide information on timber utilization ▪ Undertake research on local plant seeds
GEF Services	✘	<ul style="list-style-type: none"> ▪ Advice on all matter related to the Climate Change, Environment, Renewable Energy & Energy Efficiency and Energy Sector in Samoa and Internationally
IT Services	✘ Information Technology	<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. ▪ Diagnostic and fixing of equipment
Land Management	✘ 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
	✘ 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 purposes, in accordance with provisions of the Taking of Land Act 1964. ▪ Administer customary land leases ▪ Provides secretariat services for the Land Board
	✘ 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 ▪ Settlement and land physical protection
	✘ 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 ▪ FPS

Legal Services	✂ Legal Advice	<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.
Meteorology Services	✂ Weather 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 preparation of Tokelau public and marine forecasts and warnings. ▪ Management of Automatic Weather Observation System including communication ▪ Monitoring of Quality Management System (QMS) ▪ Exchange of weather information with regional and international Organizations
	✂ Climate and Ozone services	<ul style="list-style-type: none"> ▪ Provide updated climate and rainfall statistics ▪ Provide area specific climate data and synoptic discussion ▪ National rainfall station monitoring with village based operators ▪ Seasonal climate outlooks, rainfall and drought forecast, ENSO advice ▪ Provide technical climate change analysis and advice ▪ Administer the Climate Early Warning System for different sectors ▪ Manage Climate data and climate consultancy services ▪ Assist students and general public in providing relevant information relating to their research ▪ Management of Rainfall and Climate Observation Network including communication ▪ Manage ozone depleting substances
	✂ Geophysics services	<ul style="list-style-type: none"> ▪ Provide technical seismic analysis, advice and issue warnings ▪ Regional and local seismic activity monitoring and analysis ▪ Seismic, Magnetic and Sea Level Data Management ▪ Local geomagnetic variability monitoring and analysis ▪ Oceanographic and Astronomical data services – sea-level monitoring and analysis ▪ National Geo-hazard operational response and data management policy frameworks. ▪ Management of Seismic Network including communication ▪ Assessment of local volcanism, research and information specific to source of magma and potential hazards ▪ Analyze and Disseminate Geophysical and geo-hazard public information and outreach programmes
	✂ 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.

	✘ 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
Planning & Urban Management Agency (PUMA)	✘ Sustainable Development	<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
	✘ Strategic Planning	<ul style="list-style-type: none"> • Secretariat to the Planning and Urban Management Board • Prepare Sustainable Management Plans • 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
	✘ Urban Management Services	<ul style="list-style-type: none"> • Register and process public complaints regarding amenity issues and development complaints as outlined under the Planning and Urban Management Act 2004 • Manage complaints log book and database • Facilitate conflict resolution and procedures • Undertake compliance, monitoring and enforcement
Technical Services	✘ Surveying 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
	✘ 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.

	✘ 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.
Water Resources Services	✘ Management of watershed resources	<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
	✘ Assessment and monitoring 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) ▪ Produce hydrological information for the public ▪ Provide assistance to water related projects
	✘ 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 ▪ Administer Water Abstraction Licensing Scheme ▪ Facilitate the formulation of water resources management Village By-laws ▪ General enquiries on water resources issues
Renewable Energy Services	✘ Renewable Energy	<ul style="list-style-type: none"> • Advice all matters related in climate change mitigation, GHG emissions in energy sector, renewable energy technologies, energy efficiency in the transportation sector, electricity sector, and building sector and other sectors producing GHG emissions. • Implement National GHG Abatement Strategy (NGHGAS 2008-2018) • Energy Efficiency Project in Land Transport Sector • Energy Efficiency Project in Electricity Sector • Biomass Gasification Technology • Energy Efficiency in buildings • Provide awareness and information on climate change mitigation, energy efficiency, and renewable energy technologies. • Provide awareness and information of National GHG Abatement Strategy
Disaster Management Services	✘ Disaster Risk Reduction	<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

SERVICE STANDARDS	The Ministry aims to deliver services in accordance with the following standards;	<ul style="list-style-type: none"> ☞ <i>Va Tapuia</i>; ☞ First come first serve basis; ☞ High standard of professionalism; ☞ Timeliness. ☞ Transparency ☞ Accountability ☞ Environmentally conscious. ☞ Highly cooperative in collaborative efforts towards joint services ☞ Equal opportunities for all ☞ Compliance with public service code of conduct and values.
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Working Hours: Table 2:

OPENING HOURS	Ministry	Divisions /Sections:	Working Hours
	All Divisions		Monday to Friday from 9.00 am to 5.00pm
		Land Registry	Monday to Friday from 9:00 am to 5.00 pm
		Cashier	Monday to Friday from 9.30 am to 4.00pm
		Meteorology Division	Weather Services on a 24 hour roster (for Faleolo International Airport, Mulinuu Weather Office, & Maota) Geophysics Services: Earthquake and Tsunami Services DMO: Disaster response services 24/7 Climate Services: Climate Observations (weekends 8am-2pm)
	Field services – Reserves and Forestry	Monday to Friday from 8.00 to 4.35pm	
	Lunch hour break for all Divisions, except		Monday to Friday, 12.30 noon to 1.00 pm
			Reception services, Land Registry Service, Cashier Counters and Meteorology Division

ENQUIRIES:

Enquiries may be made to any of our Divisions at the TATTE Building and the Meteorology Division at Mulinuu 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	<ul style="list-style-type: none"> • General Enquiries 	<ul style="list-style-type: none"> • By appointment 	3 rd Floor TATTE Building
Corporate Services <i>Capacity Building & Information services</i>	<ul style="list-style-type: none"> • Library services • Interviews relating to research work • Field trips and school presentations • National Awareness days: • Biodiversity Day • Ozone • Forest & Water Day • National Environment Week • Energy Day • World Wetland Day • National Toilet Day • General enquiries • TBC by Management 	<ul style="list-style-type: none"> • 9 am - 4 pm Mon - Friday • By arrangement • Within working hours • 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 TATTE Building Venues to be notified.
<i>Accounts, Payments, Receipts</i>	<ul style="list-style-type: none"> • Disbursement (e.g. leases, royalties) • Payments by cheque (approved customers only) 	<ul style="list-style-type: none"> • Within 3 working days of request 3 working days to clear 	3 rd Floor TATTE Building

	<ul style="list-style-type: none"> • Payments to government • General enquiries 	<ul style="list-style-type: none"> • Official receipts issued on the spot. • On the spot 	
Environment & Conservation <i>Terrestrial and marine conservation services</i>	<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 	3 rd Floor TATTE Building
<i>National reserves service</i>	<ul style="list-style-type: none"> • Access to national reserves (Vailima, Palolo Deep, RL Stevenson's tomb) • General enquiries 	<ul style="list-style-type: none"> • On the spot • On the spot 	3 rd Floor TATTE Bld & (Vailima Office)
<i>Waste management services</i>	<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 • Rubbish collection Savaii • DEC to Insert days of collection • Ground maintenance, inner Apia urban • Operation of public toilets – Eleelefou, Sogi • Operation public toilet – Salelologa • Maintenance of cemeteries – Magiagi, Vaimoso, Tufuiopa, 	<ul style="list-style-type: none"> • On the spot • Open 6am-6pm, Monday-Saturday • Open 6am-6pm, Monday-Saturday • Daily for beach road: • 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, Vaoala, Lelata, Magiagi, Toomatagi, Vaivase-uta, Fagalii-uta, Vaivasetai, Maagao, Faatoia, Lalovaea • Tuesdays & Fridays • Tiavi, Salani, Siumu, Saanapu-uta • Tuesdays & Thursdays • Lailii, Falevao, Fagaloo, 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 pm, by 	Tafaigata Office

	<ul style="list-style-type: none"> Vailele-uta Receive and process applications for burial plots 	<ul style="list-style-type: none"> private contract 10 hrs, by private contract On going by private contract Working days 	
ICT	<ul style="list-style-type: none"> General enquiries <ul style="list-style-type: none"> Visit Telephone Email (mnre@mnre.gov.ws) 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 	Tui Atua Tupua Tamasese Efi Building, Level 3
Forestry Division	<ul style="list-style-type: none"> Access to information Application for forestry harvesting permits/licenses Plant sales 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 1 month On the spot (5 nurseries, Vailima, Togitogiga, Maota, Asau & Vaipouli) On the spot On the spot (5 stations) On the spot On the spot On the spot 	3 rd Floor TATTE Building Vailima (end of SPREP road)
Land Management <i>Land registration services</i>	<ul style="list-style-type: none"> General enquiries Documents lodged for registration Information search Certified photocopies General enquiries 	<ul style="list-style-type: none"> On the spot Up to 5 working days (registered or requisitioned for correction) Same day Same day On the spot 	3 rd Floor TATTE Building
Land administration services	<ul style="list-style-type: none"> Application for burial plots Application to lease government lands 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 Taking of lands for public purposes General enquiries 	<ul style="list-style-type: none"> 1 day up to 3 months if land available 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 	3 rd Floor TATTE Building

<i>Land development services</i>	<ul style="list-style-type: none"> • Application for sea reclamations • Applications for temporary stalls • Application for sand (domestic) • Application for sand (commercial) • 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 TATTE Building
<i>Valuation service</i>	<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 TATTE Building
Legal services	<ul style="list-style-type: none"> • Witnessing Instruments • Application for Consent by Head of State for land alienation • General enquiries 	<ul style="list-style-type: none"> • On the spot • Up to 4 weeks and depending on the convenience of Head of State • On the spot 	3 rd Floor TATTE Building
Meteorology Division <i>Weather Services</i>	<ul style="list-style-type: none"> • Public weather coastal forecasts and warnings • Surf forecasts • Aviation weather information – Faleolo • weather surface charts • weather satellite imagery • weather advice and data • current weather conditions • weather summary • Tide information 	<ul style="list-style-type: none"> • On the spot/internet • On the spot • On the spot • On the spot • On the spot • On the spot • On the spot • On the spot • One week • On the spot 	Mulinu'u
<i>Climate Services</i>	<ul style="list-style-type: none"> • climate data and report services • / seasonal climate outlook, rainfall, drought and ENSO updates • current regional climate maps • historical tropical cyclone reports • climate information • Ozone ODS acquiring licenses • Ozone information 	<ul style="list-style-type: none"> • On the spot and or up to 2 weeks • On the spot (in availability of latest completed forecast/internet) or up to 1 day • Up to 1 day • Up to 1 week • Up to 1 day • 14 days • On the spot 	Mulinu'u
<i>Geophysics Services</i>	<ul style="list-style-type: none"> • Seismic event report • Seismic data services • Geomagnetic services • Tide tables 	<ul style="list-style-type: none"> • On the spot • Up to 1 week • Up to 1 week • On the spot 	Mulinu'u

	<ul style="list-style-type: none"> • Moon phase tables • Sun rise/set tables 	<ul style="list-style-type: none"> • On the spot • On the spot 	
<i>Geology and Engineering</i>	<ul style="list-style-type: none"> • Geological investigative survey and report • Geological data services • Engineering services • Drilling services 	<ul style="list-style-type: none"> • Up to 3 weeks • On the spot or up to 1 week • On the spot or up to 1 week • Up to 3 weeks 	Mulinu'u / Vaitele
<i>Climate Change</i>	<ul style="list-style-type: none"> • Climate change country public awareness information • Copies of Climate change reports to UNFCCC • Climate change surveys 	<ul style="list-style-type: none"> • On the spot or up to 1 week • On the spot or up to 2 days • Up to 2 weeks (incl. consultations) 	Mulinu'u
Disaster Management	<ul style="list-style-type: none"> • Disaster awareness information • 	<ul style="list-style-type: none"> • On the spot or up to 1 week 	Tuanaimato
Planning & Urban Management Agency <i>*Dependent on scale, location, nature and payment of fee of proposed development</i> <i>**Immediate action for activities within the urban area</i>	<ul style="list-style-type: none"> • General enquires • Telephone • emails • letters • website • visits 	<ul style="list-style-type: none"> • On the spot • Calls answered within 4 rings • All emails to be responded within 2 working days • Initial response to be provided within 5 working days • Instant information • Staff will process straight forward transactions or direct you. • For specialist transactions we encourage you to make an appointment. 	1 st Floor TATTE Building
<i>Sustainable Development</i>	<ul style="list-style-type: none"> • Development Consent Applications • Development Consent Monitoring • EIA Reviews and reporting • Certificate of compliance 	<ul style="list-style-type: none"> • Processed within 10 working days for Non-notified.* • Processed within 2 months for notified applications.* • Response within 5 working days and in accordance with 'Compliance Monitoring and Enforcement Strategy' • Processed within 20 working days and in accordance with the 'EIA Review Guideline' 	1 st Floor TATTE Building
<i>Strategic Planning</i>	<ul style="list-style-type: none"> • Project development and implementation • Policy development initiatives • Training and awareness • Secretariat services to the PUM 	<ul style="list-style-type: none"> • Dependent on scale and nature of proposed development • Dependent on planning priorities • Routine program • Monthly or as required 	1 st Floor TATTE Building

	Board		
<i>Urban Management Services</i>	<ul style="list-style-type: none"> • Receive, register and process public complaints on amenity issues: • 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 odors • respond to domestic animals 	<ul style="list-style-type: none"> • In accordance with the 'Public Complaints Strategy' • 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 	
<i>Spatial Information Agency (Technical Services)</i> <i>Survey services</i>	<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 TATTE Building

<p><i>Survey Quality Assurance Services</i></p>	<ul style="list-style-type: none"> • Examination of scheme plan • Examination of subdivision plan • Indexing approved survey plans • 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 	<p>3rd Floor TATTE Building</p>
<p><i>Mapping services</i></p>	<ul style="list-style-type: none"> • Hard copies for • 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: • 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 • 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 	<p>3rd Floor TATTE Building</p>
<p>Water Resources Services</p>	<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 • Water Abstraction Licensing Process • 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 • On the spot • 8 weeks • 2 weeks 	<p>3rd Floor TATTE Building</p>

CUSTOMER RESPONSIBILITIES

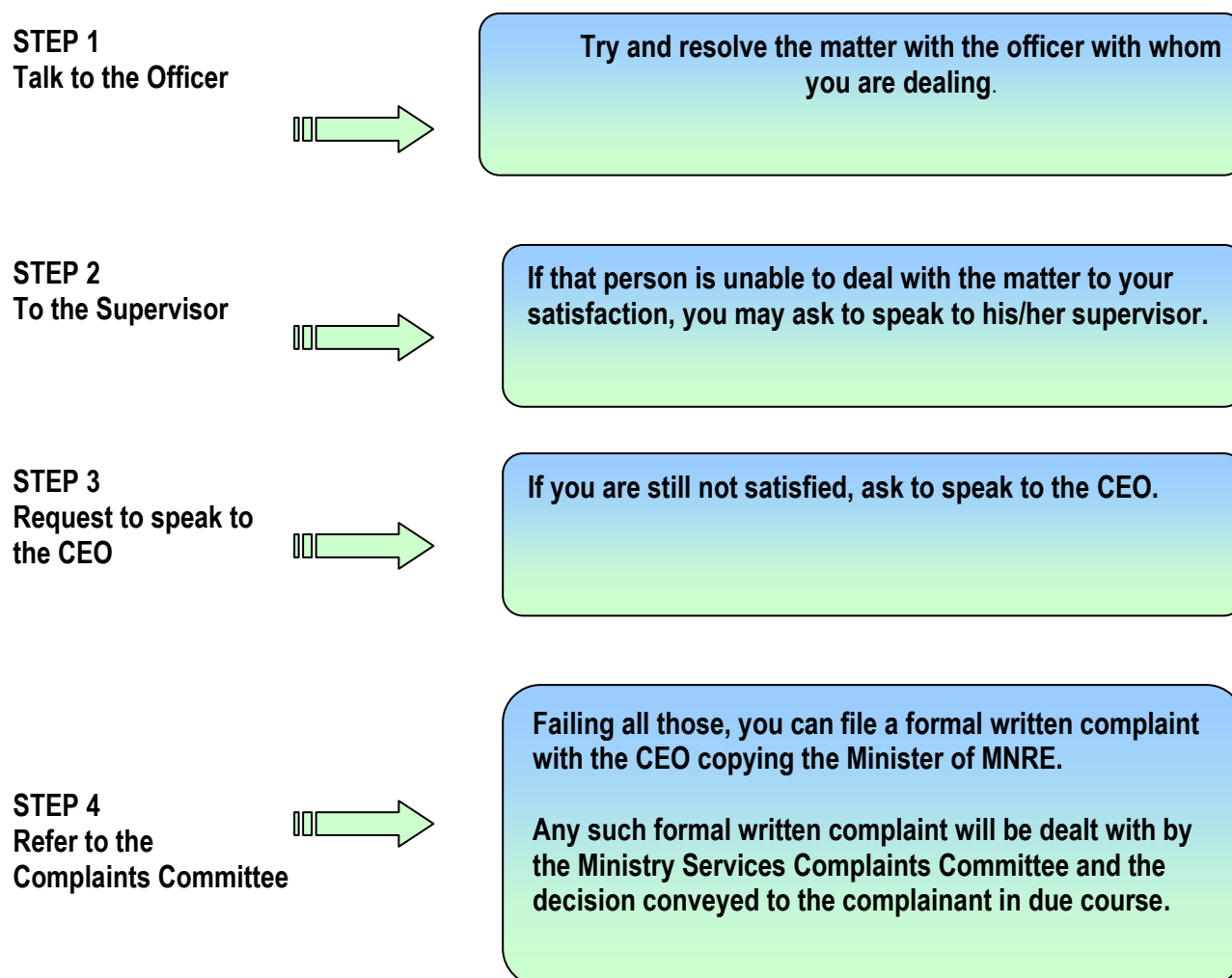
All Clients are welcome to provide feedback and comments to the Ministry in the following :

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 2004 & 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 3: Important STEPS to take when dealing with complaints.



OUR CONTACTS**CHIEF EXECUTIVE OFFICER**

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Email: amataga.penaia@mnre.gov.ws**CORPORATE SERVICES DIVISION**Tuiolo Maria Schuster
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Email : tuiolo.schuster@mnre.gov.ws**ENVIRONMENT & CONSERVATION DIVISION**Tauti Fuatino Leota
Assistant CEOTel: 67200 Vailima: 28680 Tafaigata: 22267/22281
Email: fuatino.leota@mnre.gov.ws**FORESTRY DIVISION**Moafanua Tulusina Pouli
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