# TLTB

# Management Information System

# Section I

# Commercial Conditions

# I. Introduction

The ITaukei Land Trust Board (TLTB) was established in 1940 under the ITaukei Land Trust Act to control and administer iTaukei land in the best interest of the Fijian owners.

TLTB consists of three operational divisions:

1. Estate Operations
2. Finance and Administration
3. General Management

Governed by a Board of Trustees presided by the Prime Minister and Minister of iTaukei Affairs of Fiji, TLTB controls and administers about 89 percent (89%) of the landmass in Fiji. ITaukei land under its control encompasses kilometers of beachfront, flatlands, and every other landform of unlimited usage. The Board must ensure that any development over iTaukei land will bring the best economical return to the present and future landowner.

## Vision

"Excellence in Land Management Services to Meet the Expectation of All Stakeholders"

## Mission

In the best interests of all stakeholders we will:

1) Deliver competent and resilient estate land management services to all our stakeholders.

2) Provide the best financial and investment services to the iTaukei landowners and ensure sufficient land are reserved to meet their immediate and future needs.

3) Automate through modern technology, systems and processes to accelerate organizational growth, innovation and business delivery.

4) Promote partnerships with government, regional and international sustainable development goals and conventions.

5) Promote equality of opportunities for all Fijians, develop human capital management and recognize performance.

6) Uphold good governance, inclusiveness, visibility and inculcate a culture of growth, innovation, productivity and excellence in the workforce.

**TLTB is inviting proposals for the installment of an web-based Management Information System (MIS) that will capture and help manage all the operational and managerial requirements across all of the TLTB departments and divisions including all financial activities.**

# II. Invitation to Tender

## Tender Documents

Bidders are to ensure they refer to the following two documents when responding to this tender:

a) MIS Commercial Conditions (Section 1)
b) MIS Functional Requirements (Section 2)

## Scope of Work

TLTB seeks bidders for the design installation and maintenance of an web-based MIS system that will capture and help manage all the operational and managerial requirements across all of TLTB Group parent and subsidiary departments and divisions including all financial activities.

Appendix I details the Scope of Work against which a bidder will be evaluated.

Appendix II elaborates on the Functional Requirements.

# III. Definitions

## Bidder(s)

This refers to the company/organization that responds to all aspects of the tender specifications.

## MIS system

Refers to the proposed system and should include all costs to enable a working system for TLTB i.e. hardware, software, training services, licensing, etc.

# IV. Tender Instructions

## Compliance with Tender Specifications

While TLTB have documented functionality required by each of its operational units in the 'Section 2 – MIS Functional Requirements', TLTB is conscious that its requirements may not be based on current best practice.

TLTB therefore invites questions from potential bidders to clarify TLTB's requirements or propose enhanced solutions that meet or exceed TLTB's requirements.

However, bidders are to clearly indicate in their bids where they have proposed an alter iTaukei solution to TLTB's requirements and their reasons for doing so i.e. any deviations from the tender specifications need to be fully explained or justified.

**TLTB may accept multiple vendors to install different components of the MIS.**

## Tender Closing Date

Tender closes on **18th June 2022** and tender registration will be conducted at the TLTB office, Suva, Fiji.

## Tender Evaluations

During the process of tender evaluations, TLTB may contact bidders to clarify submissions. However, the TLTB Tender Committee decision will be final and no further correspondence will be entered into with bidders.

# VI. Standard Contract Terms and Conditions

The following general terms and conditions will apply to this tender:

## Submission of Request for Proposal (RFP)

Each Bidder has to submit responses to the tender via email:

E-mail copies in both WORD and PDF formats to tendersecretariat@tltb.com.fj

## Validity of RFP

Tender responses shall be unconditional and remain valid for a period of **ninety (90) days from the closing date of the tender**. The Bidder may withdraw their proposal after expiration of, but not during the validity period.

## Evaluation of RFP

TLTB may consider any criteria they see fit when selecting the successful bidder without limitation and reserves the right to:

a) Elect not to accept any of the tenders.
b) Refuse the lowest price tender or reject any tender, as TLTB deems fit.
c) Request any Bidder to resubmit their tender on varied terms and conditions.
d) Enter into negotiations with one or more Bidder's in order to clarify their offering.

In the event of any of the above conditions being acted upon, the bidders will have no claim against TLTB for costs associated with the preparation of their responses or for any other reason associated with this RFP.

All Bidders will be notified of acceptance or rejection but reasons for such decisions will not be given.

A Bidder will not be deemed to have selected as one of the Preferred Bidder(s), unless and until notice in writing for and on behalf of TLTB of such selection is:

a) Handed to the Bidder
b) Is sent by prepaid post to or is left at the address stated in the Tender for service

of notices

c) Sent by facsimile to the number provided by the Bidder, followed by an original by post.

## Termination of RFP

TLTB may, in their sole and absolute discretion, suspend, terminate or abandon this RFP at any time prior to the execution of a formal written engagement between TLTB and the Successful Bidders, by giving written notice of such a decision to each of the registered Bidders.

## Matters Affecting Tender Pricing

Bidders prices are to include all costs associated with complying with this specification and associated works. This is to include all costs necessary for the due completion of the assignment. Costs are to be itemized as follows:

a) Software costs
b) Hardware costs
c) Project Management & Installation costs
d) Training costs
e) Licensing costs (include renewal information etc)

## Tender Preparation Costs

Any costs associated with the preparation of the bidders proposal, including but not limited to demonstrations, trials, evaluations, meetings and the like will be met by the bidder.

## Bidder Performance & Retainers

TLTB will withhold 30% of the bid price until the successful bidder demonstrates that their MIS system meets TLTB's requirements and that TLTB staff are sufficiently trained to operate the MIS system.

Bidders are therefore expected to scope the project and develop a checklist of functionality and requirements in the first stage of implementation. This document is to be signed-off by TLTB Management and is to be used as the basis for measuring the performance of the successful bidder.

## Security, Privacy and Confidentiality

The Bidder, and its officers, employees, agents and advisers, must comply with any security clearance checks and procedures required by TLTB.

## Ambiguities

Bidders should explain their interpretation of tender requirements and state any assumptions being made so that TLTB understand their response to tender clauses that may be ambiguous. TLTB reserves the right to distribute any explanatory notices to all other registered Bidders.

**Requests for any additional information or clarifications will only be accepted in writing.**

## Bidder Details Company Details

Bidders must provide a company profile demonstrating to TLTB that they have a stable company capable of supporting the proposed MIS System over the next 10 years.

## Relevant Experience

Bidders must provide an outline of recent (within past three years) experience in projects of a similar nature and profile, and at least 3 Referees with their addresses and contract numbers.

## Project implementers

Bidders are to provide the following details:

a) Person who will be responsible for this Project including qualifications and relevant experience.
b) To indicate if the Company will carry out entire work and/or aspects it sub-contracted.
c) If sub-contracted, provide name of sub-contractor/s and a brief profile of their capabilities.

## Price (VIP)

Bidders are to provide the following details:

a) MIS system customization, system integration & training costs;
b) Cost per module.
c) Start date if awarded contract;
d) A work schedule indicating duration & completion date of Project including training for TLTB personnel.

## Training

Bidders are to explain the following with regards to training:

a) How training will be delivered;
b) How training will be delivered to different users;
c) What training materials will be provided by the bidder and TLTB's obligations (if any);
d) Explain any limitations TLTB needs to be aware of e.g. class size etc.
e) Provide training to internal IT staff on administration.

## Key Functionality

Bidders should refer to and respond, to clauses in the 'Section 2 – MIS Functional Requirements'.

## Further Information

Queries and clarifications are to be directed to Mr. Epeli Ravula, telephone number (+679) 3312733 ext 511, mobile 9993474, or e-mail eravula@tltb.com.fj

# APPENDIX I

# TLTB Management Information System

# Tender Evaluation

# Scope of Work

***Tender Evaluation***

## INTRODUCTION

The ITaukei Land Trust Board (TLTB) is in the preliminary stages of upgrading its IT-based Management Information System (MIS) from an application based system to a web based system that will capture and help manage all the operational and managerial requirements across all of the TLTB departments and divisions including all financial activities.

Tenders received for the proposed project will be thoroughly evaluated according to the scope of work outlined below.

## SCOPE OF WORK

### 1. Relevance to TLTB

It is crucial that the MIS system meets TLTB's requirements as stated in the Request for Proposal (RFP).

### 2. Security of sensitive data

The security of sensitive data is of great importance to TLTB in observing confidentiality on behalf of its clients.

### 3. Costs

Prices are to include all costs associated with complying with this specification. Costs are to be itemized as follows:

a) Software costs
b) Hardware costs
c) Project Management & Installation costs
d) Training costs
e) Licensing costs (include renewal information)

### 4. Backup support and maintenance

Backup support and maintenance of the system is an aspect of the system that will be of vital importance in the long run.

## 5. Training

TLTB staff will need to be sufficiently trained to operate the MIS system. Training requirements need to be specified clearly in regards to the following:

a) How training will be delivered

b) How training will be delivered for different users

c) What training materials will be provided by the bidder and TLTB's obligations (if any)

d) Explain any limitations TLTB needs to be aware of e.g. class size etc.

e) Training of IT staff on administration

## 6. Based against RFP

Bidders must comply with all requirements stated in the RFP or exceed TLTB's requirements of the proposed solutions.

## 7. Deliverance and timeline

The efficiency and prompt deliverance of the respective implementation and demonstration phases in accordance to a work schedule.

## 8. Data Migration

Bidders must show strategy and timeline for migrating Landsoft/LDVC/CMS/erequest data into the proposed solutions.

## 9. Past Performances

Bidders must provide a company profile demonstrating to TLTB that they have a stable company capable of supporting the proposed MIS System over the next 10 years.

## 10. Current Implementation

Current implementation of the proposed MIS solution both locally and overseas and provide an outline of recent (within past three years) experience in projects of a similar nature and profile.

## 11. Negotiability of Tender

Tender proposal should be negotiable on aspects of TLTB that is not met by the bidder and of significance to TLTB's requirements.

## 12. Presence in Fiji

Bidders will also be evaluated on a solid and secure presence in Fiji.

# TLTB
# Management Information System
# Functional Requirements

# I. Introduction

The Tenderer is required to complete a Statement of Compliance in response to all items of the Functional Requirements Table for the following components:

1. Land Management Cases
2. Land & Ownership Registration
3. Geospatial Information System
4. Lease Master
5. Financials
6. Performance Management
7. Executive Reporting (Executive Information System) (include all reports currently available)

The requirements are not an exhaustive list of all system specifications; however each item listed has been determined to be important when analyzing the suitability of software for the TLTB environment.

Responses must be completed line by line using one of the following standard response codes for each requirement:

- **Y (Unqualified Yes)** – The standard version of the proposed solution fully meets this requirement.
- **P (Partially Met)** – The requirement is only partially met and will require a program modification to be carried out by the Tenderer or can be achieved by other methods.
- **N (No)** – Requirement not met and cannot easily be addressed by other methods such as modifications/enhancements.
- **N/A (Not applicable)** - The Tenderer considers that the requirement or question is not pertinent to the system or architecture under discussion.

If any of the required functionality is planned for inclusion in please provide details.

Each of the functional requirements of the RPD have been assigned a priority from 1 to 3, with 3 being the most critical and 1 being the lowest priority but still perceived to be important in the overall system.

Please use the comments field to explain how the functionality can be achieved in your system if it is not the standard functionality.

# I. Land Management Cases

## Overall Requirement

Ability to:

1. Capture all case work stored in the present system
2. Highlight all backlog cases for urgent attention
3. Identify and remove all redundant cases
4. Include all new fields into these records for completion
5. Link the system with the performance and evaluation exercise
6. Ensure all work generated can relate to relevant policies and procedures to guide officers in performing associated tasks.
7. Electronically retrieve standard documents and forms that will maintain consistency throughout the organization

## Specific Requirements

| Type 1 Lease Application | Comments |
|---|---|
| Ability to screen applicants and record applicant information (Name , Birth Certificate No , TIN Number , contacts, FNPF etc.) in system as per applicants forms | |
| Ability to attach documents/photos/Videos/tenant's eSignature in the system. | |
| Ability to create/save the Lease Application Case once applicant information are validated and all required documents are in order ,submitted and attached in system, | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Lease Application workflow. Staff assigned may change while the case is ongoing | |
| Ability to print and display the Lease Application Case Number as reference for customer's payment. | |
| Ability to link multiply applicants to one case (e.g. for joint leases) | |
| Ability for customer to make payments to the case and once necessary fee has been receipted only then Lease Application Case continues processing.(2 Working Days) | |
| Ability to send periodic email notification to applicant if fees are not paid within the 2 days. | |
| Ability to also create Lease Application Case that does not require application fee payment (such as online market, special government leases, HA leases etc.). System to have a category to select these special cases. | |
| Those cases that do not require payment of application fee, the system will have approval process before the Lease Application Case can further continue processing. | |
| Ability to use spatial information to determine location, availability of land and the landowners | |
| Ability to Record information both spatial data concerning physical inspection and land details. | |
| Ability to connect to ArcGIS system to confirm lease charting. | |
| Ability to validate the required minimum majority consent has been received for the case if it goes for Dereservation. | |
| Ability to have a mobile voting system for LOU consent | |
| Ability to validate minimum and maximum term based on lease type | |
| Ability to validate that relevant documents are uploaded for different lease type or document type. | |
| Ability to record Licenced area on Divisional Noting Sheets to prevent double Licensing of specific Land. | |
| Ability to have a Land Price and Rent Index module that will link to lease application. | |
| Ability to update different stages per lease application (as per current landsoft system) | |

| | |
|---|---|
| Ability to record comments / diary / journals at different stages | |
| Ability to send notification to users for their action on different stages | |
| Ability to send notification to applicant on application progress at on different stages. | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages (IPR , Lease documents, dereservation précis etc. as per current landsoft system) | |
| Ability for users to update system generated documents online | |
| Ability to capture e-Signatures for user and tenants on documents where applicable | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability for users to request changes on completed information or revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| Ability to record all lease information - Lease ACT, Lease Type, Lease Sub-lease , land class (as per the current landsoft system) | |
| Ability to categorise by different source type (e.g. land acquired from a expired land or re-entry land, or new land) | |
| Ability to categorise by different Growth Economy type (e.g. Foreign/Local Investors, Government Lease, Informal Settlement, Development Lease, Lease Renewal ALTA/TLTA,CBUL/Rent Subsidy recipient, First Land Purchase recipient, Survey Grant Recipient) | |
| Ability to record and link to existing lease reference if land sourced from expiry or re-entry. | |
| Ability to link application case to region and teams and team members | |
| Ability to have executive users (Board secretary ,GM Operations, CEO) to endorse cases and documents that require their approvals | |
| Ability to record offer details (all fees , rental , premium amount etc) | |
| Ability to automatically select standard/fixed value on certain fees. | |
| Ability to record if applicant is a LOU applying his own land | |
| Ability to automatically invoice offer amounts to prospective tenant depending on lease Offer | |
| Ability to record premium and automatically exclude premium amount in invoicing if LOU applying his own land. | |
| Ability to automatically reverse all invoices and deactivate lease contracts if offer was not accepted. | |
| Ability to send automated periodic reminders to team & applicant to check if offer has been paid. | |
| Ability to automatically send notice to applicant if offer is not paid within 30 Days and case is closed. | |
| Ability to transfer case to lease master once offer payment received in full. | |
| Ability to transfer information on Rental, term, tenant, NLC lot, land class. mortgagee and survey information to lease master | |
| Ability to push lease application case to ADB Online marketplace portal for Online lease application. | |
| Ability to retrieve and record survey information from the ADB online marketplace portal. | |
| Ability to automatically open and link the lease application case to other related cases types (e.g. Dereservation case, LOU verification case, conveyancing case, Lease Engrossment etc). | |
| Ability for surveyors/DTCP/FRCA/TLC/Register office to login and update status on certain types on land applications. | |
| Ability for LOUs to login and vote consent on reserve lands | |
| Ability to record surveyor details, lease registration details, mortgagee details for the lease application. | |
| Ability to create an online (pdf) case folder (land file) with all the documents in a prearranged content order. | |
| Ability to generate detail and summary reports on lease application cases (as per all reports in current system). | |
| Ability to have certain forms accessible outside office on mobile phones for update by the estate officers in the field (e.g. 360 forms, survey 123 forms). | |

| | |
|---|---|
| The system should have help manual linked to each modules on the use of that particular form or module. | |
| Ability to search options (search by case number , applicant name , receipt number , applicant's date of birth , applicant's Birth certificate number , applicant's phone number) | |
| **Type 1 Lease Application - TLTB Online Marketplace** | **Comments** |
| Ability to integrate and transfer land parcels and its details to the current TLTB online marketplace | |
| Ability to publish lease application case for TLTB Online marketplace where customers can bid the pre-package land | |
| Ability to have a verification and a approval process for the online market place cases before it is available for the public to apply. | |
| Ability to close the bid for the online marketplace pre-package land after 14 days from the date published. | |
| Ability to re-advertise the pre-package land if no successful bid selected after 14 days. | |
| Ability to have user registration , login and forget password process for the online applicants | |
| Ability to have a admin portal to manage user registration & logins for the online applicants | |
| Ability for the applicant to bid on the tendered land and enter amount. | |
| Ability for the applicant to view the tendered land information's, pictures, Maps (from google and ArcGIS) , and videos online. | |
| Ability for the applicant to submit all their latest personal information and attached the documents when applying. | |
| Ability for the applicant to make online payments.(both for fees , offer amount) | |
| Ability to send periodic email notification to applicant if fees are not paid within the 14 days bidding time. | |
| Ability for the applicant to confirm payment done (if cash or other bank modes) | |
| Ability to send email notification to Finance officers once payment done and confirmed by applicant. | |
| Ability to have a verification and an approval process to confirm applicant's payments (cash or online). | |
| Ability to send email notification daily basis to Finance officers for those payments done by applicant but not yet confirmed by TLTB finance officers. | |
| Ability to send email notification to the bid selection committee (or the approved user) once biding of a land gets closed after 14 days. | |
| Ability for Senior Estate officer , Regional manager and executive management (GM Operations/CEO) to approve the selected applicant | |
| Ability to send periodic email notification to applicant if offer are not paid within the 30 days after begin selected. | |
| Ability for the applicant to view/print the necessary generated lease documents in the online marketplace. | |
| Ability for the applicant to view application status updates as case moves until it completes | |
| Ability to send notification to LOUs for consultation on certain types on land applications.(e.g. reserve land) | |
| The design of website should be compatible with mobile phones/tablets/computers. | |
| **Type 1 Lease Application - LDVC** | **Comments** |
| Ability to integrate with current TLTB LDVC portal | |
| Ability for surveyor to submit request and system will generate surveyor agreement upon completion of payment via mPaisa | |
| Once the agreement is created the request goes GIS officer to for vetting and issue surveyor instruction and surveying coordinates. | |
| Upon receiving the surveyor instruction surveyors can lodge the scheme plan and surveying report. GIS officer will vet the report and will submit to Land unit Planner | |
| Land unit planner will analysis the report and verifies the report submitted by surveyor and will processed to DTCP | |

| | |
|---|---|
| After DTCP Approval the request goes to surveyor general. Once surveyor general approves the survey plan it is submitted ROT for registration. TITLE Copy is issued to tenant | |
| **Type 1 Lease Application - Conveyance** | |
| Ability to integrate with the current TLTB Conveyance portal | |
| Lease document is a document where conveyance team usually work on in order to register a Lease at ROT. Lease Document usually generated in Case Type 1 – Lease Application after the Lease has been transferred to Lease Master or when Lease Application case has a Lease Reference or Lease Account Number. | |
| The Ability to automatically create conveyance case once Lease Document is vetted by SEO Compliance (1st approver) and Conveyance Team (2nd Approver) | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Lease Application Conveyance workflow. Staff assigned may change while the case is ongoing | |
| Ability to create conveyance case with standard information from Case Type 1 – Lease Application Case. e.g., Related Lease Application Case No, Lease Document Type, Lease Type, Applicant Detail, Offer Detail etc. | |
| Ability to generate and edit Lease Document | |
| Ability to automatically reflect Lease Document type for Unsurveyed Lease (AFL / IOT /TAW) and Surveyed Lease (iTL) | |
| Ability to apply digital stamping for Digital Signatory | |
| Ability to allow all signatories to be signed digitally instead of printing Lease Document for signing by Tenant and witnesses by TLTB | |
| Ability to store Lease Document with digital signature | |
| Ability to notify tenant for signing of Lease Document | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate Conveyance Case for further processing | |
| Ability to generate and edit Lodgement Slip Form | |
| Ability to generate / print signed lease document by TLTB before sending to ROT | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to attach and remove documents/photos/Videos in the system | |
| Ability to search options (search by case number, Region, Lease Application number) | |
| Ability to generate detail and summary reports on Conveyance Cases with related Lease Application Case | |
| **Type 2 Rent Reassessment** | **Comments** |
| Ability to create case and record information in regards to Rent reassessment of an active lease. | |
| Ability to generate a list consisting of leases that are due 9 months before their reassessment date. This listing to be notified to Estate team for their information. The system auto checks the preliminary assessment conditions on the generated rent reassessment listing and automatically opens cases. | |
| Ability to validate information before saving. (e.g case not to be opened if any existing open reassessment case , case can be only opened after 5 years from commencement date, etc) | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Rent Reassessment workflow. Staff assigned may change while the case is ongoing | |
| Ability to populate lease information fields from the master records (e.g tenant name , lease type, latest 360 cases) | |

| | |
|---|---|
| Ability to populate UCV details (if agriculture lease) from land class information recorded in the main lease master record. | |
| Ability to record the ALTA schedule of values. | |
| Ability to automatically calculate the new rent based on 6% of UCV for agriculture leases. | |
| Ability to record comparable market/sales rent value and allow to record new rent based on the market values. | |
| Ability to have authority limits for negotiation of lease rentals and appropriate user to approve based on their access limits. | |
| Ability to generate a list consisting of cases for inspection scheduling based on dates recorded by users. | |
| Ability to create new 360 cases where applicable (maybe also depending on the validity of the latest report .e.g. latest report is 1 year old therefore new 360 inspection should be done) | |
| Ability to link to existing 360 cases , legal cases , Variation cases | |
| Ability to record Asset Valuation of Improvements | |
| Ability to allow users to create breach cases if applicable to case | |
| Ability to generate a list consisting of cases (notices/letter) that are yet to be sent. This listing to be notified to Estate team for their action to send the notice to tenant, three (3) months before the reassessment date. | |
| Ability to have options to send documents to tenants via email | |
| Ability to generate a list consisting of TLTA cases that are served with notice but no counter offer has been received within the specific time limit. This listing to be notified to Estate team for their action for reassessment to be deemed. | |
| Ability to automatically open legal cases if settlement cannot be reached from negotiation. | |
| Ability to automatically open variation case when case is closed for those reregistered leases that got rent changed. | |
| Ability to automatically update information (e.g. rent, new dates, etc.) on Lease master table when case is closed. | |
| Ability to generate rent notice when case gets closed and new rent is updated in system (Notice to be emailed to tenants or posted for tenants without emails addresses). | |
| Ability to create bulk reassessment cases. | |
| Ability to print bulk notices. | |
| Ability to link to ArcGIS system for maps. | |
| Ability to attach and remove documents/photos/videos in the system. | |
| Ability to record comments / diary / journals at different stages | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages depending on lease types.(e.g. Record of service, Reassessment dispatch notice for ALTA, TLTA , TAW , etc.) | |
| Ability for users to update system generated documents online. | |
| Ability to link to other related cases (e.g. Variation case , Tribunal , 360 cases) | |
| Ability to send notification to users for their action on different stages. | |
| Ability to have options to send documents to tenants via email | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have executive users (DGM, CEO) endorse cases and electronic sign the documents that require their approvals. | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , Region, LOU Name, land name , lease ref) | |
| Ability to generate detail and summary reports on Dereservation cases (as per all reports in current system). | |

| | |
|---|---|
| The application should also be available for update on an offline platform and synchronizes all information when the application comes within network range and online. | |
| **Type 3 Dealings** | **Comments** |
| Ability to create case and record information in regards to processing of various type of Dealings i.e., Transfer, Sub Lease, Mortgage, General / Building / WAF / EFL | |
| Ability to select dealing type before generating case | |
| Ability to create case fields according to dealing case type selected | |
| Ability to assign case to responsible officer once all required document is collected | |
| Ability to auto notify Tenant once dealing case is endorsed by Regional Manager | |
| Ability to capture all required transfer details as per Landsoft | |
| Ability to link transfer case to lease or lease master id | |
| Ability to update lease master tenancy to the current tenant's name once dealing transfer case is closed with required details as per Landsoft | |
| Ability to capture all required mortgage details as per Landsoft | |
| Ability to link transfer case to lease or lease master id | |
| Ability to reflect mortgage standard detail in lease master as per Landsoft | |
| Ability to capture all required sub lease details as per Landsoft. There should be a field for sublease consideration and % sales consideration | |
| Ability to link sub lease case to lease or lease master id | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Dealings workflow. Staff assigned may change while the case is ongoing | |
| Ability to reflect sub lease standard detail in lease master as per Landsoft | |
| Ability to capture all required details related to Building, Water or EFL as per Landsoft. For Building Dealing Case there should be a field for Building Cost | |
| Ability to link General Dealing case to lease or lease master id | |
| Ability to reflect sub lease standard detail in lease master as per Landsoft | |
| Ability to create case automatically from Dealing's case once reaches the stage for 360 Inspection to be conducted on ground | |
| Online 360 Inspection case details should be filled in completely in order for the Dealing case to proceed to next step | |
| Ability to have a link to related Dealing case | |
| Ability to create breach case automatically if any breach after 360 Inspection | |
| Ability to freeze dealing case once breach case is still open | |
| Ability to reactivate dealing case once related breach case is closed | |
| Ability to close breach case once breaching fees all cleared or fully paid | |
| Ability to have a link to related 360 Inspection Case | |
| Ability to link dealings case lease to ARCGIS map or Google Map for locality | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate related case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to attach and remove documents/photos/Videos in the system | |
| Ability to search options (search by case number, Region, related case number (360 Inspection and Breach case) | |

| | |
|---|---|
| Ability to generate detail and summary reports | |
| **Type 4 Expiry** | **Comments** |
| Ability to create case and record information in regards to expiry of an active lease. | |
| Ability to generate a list consisting of leases that are due for expiry two (2) years before their expiry date.(ALTA) | |
| Ability to generate a list consisting of leases that are due for expiry five (5) years before their expiry date.(early renewal TLTA) | |
| Ability to notify and send the generate expiry listing to the regional expiry team. | |
| Also to notify the Reserves team and send the listing of expiry leases (2 years before due) that are deserved. | |
| Ability to notify (email) tenants their lease expiry, 2 years before they are due. | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Lease Expiry workflow. Staff assigned may change while the case is ongoing | |
| Ability to automatically create Dereservation case if land requires to be Dereserved. | |
| Ability to validate information before saving. | |
| Ability to populate lease information fields from the master records (e.g. tenant name, lease type, latest 360 cases). | |
| Ability to record inspection information's. | |
| Ability to generate a list consisting of cases for inspection scheduling based on dates recorded by users. | |
| Ability to create new 360 cases where applicable (maybe also depending on the validity of the latest report .e.g. latest report is 1 year old therefore new 360 inspection should be done) | |
| Ability to link to existing 360 cases , Dereservation cases , legal cases , surrender cases, lease application case | |
| Ability to record compensation process (and prepare compensation Notice to tenant) if applicable. | |
| Ability to record Valuation & Assessment. | |
| Ability to automatically open legal cases (e.g. for Arbitration, Vacant Possession) if settlement cannot be reached from negotiation. | |
| Ability to automatically open surrender case and lease application case if lease is re-issued. | |
| Ability to automatically open Land available case if becomes available for leasing. | |
| Ability to automatically deactivate lease when case is closed. | |
| Ability to categorise the outcome of the case (e.g. renewed, reverted, in-progress, subdivided, incoming tenant) | |
| Ability to generate ALTA expiry report by year | |
| Ability to create bulk expiry cases. | |
| Ability to link to GIS system for charting & maps. | |
| Ability to attach and remove documents/photos/videos in the system. | |
| Ability to record comments / diary / journals at different stages | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages depending on lease types.(e.g. ALTA, TLTA , TAW , etc.) | |
| Ability for users to update system generated documents online. | |
| Ability to send notification to users for their action on different stages. | |
| Ability to have options to send documents to tenants via email | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have executive users (RM, GM Operations, CEO) endorse cases and electronic sign the documents that require their approvals. | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |

| | |
|---|---|
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , Region, LOU Name, land name , lease ref) | |
| Ability to generate detail and summary reports on Dereservation cases (as per all reports in current system). | |
| The application should also be available for update on an offline platform and synchronizes all information when the application comes within network range and online. | |
| **Type 5 Lease Variation** | **Comments** |
| Ability to automatically open lease variation case upon closing Type 2-Rent Reassement Case for registered lease only. Refer to Landsoft for the Lease variation field | |
| Ability to automatically calculate the following fees and charges. Refer to Landsoft for type of charges fees | |
| Ability to automatically generate the variation document, automatic notification email to the tenant | |
| Ability to automatically generate email to Legal department for the variation of Legal document | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Lease variation workflow. Staff assigned may change while the case is ongoing | |
| Ability to automate email to the tenant to notified about the payment | |
| Ability to generate Invoices. | |
| Ability to generate receipt(Landsoft event subtype Documentation, Other Fees Receipt) | |
| Ability to approve online (e-signature) | |
| Ability to verified and check online | |
| Ability to automate email to our the contact person in the Registrar office | |
| Ability to send document online | |
| Ability to notified the tenant through automate email to collect the document | |
| Ability for SEO to approved and closed the case in the system | |
| Ability to link leases to ARCGIS map or Google Map for locality | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate to related Lease Engrossment Case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to search options (search by case number, Region, related lease application case number) | |
| Ability to attach documents/photos/Videos in the system. | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to generate detail and summary reports | |
| Ability to generate single form report to display movement of case till current status. | |
| **Type 6 Surrender** | **Comments** |
| Ability to automate the surrender case no. | |
| Ability to attached the 360 inspection and assets valuation | |
| Ability to attached the brief for the encroachment of the file | |
| Ability to make payment online | |
| Ability to automate the receipt for the payment | |
| Ability to attached the inspection brief | |
| Ability to calculate the brief | |
| Ability to automate the surrender document brief | |

| | |
|---|---|
| Ability to attach document | |
| Ability to generate/attached document and update the e-signature in the document. | |
| Ability to verified register/not register lease in the system | |
| Ability to register the surrender of document at the registrar title | |
| Ability to update the register and internal system | |
| Ability to open Case Type 5 \| More than 11 lot open type 1 or lease that 10 to Lease Team for tender | |
| Ability to link leases to ARCGIS map or Google Map for locality | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate to related Lease Engrossment Case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to search options (search by case number, Region, related lease application case number) | |
| Ability to attach documents/photos/Videos in the system. | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to generate detail and summary reports | |
| Ability to generate single form report to display movement of case till current status. | |
| **Type 7 Breach** | **Comments** |
| Ability to auto generate the a listing of arrears notice, update the system | |
| Ability to automate email and notified SRCO for arrears notice | |
| Ability to generate Termination Notice for court order(Re-entry Process) | |
| Ability of the system to hold the tenant in arrears until full arrears is cleared | |
| Ability to invoice the Breach | |
| Ability to attached document(ALTA-Leases) | |
| Ability to attached the unapproved improvement breaches(ALTA-Leases) | |
| Ability to automate email to SEO/RM and update brief(ALTA-Leases) | |
| Ability to approved and move to EO(ALTA-Leases) | |
| Ability to receipt Penalties Fees(ALTA-Leases) closed case | |
| Ability to automatically closed case | |
| Ability to closed case when settlement has been done by the Tenant Ability to closed case(ALTA-Leases) | |
| Ability to automate the Arrears notice for the tenant by lease type & tenancy | |
| Ability to generate 1 month notice for Agriculture land under the condition of no consent obtain from the Board to subdivide or sub-lease(R-entry Process) | |
| Ability to automate Breach document(ALTA-Leases) | |
| Ability to automate Services of Notice(ALTA-Leases) | |
| Ability to upload and update in the system(R-entry Process) | |
| Ability to automate the Arrears notice for the tenant by lease type & tenancy(Re-entry Process) | |
| Ability to generate 3 month notice for Agriculture land under the condition of no cultivation was done for the land(Re-entry Process) | |
| Ability to prioritize listing and automate notice(refer to Section 39,ALTA Section 24 TLTA) | |
| Ability to update stage diary | |
| Ability to update the system through inspection of Land if it is vacant(Re-entry Process) | |
| Ability to automate the email to the Legal Department (Re-entry Process) | |
| Ability to generate brief to Legal Department(Re-entry Process) | |

| | |
|---|---|
| Ability to regenerate and amend the notice | |
| Ability to update in the system | |
| Ability to update the vacant land in the system(Re-entry Process) | |
| Ability to generate the Land Available(Re-entry Process) | |
| Ability to automate email to Executive to notified and approve(Re-entry Process) | |
| Ability to update arrears and automatically close the case | |
| Ability to Close Case(ALTA-Leases) | |
| Ability to re-generate the report and update SEO and RM | |
| Ability to consolidate the report | |
| Ability to automate email to Legal for further action | |
| Ability to open Case Type 10 Court Litigation | |
| Ability to open Case Type 7((ALTA-Leases) | |
| Ability to attached document (ALTA-Leases) | |
| Ability to attached the document(ALTA-Leases) | |
| Ability to automate notice/closed case once the arrears is fully recovered. | |
| The system automatically closed the Case Type 7 and update the system once the litigation process is complete | |
| Ability to link leases to ARCGIS map or Google Map for locality | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate to related Lease Engrossment Case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to search options (search by case number, Region, related lease application case number) | |
| Ability to attach documents/photos/Videos in the system. | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to generate detail and summary reports | |
| Ability to generate single form report to display movement of case till current status. | |
| **Type 8 LOU - Dereservation** | **Comments** |
| Ability to create case and record information in regards to Dereservation of land. | |
| Ability to create case automatically from lease application when land is in reserve and once approved by regional Manager and Executive Manger (CEO, GM Operations). | |
| Ability for Reserves team to receive notification when case created automatically. | |
| Ability to have a link to lease application case. | |
| Ability to verify documents attached in lease application (e.g. Veivakasalataki forms, approved LOU consent, IPR, approved dereservation précis etc.) | |
| Ability to verify land (lease Land and NLC Lot) captured in GIS system. | |
| Ability to automatically update status in lease application case and send notification to regions once dereservation approved by CEO. | |
| Ability to compile a list of approved dereservation cases and generate gazette report and exclusion from iTaukei reserve report in preparation for Boards approval. | |
| Ability to generate gazette and publication of the dereservation. Publication in iTaukei language once approved by Board. Record the publication date. | |
| Ability to update land (NLC Lots) details automatically once land gazetted and upon receipt of the publication. | |
| Ability to attach and remove documents/photos/Videos in the system. | |

| | |
|---|---|
| Ability to record comments / diary / journals at different stages | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages.(e.g iTaukei Reserve Exclusion Document for RC and CEOs approval) | |
| Ability for users to update system generated documents online. | |
| Ability to send notification to users for their action on different stages. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have executive users (RC, BS, GM Operations, CEO) endorse cases and electronic sign the documents that require their approvals. | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , Region, LOU Name, lease application number) | |
| Ability to generate detail and summary reports on Dereservation cases (as per all reports in current system). | |
| **Type 8 LOU - Extinct Mataqali Land** | **Comments** |
| Ability to create case and record information in regards to land that have become extinct and which were vacant or unclaimed. | |
| Ability to record the notice of extinction received from TLC | |
| Ability to record the dates of the notice published in newspapers.(objection to the notice must be filed within ninety (90) days of the publication of the notice) | |
| Ability to record objection if received. | |
| Ability to prepare a Transmission Order online. | |
| Ability to prepare gazette notice online from the Transmission Order. | |
| Ability to attach and remove documents/photos/Videos in the system. | |
| Ability to record comments / diary / journals at different stages | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages. | |
| Ability for users to update system generated documents online. | |
| Ability to send notification to users for their action on different stages. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have executive users (RC, BS, GM Operations, CEO) endorse cases and electronic sign the documents that require their approvals. | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , region, LOU Name) | |
| Ability to generate detail and summary reports on extinct land cases. | |
| **Type 8 LOU - Land Acquisition** | **Comments** |
| Ability to create case and record information in regards to Land Acquisition, Land Swap & Transfer For Vesting. | |
| Ability to record information on LOU meeting and consent received. | |
| Ability to record payment information on compensation received | |
| Ability to record the land amendments made. | |
| Ability to attach and remove documents/photos/Videos in the system. | |
| Ability to record comments / diary / journals at different stages | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages. | |
| Ability for users to update system generated documents online. | |

| | |
|---|---|
| Ability to send notification to users for their action on different stages. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , region) | |
| Ability to generate detail and summary reports on Acquisition land cases. | |
| **Type 8 LOU - LOU Case** | **Comments** |
| Ability to record information that concerns the matters & affairs of landowners in regards to their enquiries, investigations, disputes and complaints. | |
| Ability to record and categorise the different types (around 30 sub cases) of LOU matters. | |
| Ability to update different stages/steps per sub cases. | |
| Each sub case type will have different information, criteria and scenarios to validate and record. Therefore ability to have these recorded into the system.(Refer to LOU Case flow charts) | |
| Ability to record action items/task from meetings and assign users for their action, comment and way forward. | |
| Ability to send period notification to users on their incomplete assigned task. | |
| Ability to link the case to lease if case is relating to lease issue. | |
| Ability to link the case to LOU and DU if relating to non-lease issue. | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the LOU Case workflow. Staff assigned may change while the case is ongoing | |
| Ability to generate LOU profile reports | |
| Ability to forwarded case to Legal team for their opinion on the matter and legality. If a legal case is created then LAU case to be linked to the legal case. | |
| Ability to attach documents/photos/Videos in the system. | |
| Ability to record comments / diary / journals at different stages | |
| Ability to send notification to users for their action on different stages. | |
| Ability to have executive users (Board Secretary, DGM, and CEO) endorse cases and electronic sign documents that require their approvals. | |
| Ability to send notification to LOU on case progress at on different stages. | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages. | |
| Ability for users to update system generated documents online. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , Region, LOU Name) | |
| Ability to generate detail and summary reports on LOU cases (as per all reports in current system). | |
| **Type 8 LOU - Verification** | **Comments** |
| Ability to create case and record information in regards to processing of LOU verification. | |
| Ability to create case automatically from lease application when land is in reserve. | |
| Ability for Reserves team to receive notification for LOU verification if case created automatically. | |
| Ability to have a link to lease application case. | |
| Ability to link to applied land details | |
| Ability to link to the VKB system to list and display all LOU members linked to land. | |
| Ability to store and verify signatories received against the listed VKB LOU members. | |
| Depending on verification percentage, if less than 51% then ability to send notification to the region for additional consent. | |

| | |
|---|---|
| Depending on verification percentage, if more than 51% then ability to prepare TFLC document for their approval. | |
| Ability to attach documents/photos/Videos in the system. | |
| Ability to record comments / diary / journals at different stages | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages. | |
| Ability for users to update system generated documents online. | |
| Ability to send notification to users for their action on different stages. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , Region, LOU Name) | |
| Ability to generate detail and summary reports on LOU verification cases (as per all reports in current system). | |
| **Type 8 Schedule A & B Allotment Case** | **Comments** |
| Ability to create case and record all information in regards to Schedule A (SSA) and B (SSB) lands. | |
| Ability to schedule a meeting for sitting. | |
| Ability to system generate notice of formal inquiry for iTaukei and English daily newspaper at least 14 days before the Sitting | |
| Ability to record the meeting/sitting transcription | |
| Ability to prepare online Recommendation Report for RC , CEO and Boards approval | |
| Ability to generate allotment summary for Board paper and gazetting | |
| Ability to prepare order for Register of iTaukei Lands amendment for TFLC's update. | |
| Ability to update land (NLC Lots) details automatically once confirmation that TFLC has updated their records. | |
| Ability to attach and remove documents/photos/videos in the system. | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Allotment workflow. Staff assigned may change while the case is ongoing | |
| Ability to record comments / diary / journals at different stages | |
| Ability to have a bring-up / reminder system | |
| Ability to generate system documents at different stages where applicable | |
| Ability for users to update system generated documents online. | |
| Ability to send notification to users for their action on different stages. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have executive users (RC, BS, DGM, CEO) endorse cases and electronic sign the documents that require. | |
| Ability for users to request changes on completed steps or wanting revert to previous stages. This should have an approval process and changes will be allowed once approved. | |
| The system should have help manual linked on its use. | |
| Ability to search options (search by case number , region, LOU Name, Land) | |
| Ability to generate detail and summary reports on allotment cases. | |
| **Type 9 360 Inspection** | **Comments** |
| Ability to create case and record information in regards to processing of 360 Inspection, Improvements & Valuation. | |
| Ability to create case automatically from Breach, Rent Reassessment, Expiry, Dealings when reaches the stage for inspection to verify land conditions and value. | |
| Ability for 360 Inspection team to receive notification for if case created automatically. | |

| | |
|---|---|
| Ability to have a link to the original case type case. e.g., if 360 case is created from Rent reassessment, then it should have a link of that Rent Reassessment case | |
| Ability to have an application that can be installed on phone or tablet devices that links to the system database | |
| Ability to use application online or offline on field when conducting inspection | |
| Ability to sync data when network coverage in range | |
| Ability to take photo of the land condition | |
| Ability to sync inspection data (character or image) related to which lease, and 360 inspection case number | |
| Ability to download latest lease data before going to the field with no network coverage | |
| Ability to link leases to ARCGIS map or Google Map for locality | |
| Ability to have a locator on map to identify which lease boundary the field officer is standing on | |
| Ability to have a link to access related lease in the system and can create 360 Inspection case remotely to conduct inspection | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate 360 Inspection, Improvements & Valuation Case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to attach and remove documents/photos/Videos in the system | |
| Ability to search options (search by case number, Region, related case number (Breach, Rent Reassessment, Dealings, Expiry)) | |
| Ability to generate detail and summary reports on 360 Inspection, Improvement & Valuation cases | |
| Ability to generate single form report on individual leases with Inspection and valuation details including photos | |
| **Type 10 Court Litigation** | **Comments** |
| Ability to block the receipt | |
| Ability to generate invoices | |
| Ability to create Case Type | |
| Ability to attached and track the document | |
| Ability to automatically generate document | |
| Ability to access digitize document | |
| Ability to automate email when the statues of the document move from one step to another | |
| Ability to automate notification to the tenant | |
| Ability to use bring-up system for all court appearance date | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the litigation workflow. Staff assigned may change while the case is ongoing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to select attachment category/name before uploading attachment. | |

| | |
|---|---|
| Ability to attach and remove documents/photos/Videos in the system | |
| **Type 11 Complaint** | **Comments** |
| Ability to generate complaint case number once complaint details are saved | |
| Ability to insert complaint details and save details as per details in current CMS | |
| Input fields should be related to Complaint type. For example, if Lease Application Complaint type is selected then Lease Application Case No. field should be activated, IF LOU complaint type is selected then LOU Name field should be active | |
| By default, all cases created should be assigned to CMO | |
| If the assignee / responsible officer for a complaint is known, then assign case to responsible officer. | |
| Complaint assignee officer should be able to view all complaint assigned to him/her. | |
| Ability for assignee officer to update case status and action comments for the complaint. | |
| There will be certain complaint status that will automatically close case. | |
| For auto close case status, close case comment is mandatory | |
| Status will be linked to certain user roles | |
| Close case status will be only given to certain user roles. i.e., SM, SO, CMO | |
| Ability to link complaint leases to ARCGIS map or Google Map for locality | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Complaint workflow. Staff assigned may change while the case is ongoing | |
| Once assigning of case is done, the responsible officer or assignee officer should be able to receive an email notification with certain complaint case details. | |
| Email content should also have a link to the CMS Application in order for user to direct access CMS application from email content. | |
| Any comment update or change of status with complaint case, email notification should trigger notifying CMO | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate Complaint Case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to attach and remove documents/photos/Videos in the system | |
| Ability to search options (search by case number, Region, related case number according to complaint) | |
| Ability to generate detail and summary reports on all complaints lodged | |
| Ability to extract total number of complaints by status and by Region/Department | |
| Ability to extract number of complaints that will be due in 5 days' time | |
| **Type 12 Lease Engrossment** | **Comments** |
| Ability to create case and record information in regards to Lease Engrossment. Refer to Landsoft for standard details when case is generated. | |
| Ability for related Region Services Team to receive notification when case created. | |
| Ability to have a link to lease application case | |
| Ability to Prepare Offer Letter, Calculate the following Fees & Charges, Stamp Duty Fees, Registration Fees, Document Fees, Processing Fees and Premium if 50 years lease to extend to 99-year lease | |

| | |
|---|---|
| Ability to check requirements to be submitted before case is created. Tenant to submit Surrender original AFL, IOT or Approval notice Registered (driving licences, voter id, passport etc.) | |
| Ability to notify technical team for preparation lease plan | |
| Ability to generate and edit Lease/Surrender documents | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Lease Engrossment workflow. Staff assigned may change while the case is ongoing | |
| Ability to notify tenant to pay stamp duty fees and registration fees when lease document is generated | |
| Ability to notify and enable responsible users to sign lease document digitally. | |
| Ability to automatically create Conveyance Case when Lease Document is signed by Tenant and witness by SEO. | |
| Ability to transfer signed lease document (Tenant & SEO) to conveyance case for further processing. | |
| Ability to update Registered Lease No in Lease Master once Conveyance Case is closed. | |
| Ability to transfer completed registered lease document and other necessary documents to lease master once conveyance case is closed. | |
| Ability to link leases to ARCGIS map or Google Map for locality | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate to related Lease Engrossment Case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to search options (search by case number, Region, related lease application case number) | |
| Ability to attach documents/photos/Videos in the system. | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to generate detail and summary reports | |
| Ability to generate single form report to display movement of case till current status. | |
| **Type 14 Spatial Data Information** | **Comments** |
| Ability to automatically create case from Case Type 1 – Lease Application Case when land is need for inspection and GPS survey | |
| Ability to integrate with ARCGIS Map to locate Lease land, Freehold land or any type of owned land. | |
| Ability to integrate with ARCGIS Map to locate land is not leased or not allocated to any development | |
| Ability to have an application that can be installed on phone or tablet devices that links to the system database | |
| Ability to use application online or offline on field when conducting inspection | |
| Ability to sync data when network coverage in range | |
| Ability to take photo of the land condition | |
| Ability to sync inspection data (character or image) related to which lease | |
| Ability to insert GPS data into the application to sync together with other inspection details | |
| Ability to integrate with ARCMAP in order to get lease boundary details after charting in ARCAMP and archive | |
| Ability to integrate with ARCMAP to extract locality map from ARCMAP and archive | |
| Ability to integrate with ARCMAP to identify land is under reserved or not | |
| IF Land is reserved, Ability to get de-reservation locality from ARCMAP and archive | |

| | |
|---|---|
| Ability to indicate the land is reserved or not reserved | |
| Ability to link LOU to leases. | |
| Ability to search for LOU and insert Lease Area to be lease and the Area percentage. Refer to Landsoft for more details. | |
| Ability to prepare and generate land particulars. Refer to Landsoft for Land Particulars Detail. | |
| Ability to link all leases to ARCGIS map or Google Map for locality | |
| Ability to have a locator on map to identify which lease boundary the field officer is standing on | |
| Ability to have a link to access related lease in the system and can create case remotely to conduct inspection | |
| Ability to notify Technical Team that case has been created with case details | |
| Ability to send notification to next responsible users on different stages and steps | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Geospatial workflow. Staff assigned may change while the case is ongoing | |
| Within email notification, should have a link to access system and navigate Spatial Data Information Case for further processing | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to attach and remove documents/photos/Videos in the system | |
| Ability to search options (search by case number, Region, related Lease Application Case number) | |
| Ability to generate detail and summary reports on Spatial Data Information cases | |
| **Type 16 Land Available** | **Comments** |
| Ability to create Land Available for Online Leasing Case once a land is identified | |
| Ability to have an option to bulk upload listing with land available details | |
| Ability to upload LOU Consultation and Inspection Report | |
| Ability to indicate that the land identified is under Reserved or not Reserved land | |
| Ability to auto create a DE reservation case if the land is reserved | |
| Ability to enter scheme standard details and upload proposed scheme plan | |
| Ability to view, download and Verify Scheme Boundary through Field Inspection and update status in system | |
| Ability to indicate that lease has already charted in GIS layer with coordinates or boundary information charted | |
| Ability to submit proposed scheme plan to SLUP/LUP for vetting and marked as a status | |
| Ability to check certain conditions in order to determine that the land is developed or not | |
| IF land is developed, lease application cases to be auto generated according to the number of lots. E.g., if 9 lots then 9 lease application cases | |
| Ability to indicate that the lease pegging has been done | |
| Ability to attach documents/photos/Videos in the system. | |
| Ability to select attachment category/name before uploading attachment. | |
| Ability to assign cases to individual staff and team for certain period of time and follow set timelines for different stages/status of the Land Available workflow. Staff assigned may change while the case is ongoing | |
| Ability to link available land to ARCGIS map or Google Map for locality | |
| Ability to send notification to next responsible users on different stages and steps | |
| Within email notification, should have a link to access system and navigate to related Lease Engrossment Case for further processing | |

| | |
|---|---|
| The system should have help manual linked on its use. | |
| Ability to have user access control on different stages depending on officer roles | |
| Ability to have user to update or approve or reject stages depending on officer roles | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to search options (search by case number, Region, related lease application case number) | |
| Ability to generate detail and summary reports | |
| Ability to generate single form report to display details on a single land available | |

# IV. Land & Ownership Registration

## Overall Requirement

Ability to:

1. Capture all the records contained in the TLC Final Report with all its indexes
2. Establish status of payment to each of the beneficiaries as determined at source by the ITaukei Lands Commissioner through the Reserves Commissioner of the Board.
3. Link land indexes with the Geospatial System to verify land leases and also provide planning information that can be used for strategic land development
4. Capture all Individual members account for each Distribution Unit and register bank and institution details

## Specific Requirements

| Classification of Communal Units | Comments |
|---|---|
| Ability to capture record information contained in the NLC final report | |
| Ability to maintain distribution units | |
| Ability to capture reserve claims | |
| Ability to capture Dereserved land and terms of dereservation. | |
| **Index to Registers of ITaukei Land** | **Comments** |
| Ability to link register of ITaukei land to spatial Information | |
| Ability to maintain leases against NLC Lots | |
| Ability to maintain un-leased land available against NLC lots | |
| Ability to maintain distribution against NLC Lots | |
| **DU Requirements** | **Comments** |
| Ability to insert DU Customer details | |
| Ability to update DU Customer details | |
| Ability to view DU Customer balances | |
| Ability to view DU Financial customers | |
| Ability to record DU information | |
| Ability to record contact information | |
| Ability to update Bank Details | |
| Ability to records member details for each DU | |
| Ability to link DU Provinces, Tikina, Koro | |
| Ability to link to cases | |
| Ability to view Financial Transaction | |
| Ability to view DU Title | |
| Ability to view DU Title view balances | |
| Ability to view Financial | |
| Ability to edit/view DU Customers | |
| Ability to insert DU Title | |
| Ability to generate Statement | |
| Ability to attached the document | |
| Ability to stop payment | |
| **Individual Member Requirements** | **Comments** |
| Ability to Load all Individual Members by Tokatoka,Koro,Mataqali,Tikina,Yavusa,Yasana from VKB System | |
| Ability to record member information (identification,contacts,bank account,dob,status of vkb,etc) | |
| Ability to link DU Provinces, Tikina, Koro | |
| Ability to link to cases | |

| | |
|---|---|
| Ability to record and view member Financial Transaction | |
| Ability to record and view member balances | |
| Ability to view Financial | |
| Ability to edit/view Contact,ID and bank account information | |
| Ability to generate member Statement | |
| Ability to generate member statements in Bulk and send it automatically via emails | |
| Ability to attached the document | |
| Ability to stop payment | |

# V. Geospatial Information System

## Overall Requirement

Ability to:

1. Enable integration with other corporate applications
2. Enhance access to geographic information that will assist in formulating work plans
3. Improve user interface with the system to use as a decision making tool
4. Develop provisions to electronically link with other mapping applications
5. Facilitate information for landowners/prospective leases

## Specific Requirements

| Spatial | Comments |
|---|---|
| Ability to identify various datasets available and analyse these datasets to enhance decision making within the board. | |
| Ability to supply up to date and accurate spatial information in a central database for effective use by the board for decision making. | |
| Ability to access above information from all users for marketing purposes, development purposes and any other queries and to allow interactive processes for data updates. | |
| Ability to monitor access and update of spatial data for data integrity and run periodic backups of all spatial data. | |
| Ability to provide data standards and ensure compliance, provide meta data to be used by all users of our data. | |
| Ability to utilize GIS data for the purpose of, or to enable: | |
| · Accurate issue of leases, license, concessions (avoiding duplication and encroachment of boundaries); | |
| · Monitoring/policing of leases (ensuring no future legal cases etc.); | |
| · Reassessment of leases collection of arrears (work planning and minimising costs); | |
| · Land development according to Landuse capabilities and suitability, zoning of iTaukei lands; | |
| · Reservation of iTaukei lands, de-reservation of iTaukei lands; | |
| · Calculation of land statistics; | |
| · Monitoring of changes in the landscape (change detection); | |
| · Calculation of socio-economic data vs the VKB data; | |
| · 3D Viewing of data for development purposes; | |
| · Preservation/conservation of iTaukei lands; | |
| · Landuse planning | |
| · ALTA exempted area | |
| · Master Scheme Plans | |
| · Municipal boundaries | |
| · Coastal reserves | |
| · Rivers and creeks reserves | |
| · Squatters settlements | |
| · Water basins | |
| Ability to publish spatial data on the internet to be accessed by TLTB customers | |
| Ability to use drone imagery to extract 3D, topographic maps, digital surface models and contours | |

## VI. Lease Master

### Overall Requirement

Ability to:

1. Capture all the records currently maintained by present systems
2. Reorganise the existing record structures to meet new specifications
3. Expand and encode the different land uses to best reflect primary uses of iTaukei land
4. Encode the key terms of contracts specified under the relevant Acts to ensure these conditions are effectively monitored
5. Link the Register of ITaukei Lands with present contracts to maintain accuracy and proper line of authority for determining land ownership and recipient of trust revenue
6. Extend these links to the Spatial System to verify and confirm land ownership with the ability to provide information for strategic planning
7. Ensure all contract details are kept consistent with information on the physical land files as well as situations on the ground
8. Provide the ability to link with electronic documents and images that are relevant to the monitoring of the contract conditions

### Specific Requirements

| Lease Master | Comments |
|---|---|
| Ability to store and display lease detail information as per Landsoft | |
| Ability to store and display standard details from Case Type 1 – Lease application | |
| Ability to capture lease account balance | |
| Ability to track land file location | |
| Ability to store and display lease term, expiry date and renewals | |
| Ability to store and display lease rental and change of lease rentals | |
| Ability to store and display current tenant and previous tenants' details if any transfer happens for that particular lease | |
| Ability to indicate Tenant is a land owner or LOU Member | |
| Ability to store and display land owner details and lease area | |
| Ability to store and display all cases generated for that particular lease | |
| Ability to store and display survey details, if the lease is surveyed | |
| Ability to store and display valuation details of the lease | |
| Ability to store and display sublet survey and sublet valuation details | |
| Ability to store and display old lease no if the lease is merged | |
| Ability to store and display new lease number if lease is subdivided | |
| Ability to store and display improvement and dwellings details | |
| Ability to store and display when the lease was activated and activated by whom. | |
| Ability to store and display Mortgagee details if the lease is on mortgagee | |
| Ability to have a stop payment feature to restrict any receipting or payment for the lease | |
| Ability to link leases to ARCGIS map or Google Map for locality | |
| The system should have help manual linked on its use. | |
| Ability to have a bring-up / reminder feature | |
| Ability to insert comment or update on any movement of case status or at different stages | |
| Ability to record comments / diary / journals at different stages | |
| Ability to select attachment category/name before uploading attachment. | |

| | |
|---|---|
| Ability to attach and remove documents/photos/Videos in the system | |
| Ability to have a search option to search by Lease Ref, Lease account No or Tenant Name etc | |

# VII. Financials

### Overall Requirement

Ability to:

1. Reorganise all transactions into the redefined chart of accounts
2. Correctly record all transactions into their relevant accounts structure
3. Index individual accounts to their respective source of registration
4. Process all transactions posted according to the rules defined
5. Accept transactions created from other applications through online real time updates
6. Update all accounts at set schedules and report on the new status of accounts

### Specific Requirements

| Financials - Charts of Accounts Setup | Comments |
|---|---|
| Ability to reorganise all transactions into the redefined chart of accounts | |
| Ability to maintain and report on TLTB's chart of Accounts by Republic, Department and Team | |
| Ability of chart of Accounts is accurately updated from both the Trust and Finance transactions | |
| The system should have help manual linked on its use. | |
| **Financials - Transaction Processing** | **Comments** |
| Ability of transactions to be processed accurately | |
| Ability of transactions to be processed simply | |
| Ability of simple reversals of a transaction | |
| Ability to provide a log of all transactions processed during the day for viewing and analysis when required | |
| Ability to correctly record all debtors transactions into their relevant accounts structure | |
| Ability for Debtors transactions to process values to their correct Distribution Units depending on the Register of ITaukei Lands and where the lease resides | |
| Ability to provide information on transactions by Republic, Department, Team and person | |
| Ability to index individual debtor accounts to their respective source of registration | |
| Ability to process all transactions posted according to the rules defined | |
| Ability to accept transactions created from other applications through online real time updates | |
| Ability to update all accounts at set schedules and report on the new status of accounts | |
| Ability to create bulk cases (Arrears, Expiry, Lease application, Reassessment) | |
| Ability to have search options (e.g Receipt Number , Invoice Number, Region, Tenant Name, Land name , Lease ref) | |
| Ability to have user access control on different levels depending on officer roles. | |
| Ability to backdate transactions. | |
| The system should have help manual linked on its use. | |
| **Financials - Invoice Processing** | **Comments** |
| Ability for invoices to be electronically raised from different debtor subsystems | |

| | |
|---|---|
| Ability to invoice on different event sub types and correctly allocate amount to different transaction group of VAT, poundage and Rent. | |
| Ability to invoice different VAT calculations according to invoice or fee types or time period. | |
| Ability to invoice rental and fees in advance and recorded so that it is not reinvoiced in bulk processing of invoice | |
| Ability of invoice to be automatically raised depending on terms and conditions(e.g rental start date, expiry date) of a lease (Bulk invoice every 6 months) | |
| Ability to bulk invoice by debtors and event types. | |
| Ability to produce Invoices and statements that is simple and understandable by TLTB staff and its Clients | |
| Rent statements to be itemised by leases, licenses and concessions | |
| Ability to simply amend VAT Percentages | |
| Ability to record approved schedule of fees and royalty rate. | |
| Ability to record and invoice extra ordinary invoice (Royalties) that depend on a number of units e.g. Number of Timber removed or volume of gravel extracted. | |
| Ability to process interest on outstanding invoices and interest depends on the invoice type and age of arrears | |
| Ability to block invoicing by lease | |
| Ability to create electronic advices to Organisations/Companies e.g Fiji Sugar Corporation, MH | |
| Ability to send statements via email. | |
| Ability to have search options (e.g Receipt Number , Invoice Number, Region, Tenant Name, Land name , Lease ref) | |
| Ability to have user access control on different levels depending on officer roles. | |
| Ability to attach and remove documents in the system. | |
| Ability to record comments / diary / journals. | |
| Ability to do invoice reversal. | |
| Ability to automatically open certain cases when invoicing | |
| The system should have help manual linked on its use. | |
| **Financials - Receipt Processing** | **Comments** |
| Ability to issue a receipt in a timely manner | |
| Ability to produce a receipt that is simple and understandable by TLTB staff and Clients. | |
| Ability to electronically process receipts from external agencies(e.g. banks, companies) based on set priorities | |
| Ability to store advance a payments and then automatically process the payment once the invoice has been charged. | |
| Ability to notify relevant staff if receipt is inconsistent with a standard rule. | |
| Ability to reconcile bank Statement/ Deposits / cashier receipting. | |
| Ability to record VAT as percentage of TLTB income at type of processing of payment against invoice. | |
| Ability to block receipting by lease | |
| Ability to bulk receipt by debtors, external agencies and different event types. | |
| Ability to receipts by payment modes (cash, cheque, bank, eftpos) and have selection of banks. | |
| Ability to generate cashier daily reports. | |
| Ability to have a transfer receipt option. | |
| Ability to have a transfer paid in advance option. | |
| Ability to do receipt reversal | |
| Ability to have paid in advance refund to debtors | |
| Ability to have user access control on different levels depending on officer roles. | |
| Ability to have search options (e.g Receipt Number , Region, Tenant Name, Land name , Lease ref) | |

| | |
|---|---|
| Ability to attach and remove documents in the system. | |
| Ability to record comments / diary / journals | |
| Ability to automatically open certain cases when receipting | |
| The system should have help manual linked on its use. | |
| **Financials - System Integration** | **Comments** |
| Ability for system to link with Navision and post related journals from the system to Navision in real time | |
| Ability for system to link with electronic banking services and various financial institutions | |
| Ability to provide secure financial information over the internet. | |
| Ability to have a simple and accurate process to link Trust and Finance postings. | |
| Ability to work within a cash based system. | |
| **Financials - Trust Payments** | **Comments** |
| Ability to process advances to Distribution Units | |
| Ability to process Monthly Demand/Assignments to Banks or other Institutions | |
| Ability to do DU Transfers. | |
| Ability to electronically prepare cheques once approval has been electronically given | |
| Ability to only process payments for debtors invoices that have been cleared through a payment | |
| Ability to reconcile cheque payments with bank statement | |
| Ability to electronically process payments to banks and institutions | |
| Ability to provide Credit Statement that is simple to understand by TLTB staff and Landowners | |
| The system should have help manual linked on its use. | |
| Ability to have user access control on different levels depending on officer roles. | |
| Ability to process monthly and fortnightly member payments to Banks, other institutions and Digital Money Accounts (MPAISA,MyCash) | |
| | |
| **Financials - Investments** | |
| Ability to record Investment and investment Types | |
| Ability to record investment transactions | |
| Ability to payout investment back to investor (Individual,DU,Group,pooled) | |
| Ability to provide statement of investment | |
| Ability to bulk load transactions from Investment Institutions on interest or dividends | |
| Ability to link investor to Individual or DU or pooled investments | |
| Ability to release investor and change investor on investments | |
| Ability to record change in investor | |

# X. Performance Management

## Overall Requirement

Ability to:

1. Access performance standards required of each post against the individual
2. Clearly determine performance targets set for each individual
3. Collate work targets from appropriate applications
4. Compare target achievement for individuals and highlight the variance
5. Compare work completed and highlight outstanding work for assessment
6. Analyse performance and evaluate against standards of the post
7. Ability to link with electronic documents and images which are relevant to each staff
8. Provide information for the process of performance appraisals

## Specific Requirements

| PMS | Comments |
|---|---|
| Ability to track all users logged / computer name logged into the system at what date and time. | |
| Ability to track all action performed at what date and time (start time and end time) | |
| The system should have help manual linked on its use. | |
| Ability to have a bring-up / reminder feature | |
| Ability to search options (search by case number, Region, related case number according to complaint) | |
| Ability to generate detail and summary reports | |
| Ability to generate audit log report | |
| Ability to generate report by user, teams, region/department | |
| Ability to generate report by monthly, quarterly, biannually or annually | |

# APPENDIX II

# TLTB Management Information System

## Information on Functional Requirements

**OVERVIEW**

## A INTRODUCTION:

The TLTB's vision states that it is to be a proactive and efficient organisation that provides quality services with significant economic benefits for its stakeholders.

Therefore it is important that the IT Roadmap incorporate appropriate strategies to support the achievement of the Board's mission and objectives. The status of key performance indicators under relevant objectives should be constantly monitored to inform management and the Board if there are needs to introduce contingency plans. At the same time analysis of opportunities can be presented to take advantage of appropriate economic developments.

The ability of a system to support TLTB's short and long term objectives will depend on how data is structured to effectively meet strategic requirements of key business functions. Therefore the primary focus is to provide a blueprint that will identify key information sources essential for the achievement of TLTB's vision.

## B AIM:

The following specifications provide a broad guideline on major functional areas and how they relate to each other for the Board to perform its statutory functions. It also provides a scope for the TLTB to explore opportunities that will maximise returns to landowners for the use of their resources as required under its charter.

Under this review it is prudent that we think strategically of the future and look beyond the boundaries of present systems so that data structures and relationships are well designed and flexible to accommodate these changes when they are implemented.

Advances in technology have enabled organisations to strategically design their services to meet the demands of their customers and also improve efficiency in the way they do business. Hence consideration will be given to ensure that the new system will take advantage of current and future developments in technology.

## C OBJECTIVES:

The revised system should observe the following areas as key guidelines to its design structures and data flow processes when developing the necessary software applications:

a. Capture the basis of iTaukei land tenure in Fiji and its ownership structures. It is a fundamental record that provides the basis of TLTB's core function.

b. The current leasing and rental structure with future options that will optimise return to landowners.

c. Work plans and targets are linked to corporate plans and the budget process with all tasks relating to a performance monitoring and evaluation system.

d. An efficient receipting system that will minimise delays and errors taking advantage of all services offered by other institutions including electronic banking features.

e. All postings to be updated on-line / real-time with essential control reports that confirm the postings and updates to the different accounts produced for critical phases of the process at the end of each working day.

f. All data integrity checks must be built into all vetting functions of the system

g. Maintain data integrity throughout all processes in not allowing any manual intervention between applications.

h. Stringent security features based on different authority levels granted to individual users.

i. An audit trail of all transactions that affect database records can be traced to respective users.

j. Effective backup and recovery capabilities to mainline databases with roll-forward and rollback functionality.

k. Efficient trust creditors system that reduces down time for processing claims due to manual functions.

l. Capability to interact with an electronic document storage and retrieval system that will capture images of all existing hardcopy files.

m. Capacity to interact with systems designed for other departmental functions not presently installed

n. Customised screens to meet specific purposes that are user friendly and easy to operate.

o. Help features and procedure manuals are available online for interactive access.

p. Report extracts can be exported to MS Word or XL documents as required.

q. Financial procedures to follow accounting practices with clear audit trails.

r. All land related applications to integrate with the Spatial Information System database to provide efficiency of service to customers and stakeholders.

s. Forms and other standard documents are accessible electronically where they can be completed on line and transmitted electronically to any of the corporate offices.

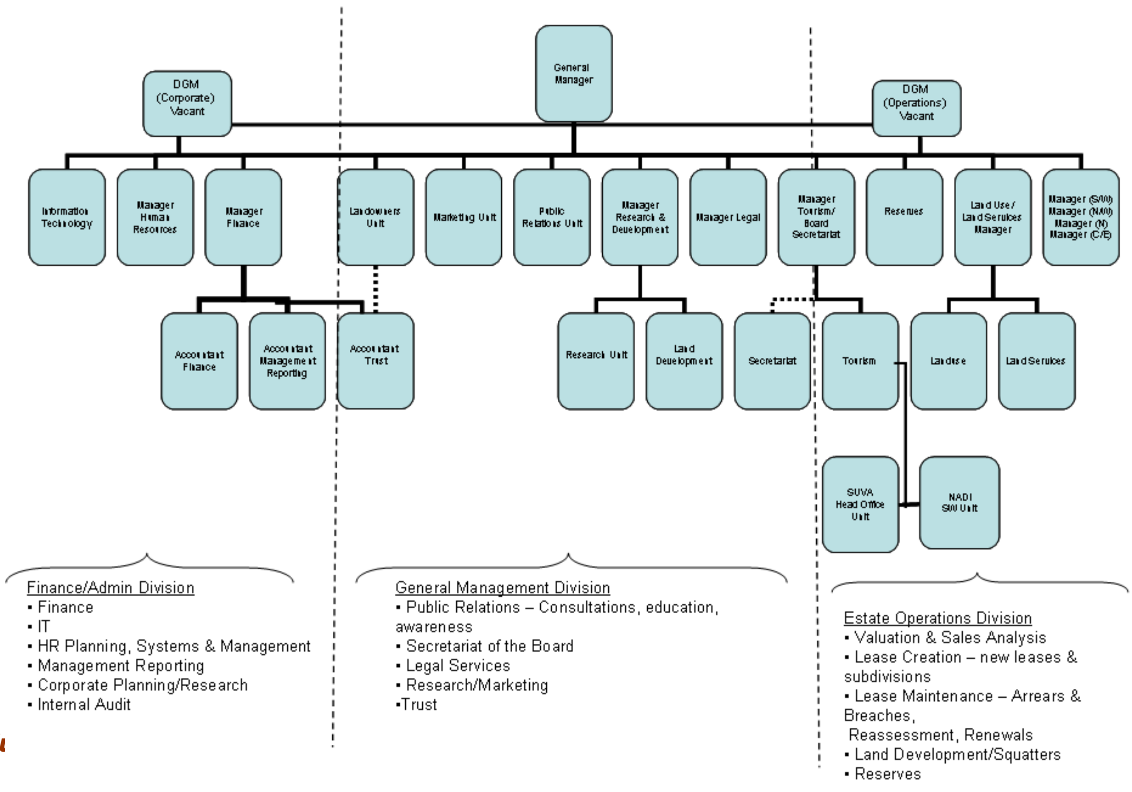
t. All application functions should be administered by the respective operational units responsible without intervention from IT personnel.

u. Have an efficient archiving system for the respective database files that can be accessed as required.

v. Provide remote access to respective databases to enable officers view information that will assist them make decisions and perform their duties effectively.

w. Efficiently utilise internet functionality to promote and market well structured products.

## D THE ORGANISATION




r the
n the

**b** **Functional Responsibilities**

The Chief Executive Officer is in charge of all functions of the organisation and answers only to a Board. Reporting to him are the following officers;

i) General Manager (Corporate Services) – GMC
ii) General Manager (Operations) - GMO
iii) General Manager Landowners - GML
iv) Secretary to the Board
v) Internal Auditor

The Secretary to the Board is responsible for all statutory obligations undertaken by the Board and the proper recording of all Board proceedings.

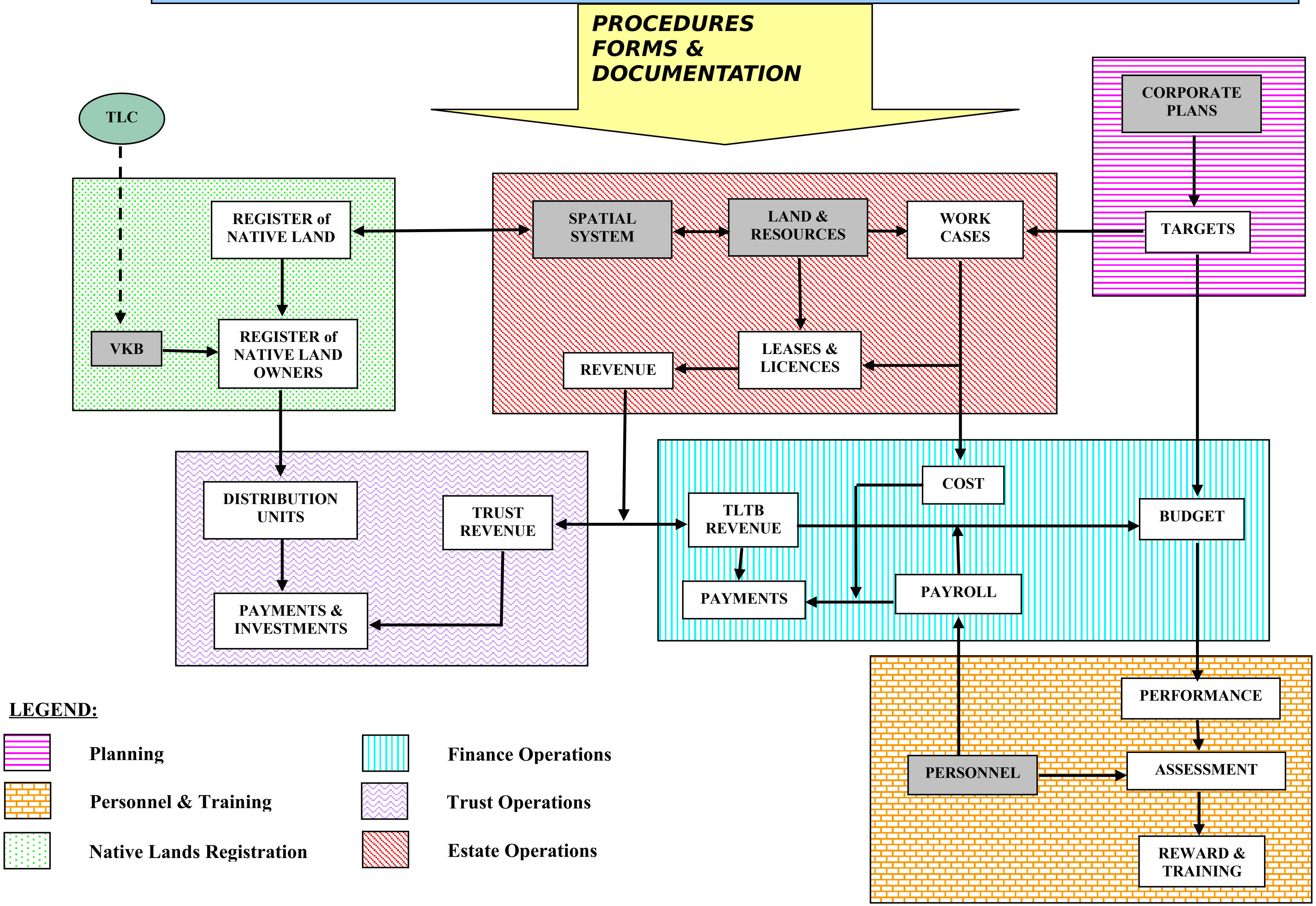
The Reserves Commissioner is responsible for all iTaukei land in reserve and verifies all claims before allotment of iTaukei land parcels. The position is also responsible for the registration of iTaukei land lots and the reservation and dereservation of iTaukei land parcels.

The Internal Auditor carries out internal checks of the organisations operations to ensure standard procedures are followed and irregularities highlighted for the attention of those responsible.

**b.** **Functional Relationships**

To better understand how the different functions will integrate electronically it is much easier to graphically view how they relate to share data.

• INTERNET / INTRANET C Finance



# E SYSTEMS SCOPE

## a. Land Management Cases

Work for estate officers are organised around cases that include different types of tasks to be performed to achieve a desired result. The different types of cases correspond to the estate operations manual (EOM) that provides standard guidelines when executing the tasks. It is essential to monitor the progress of the case with a checklist to verify the actions undertaken and the officer responsible for each stage of the task.

There is a need to incorporate electronic systems procedures into the EOM so there is similarity between manual and electronic processes. This will ensure that all data that require amending will be updated with the case monitoring system picking out any inconsistencies.

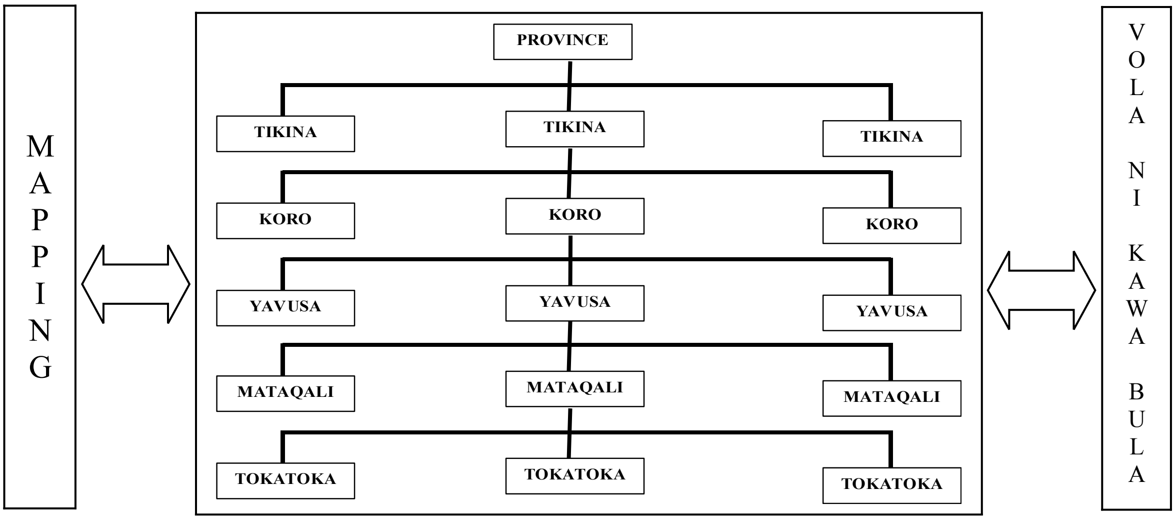
There are certain cases that can be created electronically with the rules specified clearly for each type of case. Other types will go through the normal process of opening cases. Completion of cases need to go through a verification process where authorised officers only will have the privilege to close the case because this is an important stage where work is completed with costs and revenue accounted for.

Officers can submit weekly or monthly work plans based on the number of cases they need to attend and therefore have resources allocated to them accordingly. For each case costs will be determined through links to other systems. Any revenue derived through work relating to this case is recorded to determine the performance of the officer against his set targets.

Cases and work plans relate to the corporate plans where the budget is to be based on.

## b. Land and Ownership Registration

All land in the Fiji group of islands is geographically demarcated into land lots that are registered against communal units that have claim over the lots. These communal units are indexed against the register of iTaukei landowners. The following chart presents the hierarchy of the Fijian land tenure structure.




This registration provides the basis for leasing and issue of licenses over iTaukei land where consultation with landowners is essential in most cases. Similarly the revenue derived from the land is distributed directly to the registered owners of these lands or their nominated bank accounts.

## c. Spatial Information

System to be developed will be able to link into TLTB GIS products which will be MapInfo and other GIS software identified by the Spatial unit as applicable to the functions that Spatial Unit should perform to ensure full applications of the data available to fulfil the boards needs and aspirations. ARCGIS is one such GIS solution that will meet our needs apart from other software that needs to be investigated.

Expectations is for the Spatial system are to

- Find the location of Leases for Estate Officers
- Land Bank of available leases for Leasing
- Validation of improvements on leases
- Check for missing leases e.g leases that are not recorded in TLTB's system but are actually on the land

- Managing Estate Work i.e Arrears, Rent Reassessment, Presentations etc.
- Supply our landowners their own kmz files which includes their LOU boundary and the leases within their LOU
- Supply stakeholders information with not just static reports but also KMZ files e.g Expiring Leases for 2008 in Northern Region would include actual leases on Google Earth
- Ensure that all land information available for analysis to make decisions are accurate and up to date.

### d. Lease Master

All registered iTaukei land can only be used by any interested entity under a lease or license agreement provided they satisfy all requirements under the laws of Fiji. The land leased out must also record the corresponding land owning unit with proportion of land utilised under the agreement.

All other details pertaining to the lease must be recorded as specified under the terms and conditions of the lease or license. It is necessary to classify leases into the different usage criteria to reflect key activities on iTaukei land. There is a need to further classify leases into land rental potential within each usage category. This will provide estate officers a guideline to assess rental and property value. A system is currently applied for leases issued under the ALTA legislation.

Property valuation is also an essential component of good land management therefore the system should include developing accepted criteria for assessment of leases given the data already collated. Analysis should be provided on options for rent to be paid annually or once at the beginning of the lease.

Different rent categories apply to different types of leases with the guidelines specified under the lease contract. In most cases payment of rent should be made in advance twice a year in January and July. To coincide with this requirement rent statement are produced in the same months to compute the six month rent charges to end of June and December respectively. Consideration should be given to advise tenants well in advance of their obligations given the conditions that stipulate payment of rent.

The system should provide a verification of all applications with the background of all applicants and any past records of leasing iTaukei land. A unique identity that is standard to all clients should be introduced to consider future developments at national levels. The Board should be able to use the credit bureau to assist in verifying applicants and also advise other creditors on the status of its own clients.

The account officer for each of the registered iTaukei landowners will also be responsible for all leases within the unit.

**e. Financials**

All payments to the Board are receipted through cashiers at each of the TLTB offices. Lessees can also pay their rent directly at any ANZ bank branch or post office branch throughout the country.

These indirect receipts are to be processed against leases within 24 hours with all payments made through cashiers processed immediately against corresponding accounts with the final postings to the ledgers confirmed at the end of each day after producing intermediary reports at critical phases of the process. These reports are verified against the consolidated cash summary from each receipting station before activating the final updates.

There are multiple leases paid by a single tenant or agency on behalf of many tenants, for example, deductions from the Fiji Sugar Corporation on behalf of cane farmers, Housing Authority on behalf of their clients, and many others. A single receipt is issued for such payments therefore the system must ensure that the total value of the receipt is accounted for at all times after the initial processing. The system should be able to trace individual transactions of the receipt with its corresponding value under all circumstances.

Single payment receipts may be made to include different revenue types other than rent therefore proper cross-referencing is necessary to maintain the receipt total. Receipts are processed differently with respect to deductions depending on the revenue type.

There have been instances where some receipts were incorrectly posted therefore the system must ensure that actions follow the correct sequence to recover from respective accounts before reprocessing to the right accounts.

Consideration should be given to take advantage of future developments in technology when processing direct payments through the banks.

The main control of this function is at head office and a similar unit attached to each remote region to handle local requisition orders and posting of invoices for subsequent payment. The system should ensure that all invoices are paid on time with invoices in access of budget highlighted for the attention of those responsible.

Reconciliation features must be efficient to be carried out daily with inconsistencies highlighted as soon as possible. Payment vouchers and cheques are electronically prepared with special authorisation required to enable any payment in access of budget.

Electronic banking features should enable the TLTB to activate direct links with the bank to access transactions for daily reconciliation.

Budget submissions from all departments and regions can be transmitted electronically and collated by the unit after verifying against corporate targets. Monthly performances against the budget can be produced every week to inform operational units on the status of their targets.

Payroll features should provide for individual timesheets that charge time to specific projects or cases as appropriate. The capture of timesheets is organised to coincide with the system of salary payments currently agreed in the terms and conditions of service. These employment costs are posted against corresponding accounts to determine actual costing for each case or project attended by the employee. Details of the employee can be accessed from a personnel system that records staff entitlements and other condition of employment.

Provision should also be made to charge the use of resources to each project or case therefore motor vehicle log sheets should be designed to reflect the charge against the project account.

An efficient inventory system of all the organisation assets is required to register all items and their status in line with good accounting practice.

### f. Accounting & Distribution of Trust Funds

The beneficiaries under this revenue are recorded in the register of iTaukei lands with the title of respective communal holdings registered accordingly. Names of titleholders can be cross-referenced in the register of iTaukei landowners and is determined by the ITaukei Lands Commissioner.

While the percentage of distribution is fixed for different levels of the hierarchy, provision should be made to allow variation in future. The system should make provision to accommodate distribution of shares to individual members registered under each unit in the register of iTaukei landowners. Although this feature has not been considered and will probably take awhile to implement, if at all, the system design can include some basic assumptions to accommodate this functionality.

Under normal circumstances beneficiaries can authorise to make payments from specific revenue sources to their nominated creditors. There are authorities that take precedence over others and these are normally irrevocable agreements between beneficiaries and their creditors. A more efficient system should be designed to consider the irregularities of receiving revenue from debtors.

Beneficiaries with authorised assignments have their payments made out every month and any balances not assigned are paid in cash every six months in June and December. However the closing dates for these two payments are the end of March and September respectively. Where monies have not been assigned to creditors, beneficiaries have been requesting for advances on a weekly basis. Hence a number of these transactions are processed daily in all the TLTB offices. Credit Notes are produced only when processing the cash pay out at the end of the 6 months period.

Given the nature of these processes developers may wish to consider a system with banking features that can either cater for or integrate with all aspects of the current processes and introduce other features that will improve this critical function.

### g. Executive Reporting (Executive Information System)

An important aspect of all the systems is to have critical information readily available to executives and management for planning and developing strategies that will take the organisation forward as defined in its Vision.

Therefore the ease of producing the types of reports required will depend on the structure of the databases and how well they are designed to integrate with each other.

## F SYSTEM ARCHITECTURE & DEVELOPMENT PLATFORM

It is important that the platform used to develop these programs should integrate with Microsoft products and windows functionality. Advantages of linking to the internet should be seriously considered and developed for selected functions. The system should be able to link with other applications for the purpose of sharing data or services electronically.

Systems and programs must be well structured to provide efficiency in electronic processing and to assist with the documentation of all the processes. Data standards and integrity must be consistent throughout all processes.

The platform must be well supported within Fiji so using hardware and databases that are widely used in Fiji.

## G SUMMARY

The above guidelines provide a brief perspective of key features to ensure information remain consistent for each process within all systems and sub-systems.

The following specifications define some basic rules and parameters to meet functional requirements and also guide systems design and data relationship structures.

The whole system should be designed to incorporate present identity systems that can support future strategic links with other national systems to ease migration of data that is of interest to the TLTB.

Unauthorised access to critical information is always a priority concern but at the same time it should not be a hindrance to the efficiency of TLTB operations.

Under all circumstances the most important feature is to ensure that the interface with users is simple and friendly whether it is text or graphic information.

# *I LAND MANAGEMENT CASES*

## A INTRODUCTION:

The whole estate operation is divided into 4 geographic regions with 6 sub-regional offices with a separate department looking after each of the regions Tourism leases. Within each region there are teams that look after a geographic area or major types of job categories. Each team is headed by an Estate Officer and assisted by an Estate Assistant 2. There are 16 different categories of work that can be created for each team to administer all the contracts and iTaukei land within their defined boundaries. The procedures to perform these cases are specified in the Estate Operations Manual (EOM).

These cases provide the platform for planning their work as well as preparing for their budget submissions in terms of income and expenses. Targets are set from cases that will represent income to be derived from work performed hence costs will be accrued accordingly. All work will be monitored throughout the system against set targets and reported on from the respective modules. The status of each case will be presented whenever required however overdue cases will be prompted every day until deactivated by the appropriate authority.

Note that this system will provide the focal point of all estate operations work.

## B AIM:

To provide a system for estate operations staff to manage and administer leases. The system should also cater for other services in the Board to set targets and continuously inform staff on the status of their work in relation to these targets and also highlight critical phases for individual or team performances.

## C OBJECTIVES:

1. Capture all case work stored in the present system
2. Highlight all backlog cases for urgent attention
3. Identify and remove all redundant cases
4. Include all new fields into these records for completion
5. Link the system with the performance and evaluation exercise
6. Ensure all work generated can relate to relevant policies and procedures to guide officers in performing associated tasks.
7. Provide the ability to electronically retrieve standard documents and forms that will maintain consistency throughout the organisation.
8. Access other essential sub-systems to assist completing the work expeditiously and efficiently.

## D FUNCTIONAL RESPONSIBILITY:

The system will be introduced initially to estate operations and then incorporated into other departments for planning and monitoring their work.

Executive management would be responsible for the effectiveness of the system with all functional units expected to maintain their records according to the rules and guidelines provided.

## E PRIMARY FUNCTIONS:

1. Provide an efficient recording system for all work generated that require attention or action to be carried out by the Board.
2. The work generated will be the basis for setting work targets and preparing weekly, monthly plans for individuals and teams.
3. Information from this system will be used to support the corporate budget and strategies to achieve the targets set for individuals, teams, regions and departments.

4. To monitor the status of all work assigned and inform supervisors and managers on the performance levels within their respective areas.
5. The system should be proactive in providing information that will help develop future strategies and plans.
6. System to have file numbering and IT terms that are relevant to the day to day work of operational staff.

**F PROCESS SPECIFICATIONS:**

## Type 1 Lease Application

1.1. The Estates Assistant 1 should perform the following checks in the system:

***EIA Screening Check 1:***

1.2. Automatically check application whether EIA screening is required depending on lease type applied for.

1.3. The Estates Assistant must be able to print the EIA screening form to be issued to the applicant if the lease type applied for is classified as Industrial, Commercial, Mining, Gravel, Forestry, Licenses and Permit.

***Land Available in Land Depository Check 2:***

1.4. The system should automatically check if land is available in the land depository using the ARCGIS system and advice the applicant instantly on the land availability in the area applied for.

***Land is reserved in Land Depository Check 3***

1.5. The EA1 should check if the land applied for is in Reserves.

1.6. If the Land is available and it's a Reserve Land, the applicant is advised it's a Reserve land and it will need to be dereserved.

1.7. If the applicants decision is to go ahead with dereservation process, the applicants application will proceed to next stage and the time frame for the dereservation will be advised else;

1.8. The applicant will be informed/ advised of another area where land is available which can be applied for if the applicant decides not to go for dereservation process.

***All information is in order Check 3***

1.9. Upon the completion of the above three system checks, the EA1 checks if all information for the application is in order else; the application will be declined and the applicant will be informed accordingly.

*Creation of Applicant ID & Create Case*

1.10. The details of the applicant must be entered into the system and applicant ID must be created.

1.11. Next, a case is created against the application and scanned documents must be uploaded for verification of reserved land.

*Registration of Applicant –TLTB Tenant App*

1.12. Once, the applicant has been systematically checked and upon creation of applicant ID and case, the EA1 will register the applicant to the " TLTB Tenant App"

*System VET- Senior Estates Officer (Operation)*

1.13. Applications confirmed by the EA1 will be vetted in the system automatically by the SEO operations as per the checklist utilised by EA1 to confirm the application at the initial stages.

1.14. The SEO operations must automatically check and verify in the system the screening checklist criteria.

1.15. The system must automatically notify the cashier to receipt the application fees and EIA screening fees where applicable. Once the SEO vets the application as per the screening checklist, the status is moved in the system by the SEO to the Cashier.

*Receipting of Application & EIA Screening Fees*

1.16. Applications confirmed by the SEO operations in the system is accepted by the cashier. The cashier will:

1.17. Receipt Application Fees and link the application to already opened case else;

1.18. Receipt both Application Fees and activate EIA screening fees of $275.50 for leases identified as EIA requirement thence, ( Application Fees + EIA screening Fees)

1.19. The system should automatically add EIA fees along with Application fees for lease types requiring EIA requirement only.

1.20. Generation of receipt must clearly display the Application Fee and the EIA Fees as the separate line item.

1.21. Receipting of EIA Screening fees must automatically trigger the EIA Process.

1.22. The case file will then be sent to Estates Team for processing and update.

*Inspection/ GPS & Consultation- Landowners*

1.23. The application and documents herewith received by the EO/EA1 goes through Inspection/ GPS and consultation with Landowners.

Upon confirmation of satisfactory details such as the inspection/ GPS and consultation with landowners by the EO/EA1,

1.24. The system must notify the Estates Officer (EO) / Estates Assistant 1(EA1) to upload the minutes of the meeting from the LOU consultation.

1.25. The system must move the status of the case to the GIS team for further processing

***Chart Case, Preparation of Locality Plan & Synchronisation and Upload***

1.26. The GIS team must be able to chart the case, prepare locality plan, synchronise and allow for upload of the locality plan in the system.

1.27. Upon confirmation from the GIS team, the file must be updated in the system and the Reserves department must be automatically notified.

***Regions- EO/EA – Preparation of IPR Report***

1.28. Upon receiving the notification from the Geospatial team,

1.29. The system must automatically generates the Inspection, Precise and Recommendation Report based on the lease assessment.

1.30. In completing these requirements by the regional team, the case file should be automatically transferred within the system to the Senior Estate Officer for approval.

***Senior Estates Officer (SEO)- Approval of IPR Report***

1.31. The SEO will review and approve the IPR report in the system. This process usually takes up 1 day. Once approved, the SEO will move the status of the application in the system and the Regional Manager will be notified on the verification and endorsement of IPR Report.

***Regional Manager (RM) - Verification & Endorsement of documents***

1.32. The case file is received from the SEO. Herewith, the RM will verify and endorse the documents to which the following will be updated:

1.33. The system must automatically determine the premium value that is more than 100k and notify the Executive Management (EM) to approve the Lease offer.

***Check if Premium is greater than equal to 100k.***

1.34. For premium above 100k the system should automatically trigger the Executive Management (EM) Approval Workflow.

1.35. Notify the Executive Management on the Approval required.

***For premium less than 100k, the system must automatically:***

1.36. Approve the IPR Report
1.37. Generate the lease offer document after the approval of IPR document
1.38. Notify the EO/EA to release the offer to Tenant and notes bring up to date

*Executive Management Approval – Premium exceeding $100,000*

1.39. For the premium exceeding $100,000, the case file is automatically received from the RM for Executive approval.
1.40. In facilitating the approval process, the Executive Management will follow the EM approval process and once approved, the system must automatically generate the lease offer document.
1.41. Next, the EO/EA is notified to release the offer to Tenant and notes must be bring up to date for further actions

*Estates Officer (EO) / Estates Assistant (EA) - Lease Offer Acceptance*

1.42. The EO/ EA explains the terms and special conditions outlined in the Lease offer to the tenants and advices the tenant that full payment of the offer should be done in 6 weeks shall the offer is accepted by the tenant. Herewith,
1.43. The system must automatically calculate and flag the deadline when the 6 weeks deadline date is near and no response has been received by the EO/EA and if the lease offer has not been receipted.
1.44. The notification must be triggered from the date of acceptance of the offer.
1.45. The system must not trigger notification for part payment options.
1.46. If the tenant accepts the offer, the tenant can have options for :

***Full settlement***

1.47. This could be done through FNPF, Sugar Cane Growers Fund (SCGF), FDB, Sugar Cane Growers Council (SCGC) or Financial Institutions such as the Bank.
1.48. The system must allow the EO/ EA to update and tag the options such as the FNPF, SCGF, and FDB, SCGC or banks such BSP, Westpac, HFC, Bred Bank, ANZ, and Bank of Baroda to reflect the settling institution for the lease offer- This will be for easier reporting.
1.49. The system must automatically generate the lease document once the offer is fully settled at the cashier

***Part Payment Process***

1.50. The tenants have the option to partially pay for the lease offer. The partial settlement can be from SCGGF, FNPF, FDB, SCGC and banks.

1.51. Upload of part payment letter must be mandatory in the system if the part payment has been agreed upon.

1.52. The system must automatically generate Lease document once part payment is agreed and offer processing fee is fully paid and receipted by the cashier

1.53. The system must automatically open the Lease Master ID

1.54. The system must automatically generate Invoice for the offer once the tenant accepts the offer.

***If the tenant does not accept the offer:***

1.55. The system must automatically notify the Geospatial officer to add the land to “Land available for leasing database” and the case must be closed.

***Cashier – Receipting Lease Payment***

1.56. When the lease offer is accepted by the applicant, within the 6 weeks period the applicant is required to make payment in full of the agreed amount. Herewith, the applicant can make payment in the following forms from agreed and approved financial institutions in accordance to TLTB policy. The following financial institutions are accepted by TLTB:

- Local Commercial Banks
- Westpac Banking Corporation (Westpac)
- Australia & New Zealand Bank (ANZ)
- Bank of South Pacific (BSP)
- Bank of Baroda (BOB)
- Bred Bank (BRED)
- Fiji National Provident Fund (FNPF)
- Fiji Development Bank (FDB)
- Sugar Cane Growers Fund (SCGF)
- Sugar Cane Growers Council (SCGC)
- The following modes of payment is accepted by TLTB
- Cash
- Bank Cheque
- MPAiSA
- Online – Bank to Bank Transfer
- Letter of Payment (Issued from TLTB Approved Financial Institutions)

1.57. The cashier receipts the full payment into the Landsoft system.

1.58. The system must automatically generate "Lease Document" once full payment is receipted by the cashier.
1.59. The system must update and advise the GIS team of the payment made to begin charting of the file number and creating of lease diagram.
1.60. The system must allow for seamless integration with ARGIS to facilitate the charting of file number and creation of lease diagram.
1.61. The system must automatically activate the Lease in the system once file number is charted on the locality plan and creation of lease diagram has been completed by the GIS team.

***Geospatial Officer – Charting File Number & Creation of Lease Diagram***

1.62. Upon confirmation from the cashier that the tenant has paid the full payment amount, the technical team proceeds to charting of file number on the locality and creates the lease diagram in the "ARCGIS".
1.63. The system must integrate with the ARCGIS system to create lease diagram.
1.64. The system must automatically notify the Senior Estates officer to activate lease automatically once the charting of file number on locality plan and the lease diagram has been completed.
1.65. The system will notify EO/ EA that lease has been automatically activated once the GIS team has finished charting the file number on locality plan and finished creating the lease diagram.
1.66. The EO services prepares the lease document and ensures it is correctly completely and calls tenants to sign and forwards the file to SEO/RM for verification.

***Estates Officer/ Estates Assistant- Prepare & Print Lease Documentation***

1.67. The EO/ EA upon receiving notification and confirmation that lease has been activated in the system,
1.68. The system must also allow the EO/EA to view and print the lease document for verification and signing.
1.69. The EO/EA will move the status accordingly in system based on the lease type that is:
- Agreement for Lease, Instrument of Tenancy, Surrender – to be forwarded to Regional Manager for signing.
- Registered Lease – to be forwarded to Board Secretary for endorsement by Board and Registration.
- For Agreement for Lease, Instrument of Tenancy (IOT) and Surrender leases, the system must notify the Regional Manager for signing.
- For Registered Lease, the system must automatically identify it's a registered lease notify the Board Secretary for endorsement and registration.

*EO Services - Witnessing*

- On advice that successful verification of lease document by the SEO and the tenant is ready to sign, EO Services will then witness the signing of lease document along with EO/EA and the tenant.

*Conveyancing*

1.70. The system must automatically send notification from Regions to notify conveyancing coordinator to start with the conveyancing process.

1.71. The conveyancing team must recheck the documents as per the system generated checklist and if there are any amendment in the lease documents, the lease documents must be sent back EO services for amendment.

*Manager Governance, Risk, Compliance, Board Secretary- Execution Registered Lease*

1.72. For "Registered survey Lease", the Board secretary and Board members must be notified through the system to execute registered survey lease before it will be sent to Conveyance clerk for registration and settlement process.

*Conveyance Clerk- AFL, IOT, TAW, Registered Survey Lease - Registration*

1.73. The Agreement for Lease, Instrument of Tenancy, Tenancy at Will and Registered Survey Lease, will be lodged by the conveyance clerk to the Titles office for registration and settlement process.

1.74. On completion and confirmation received from the external entities, the registered file must be scanned and uploaded by the Conveyance coordinator in the system.

1.75. The Conveyance coordinator must be re-directed in the system to fill the conveyancing register after lease is registered and registered documents are received by the conveyancing department from the Titles Office. The following details must populated in the system for the conveyancing register

- Lease Number
- Lease Document Type
- Survey Plan
- Lot Number
- Upload document.

1.76. The conveyance coordinator must also be able to update the system and notify EO Services that case has been confirmed and documents are ready for dispatch to the tenants.

***EO Services***

1.77. EO Services receives the files from conveyance; on receiving of registered lease document, the EO Services acknowledges by signing off the checklist and ensures all fees is paid. The tenant is then contacted to collect the original document and the Land File creation is done. The case is closed in the Landsoft system.

***Tourism Lease***

1.78. The Tourism Lease follows the general lease application workflow except that the lease is classified as TLTA lease type.

1.79. All Tourism Leases may have a maximum term of 99 years

1.80. When an application is made for Tourism Lease, the system must perform check based on the type of applicant. ( Individual, Company: Local/ Overseas, Landowners)

1.81. To process a tourism lease application, the system must classify the Lease Type as Tourism and allow the user to select the applicable sub Lease type.( Refer to Page 9 for breakdown of sub lease types for leases issued under the TLTA.

1.82. Annual Rent

1.83. For Annual Rent of Tourism Lease, the Board has adopted TRUK formula ie. Charging a percentage of gross receipts as annual rent, from the operation as spelt out at the Second Schedule of lease. Initially the percentage shall be a minimum of 3.5% of gross receipts.

1.84. This percentage of gross receipts charged after the development period must increase by 0.5% in every ten (10) years until it reaches the maximum percentage of 5.5%.

1.85. The minimum rent of the tourism lease is based on the market rent of the land. The market rent must be determined for 5years from the actual date the rent assessment case (Type 2) closes for the selected lease.

***Capital Gains/ Sales Consideration***

1.86. If the sale takes place at any time within 10 years from the date of commencement of this Lease, a sum equivalent to twenty per cent (20%) [vat exclusive] of the total sale consideration received by the Lessee from such alienation of the said Lease.

1.87. If the sale takes place at any time after 10 years from the date of commencement of this Lease, a sum equivalent to ten per cent (10%) [vat exclusive] of the total sale consideration received by the Lessee from such alienation of the said Lease.

1.88. Sale of Lease with no improvements - If the sale takes place at any time within 10 years from the date of commencement of this Lease, a sum equivalent to twenty five per cent (25%) of the total sale consideration (vat exclusive) and if the sale takes place any time from the eleventh (11th) year thereafter, a sum equivalent to ten percent (10%) of the total sale consideration (vat exclusive) received by the Lessee from such alienation of the said Lease.

1.89. This applies to LOU leases where the premium is waived.

1.90. If the lessee wishes to sell/transfers/assign the lease, TLTB shall grant its consent subject to the full payment of the premium of (sum of premium waived) [Vat Exclusive], if this was waived initially and the settlement of all outstanding lease rental and requirements of the lessor. This payment shall be separated from the transfer and resale clause above.

1.91. The following is the requirement checklist for different types of applicant placing an application for tourism lease.

*Process of Gross Receipt Assessments*

***ESTIMATES GROSS RECEIPT RENT***

1.92. The Assistant Accountant sends a reminder (Appendix T1H) to all operating Tenants before the end of December or as per the stipulated date in the lease special condition to submit their Estimates of Gross Receipt (1 day) and once a Tenant submits their Estimates, the AA calculates the gross receipt rent and submit to the Senior Estate officer (SEO) for verification and endorsement.

1.93. The SEO vets the calculation and endorses for invoicing and notification to Tenant (1 day)

1.94. The Assistant Accountant drafts letters of Estimates of Gross Receipt rent (Appendix T1I) (1 day)

1.95. The SEO signs the Notification letters (1 day)

1.96. The Assistant Accountant dispatches notification letters (1 day)

1.97. Estate Officer Enforcement invoices the Estimated Gross Receipt Rent in the system with the first half due on 1st January and balance due on 1st July of the following year (1 day)

1.98. The Assistant Accountant/EO Monitors the payment and submits a monthly report

***AUDITED ACCOUNT & COMPANY STRUCTURE ASSESSMENT***

1.99. The Assistant Accountant Sends a Reminder Letter (Appendix T1J) to Tenant with Audited Account Checklist (Appendix T1K) and Company Shareholding Structure Questionnaire (Appendix T1L) every January and remind them to submit their Audited Accounts and required details (1 day)

1.100. 1.1 The Assistant Accountant extracts list of operating tenants from the system every June with operation status and submits to the

Senior Estate Officer (SEO) for vetting and endorsement before opening case in system (1 day) and Care must be taken to verify operating status with EO and latest 360 report, and ensure that the gross receipt special conditions in the Lease and Variations of Lease is consistent with system records (1 Day)

1.101. 1.2 If there is a change in the Company structure, a new company search to be undertaken through the Services Team and submit findings to SEO & MTD for noting and further instructions (2 days)

1.102. 1.3 If the Tenant ceased operations due to reasons other than the Board's breach process, then the Gross receipt rent of the previous year will be required in addition to the breach penalty.

1.103. Senior Estate Officer (SEO) vets and submits list with recommendation to the Manager Tourism Department (MTD) including the following (1 day) -:

1.104. The exclusion of any tenants that are due for re-entry process.

1.105. Exclusion of tenants not operating on the ground upon verification of latest 360 Report.

1.106. Tenants not operating, and any (major) dealing of company shares made without Board approval to be referred for breach process, Case Type 7.

1.107. Recommendation for Tenants that have ceased operations to pay the same gross receipt rent.

1.108. The Manager Tourism considers and comment or approves the list and recommended way forward. (1 day)

1.109. Senior Estate Officer notes MTD's comments and endorsement and refers case to AA and EO Enforcement as appropriate (1 Day)

1.110. The Assistant Accountant upon receipt of approval opens the Generic Case-Type and fills in the necessary details and drafts another reminder letter (Appendix T1J), Checklist (Appendix T1K) and Questionnaire (Appendix T1L) for Tenants that have yet to submit their Audited Accounts, and Gross Receipt Rent letters (Appendix T1M) as approved by the MTD. (1 day)

1.111. The Senior Estate Officer signs the Reminder and Gross Receipt Rent letters and copies of the signed letters emailed by the AA to the Tenants. (1 Day)

1.112. The Assistant Accountant upon receipt of a Tenant's Audited Accounts the updates the system and carries out the assessment of the report using the Checklist (AppendixT1N). A consultation must be made with the EO Enforcement for any lease and audited concerns before submission to SEO.

1.113. The Gross Receipt Rent calculations, findings and recommendations are submitted to the SEO for vetting and endorsement. (5 days)

1.114. The Senior Estate Officer vets report and submit with recommendations to the Manager Tourism Department (MTD) for views or approval. (1 day) and Manager Tourism comments and approves the submission. (1 day)

1.115. The Assistant Accountant drafts the Gross Receipt Rent letter Appendix T1M (1 day) which is signed by SEO (1 day) where Assistant Accountant emails copy of signed letter to Tenant (1 day) and EO invoices the gross receipt rent. (1 day)

1.116. The Accountant Assistant /EO will monitor and ensure gross receipt rental shortfall is paid in full and If Tenant fails to pay in full, case is referred to Enforcement Team for Arrears process (Case Type 7). Once payment is made in full, case file and system records to be updated accordingly, case file folioed and enclosed in Land File. (1 day)

1.117. A monthly report is submitted to MTD & SEO.

***Mining Lease***

1.118. The mining lease follows the general lease application workflow except the requirements and application fees differs. These are:

- The application fees for applying for Mining Lease is $545.00
- The prerequisite requirement for Mining surface lease application is Expression of Interest submitted by genuine investors to the Board
- Applicants must apply for mining surface lease using the TLTB Form 2.
- Mining Lease type triggers EIA Screening to be done by the applicant.
- To process a mining lease application, the system must classify the Lease Type as Mining and allow the user to select the applicable sub Lease type as " Surface Mining"

  Agreement for Lease (AFL- Mining Surface Lease)

1.119. The system must generate AFL for the "Mining-Surface Lease "once offer has been fully settled by the applicant.

1.120. Unstamped copy of AFL may be released (depending on the discretion of RM) upon receipt of full payment as per the lease offer letter. Acknowledgement Form to be filled when releasing the AFL.

1.121. The AFL then to be stamped by Commissioner of Stamp Duties in the Region and the stamped copy of AFL to be released to applicant. Acknowledgement Form to be filled when releasing the AFL.

1.122. Then issue the Survey Instruction to the opted surveyor of the applicant to carry out survey as per the Terms & Conditions of AFL.

1.123. Should the tenant request for the registered title, then conveyancing process to be followed in getting a registered tile document.

1.124. Refer to the general Lease Application workflow.

1.125. The following is the requirement checklist for the applicant to consider for mining surface lease.

| | Checklist- Mining -Surface Lease |
|---|---|
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Certificate of registration for Companies (if applicant is a company ) |
| **7** | Financial statement of company |
| **8** | Majority consent (51%) of Landowners if land is within reserve |
| | **Overseas Applicant** |
| **9** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **10** | Department of Immigration Approval |
| **11** | Locality Plan of area applied for Feasibility Study (where applicable). |
| **12** | Projected Cash Flow. |
| **13** | Environment Impact Assessment report by an independent consultant. |
| **14** | A construction Environment Management Plan. |
| **15** | A Operational Environment Management Plan. |
| **16** | Environmental Bond requirement. |
| **17** | Other requirement of Town and Country Planning, Department of Environment and Department of Health. |

***Quarry Lease***

1.126. The Quarry lease follows the general lease application workflow except the screening requirements, term and application fees differs.

1.127. The term for Quarry lease is between 1 and 50 years and will be registered.

1.128. To process a Quarry lease application, the system must classify the Lease Type as Quarry and allow the user to select the applicable sub Lease type as “Rock.

1.129. Once Type of Application is selected as Quarry Lease the system must automatically display the Act as “TLTA”.

1.130. The Screening of Quarry lease application must also ensure the following checks apart from the initial screening

- Assess the volume to be extracted
- Assess the company financial capacity.

1.131. Often in a quarry lease, all three basis are used:

- The place of measurement or royalty must be agreed. For example, if payment is made per cubic metre of rock extracted at the face.
- A lower total payment would be received than if the royalty is per cubic meter after crushing.
- Screening. The screened product is usually used on the basis of royalty payment. In some instances royalty is paid on the weight of the product ($ per tonne).

1.132. The commencement date and term of years must also be stated. The lease may determine either:

- After a term of years; or
- When the quarry is exhausted; or
- Should the tenant fail to remove a certain specific quantity of material during any one calendar year, whichever is the earlier?

1.133. It is important in granting a new lease for quarrying to include conditions as to the restoration of the quarry after working. An Environmental Bond maybe charged to ensure that any environmental damage is reasonably compensated for; the environmental bond to be at a rate of $1000 per acre.

***ITaukei Fresh Water Extraction Lease***

1.134. The lease follows the general lease application workflow except the screening requirements, term and application fees differs.

1.135. To process a Freshwater lease application, the system must classify the Lease Type as Freshwater and allow the user to select the applicable sub Lease type as “Catchment”

1.136. Once Type of Application is selected as Freshwater Lease the system must automatically display the Act as “TLTA”.

1.137.

1.138. The Screening of ITaukei Fresh Water Extraction lease application must also ensure the following checks apart from the initial screening checks.

1.139. Feasibility Study is submitted.

1.140. Concept of Natural Water Extraction Development

1.141. The following is the requirement checklist to consider for different types of applicant applying for Itaukei Fresh water lease.

| | |
|---|---|
| | **CHECKLIST FOR : INDIVIUAL, COMPANY & OVERSEAS COMPANY APPLICANT** |

| | |
|---|---|
| **Checklist (Special) - Conservation, Water Bottling, Airport, Power Generation, Mixed Development, Tourism; Integrated Development Area, Business Park, Strata Development & Villa Development)** | |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/ Vote ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Cerificate if registration of Company (if company is applicant) |
| **7** | Financial statement of company |
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Article of Association |
| **11** | 5 years Business Plan (Tourism, Water Bottling, Integrated) |
| **12** | EIA Screening |
| **13** | Application fees - $500 (VEP) |
| | |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |

| | |
|---|---|
| | **CHECKLIST - LANDOWNERS** |
| **Checklist (Special) - Conservation, Water Bottling, Airport, Power Generation, Mixed Development, Tourism; Integrated Development Area, Business Park, Strata Development & Villa Development)** | |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed)& letter from employer |

| | |
|---|---|
| **4** | Birth Certificate (printed from January 2020) |
| **5** | Certificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Deed of Trust - If owned by Mataqali |
| **8** | Certificate of registration by Cooperative |
| **9** | Locality plan for the area applied |
| **10** | Majority consent (51%) of Landowners if land is within reserve |
| **11** | Article of Association |
| **12** | EIA Screening |
| **13** | Application fees - $500 (VEP) |

**Checklists for Different Lease and Applicant Types**
**General Agriculture (Cane, Vegetables, Root crops, Rice) Checklist: Local Company, Overseas Company, Individual, Landowners**

| | **CHECKLIST** |
|---|---|
| | **Checklist- General Agriculture(Cane, Vegetables, Root crops, Rice** |
| **1** | Ministry of Agriculture/ Fiji Sugar Corporation Appraisal Report on land potential |
| **2** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **3** | Tin Registration Number |
| **4** | Latest Bank Statement |
| **5** | Salary Slip (if Employed) |
| **6** | Birth Certificate (printed from January 2020) |
| **7** | Cerificate if registration of Company (if company is applicant) |
| **8** | Financial statement of company |
| **9** | Farming Plan for the next 5 years |
| **10** | Locality plan for the area applied |
| **11** | Majority consent (51%) of Landowners if land is within reserve |
| **12** | Two Guarantors for the applicant |
| **13** | Application fees -$50 (VEP) |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |
| | |
| | **Rules:** |
| | ALTA Leases - Minimum area of 1 hectare (2.5acres) |
| | ALTA leases - Within the ALTA zoning |
| | Arable Land - Vegetables/Root Crops -2Ha - 20 Ha |
| | Arable Land - Cane Minimum of 6 Ha |
| | TLTA Agriculture - Area exempted from ALTA zones |
| | Exclude burial grounds, historical sites etc |
| | Must have a formed access |

| | **CHECKLIST - Landowners** |
|---|---|
| | **Checklist- General Agriculture(Cane, Vegetables, Root crops, Rice** |
| **1** | Ministry of Agriculture/ Fiji Sugar Corporation Appraisal Report on land potential |
| **2** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID |
| **3** | Tin Registration Number |
| **4** | Salary Slip (if Employed) |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Cerificate if registration of Company (if company is applicant) |
| **7** | Certificate of Cooperative (if cooperative is an applicant) |
| **8** | Registered Deed of Trust (if trust is the applicant) |
| **9** | Farming Plan for the next 5 years |
| **10** | Locality plan for the area applied |
| **11** | Majority consent (51%) of Landowners if land is within reserve |
| **12** | Two Guarantors  for the applicant |
| | |
| | **Rules:** |
| | ALTA Leases - Minimum area of 1 hectare (2.5acres) |
| | ALTA leases - Within the ALTA zoning |
| | TLTA Agriculture- Area less than 1 hectare (2.5 acres) |
| | TLTA Agriculture - Area exempted from ALTA zones |
| | Waiver of New Lease Consideration for registered member only |

## Agriculture Grazing Large Scale Farming Checklist Local Company, Overseas Company, Individual, Landowners

| | CHECKLIST- |
|---|---|
| | **Checklist- Grazing Large Scale Farming** |
| **1** | Ministry of Agriculture/ Fiji Sugar Corporation Appraisal Report on land potential |
| **2** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **3** | Tin Registration Number |
| **4** | Latest Bank Statement |
| **5** | Salary Slip (if Employed) |
| **6** | Birth Certificate (printed from January 2020) |
| **7** | Cerificate if registration of Company (if company is applicant) |
| **8** | Financial statement of company |
| **9** | Farming Plan for the next 5 years |
| **10** | Locality plan for the area applied |
| **11** | Majority consent (51%) of Landowners if land is within reserve |
| **12** | Two Guarantors  for the applicant |
| **13** | Application fees -$50 (VEP) |
| **14** | Article of Association |
| | **Overseas Company Applicant** |

| | |
|---|---|
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |
| | **Rules** |
| | Gently undulating land to average slope |
| | Grazing Land - Minimum of 15 ha to 50Ha (max) |
| | Dairy Land - 10-30 Ha, Low land |
| | Exclude burial grounds, historical sites etc |
| | Must have a formed access |

| | **CHECKLIST - Landowners** |
|---|---|
| | **Checklist-Grazing Large Scale Farming** |
| **1** | Ministry of Agriculture/ Fiji Sugar Corporation Appraisal Report on land potential |
| **2** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID |
| **3** | Tin Registration Number |
| **4** | Salary Slip (if Employed) |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Cerificate if registration of Company (if company is applicant) |
| **7** | Certificate of Cooperative (if cooperative is an applicant) |
| **8** | Registered Deed of Trust (if trust is the applicant) |
| **9** | Farming Plan for the next 5 years |
| **10** | Locality plan for the area applied |
| **11** | Majority consent (51%) of Landowners if land is within reserve |
| **12** | Two Guarantors for the applicant |
| **13** | Financial statement of Deed of Trust or Cooperative |
| | Rule: |
| | Waiver of New Lease Consideration |

## Residential- A, B, C & D Checklist -Local Company, Overseas Company, Individual, Landowners

| | |
|---|---|
| | **CHECKLIST** |
| | **Checklist-Residential A, B, C & D** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Cerificate if registration of Company (if company is applicant) |
| **7** | Financial statement of company |

| | |
|---|---|
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Two Guarantors for the applicant |
| **11** | Article of Association |
| **12** | Application fees - $50 (VEP) |
| | **Rules** |
| | Residential A - 1000m² |
| | Residential B - unsewered 800m²; Sewered 600m² |
| | Residetial C-400m² (sewered) |
| | Residential D - 220m² (sewered) |
| | Exclude burial grounds, historical sites etc |
| | Must have a formed access |
| | **CHECKLIST - LANDOWNERS** |
| | **Checklist-Residential A, B, C & D** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed) |
| **4** | Birth Certificate (printed from January 2020) |
| **5** | Cerificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Locality plan for the area applied |
| **8** | Majority consent (51%) of Landowners if land is within reserve |
| **9** | Two Guarantors for the applicant |
| **10** | Article of Association |
| **11** | Application fees - $50 (VEP) |
| | **Rules:** |
| | Waiver of Premium for registered member only |

# Commercial A, B, C & rural Checklist -Local Company, Overseas Company, Individual, Landowners

| | CHECKLIST |
|---|---|
| | **Checklist-Commercial A, B, C & rural** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Certificate if registration of Company (if is applicant is a company ) |
| **7** | Financial statement of company |
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Two Guarantors for the applicant |
| **11** | Article of Association |
| **12** | 5 years Business Plan |
| **13** | Application fees - $100 (VEP) |
| | |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |
| | |
| | **Rules** |
| | Commercial A - 200m² |
| | Commercial B - Sewered 200m² |
| | Commercial C-500m² (sewered) |
| | Commercial in Rural areas - minimum 1000m² (shop with attached residential unit) |
| | Exclude burial grounds, historical sites etc |
| | Must have a formed access |

| | CHECKLIST - LANDOWNERS |
|---|---|
| | **Checklist-Commercial A, B, C & rural** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed)& letter from employer |
| **4** | Birth Certificate (printed from January 2020) |
| **5** | Certificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Locality plan for the area applied |
| **8** | Majority consent (51%) of Landowners if land is within reserve |
| **9** | Two Guarantors for the applicant |
| **10** | Article of Association |
| **11** | Application fees - $100 (VEP) |
| | Rules: |
| | Waiver of Premium for registered member only |

## Industrial (Light & Heavy) Checklist-Local Company, Overseas Company, Individual, Landowners

| | CHECKLIST |
|---|---|
| | **Checklist-Industrial (Light & Heavy)** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/ Voter ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Cerificate if registration of Company (if company is applicant) |
| **7** | Financial statement of company |
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Two Guarantors for the applicant |
| **11** | Article of Association |
| **12** | 5 years Business Plan |
| **13** | EIA Screening/ EIA report |
| **14** | Application fees - $100 (VEP) |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |
| | |
| | **Rules** |
| | General Industrial - Minimum area 350m² (Sewere) |
| | Heavy Industrial - Minimum 350m² (Sewere) |
| | Exclude burial grounds, historical sites etc |
| | Must have a formed access |

| | CHECKLIST - LANDOWNERS |
|---|---|
| | **Checklist-Industrial** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed)& letter from employer |
| **4** | Birth Certificate (printed from January 2020) |
| **5** | Certificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Locality plan for the area applied |
| **8** | Majority consent (51%) of Landowners if land is within reserve |
| **9** | Two Guarantors for the applicant |
| **10** | Article of Association |
| **11** | EIA Screening/ EIA report |
| **12** | Application fees - $100 (VEP) |
| | |

**Checklist (Special) - Conservation, Water Bottling, Airport, Power Generation, Mixed Development, Tourism; Integrated Development Area, Business Park, Strata Development & Villa Development) - Local Company, Overseas Company, Individual, Landowners**

| | **CHECKLIST** |
|---|---|
| | **Checklist (Special) - Conservation, Water Bottling, Airport, Power Generation, Mixed Development, Tourism; Integrated Development Area, Business Park, Strata Development & Villa Development)** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/ Vote ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Certificate if registration of Company (if company is applicant) |
| **7** | Financial statement of company |
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Article of Association |
| **11** | 5 years Business Plan (Tourism, Water Bottling, Integrated) |
| **12** | EIA Screening |
| **13** | Application fees - $500 (VEP) |
| | |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |
| | |
| | |
| | **Rule** |
| | Tourism Lease - Minimum of 5 acres |
| | Exclude burial grounds, historical sites etc |

| | **CHECKLIST - LANDOWNERS** |
|---|---|
| | **Checklist (Special) - Conservation, Water Bottling, Airport, Power Generation, Mixed Development, Tourism; Integrated Development Area, Business Park, Strata Development & Villa Development)** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed)& letter from employer |
| **4** | Birth Certificate (printed from January 2020) |
| **5** | Certificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Deed of Trust - If owned by Mataqali |
| **8** | Certificate of registration by Cooperative |
| **9** | Locality plan for the area applied |
| **10** | Majority consent (51%) of Landowners if land is within reserve |
| **11** | Article of Association |
| **12** | EIA Screening |
| **13** | Application fees - $500 (VEP) |

**Checklist (Civic) - Market, Car Park/Taxi or Mini Bus Park, Bus Station, Town/City Parks, Swimming Pools, Libraries, Recreation, Aerodromes, Fire Station, Police Station, Court Houses etc - - Local Company, Overseas Company, Individual, Landowners**

| | **CHECKLIST** |
|---|---|
| | **Checklist (Civic) - Market, Car Park/Taxi or Mini Bus Park, Bus Station, Town/City Parks, Swimming Pools, Libraries, Recreation, Aerodromes, Fire Station, Police Station, Court Houses etc** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/ Vote ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Certificate if registration of Company (if company is applicant) |
| **7** | Financial statement of company |
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Article of Association |
| **11** | Application fees - $50(VEP) |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |
| | **Rule** |
| | Exclude burial grounds, historical sites etc |

| | CHECKLIST - LANDOWNERS |
|---|---|
| | **Checklist (Civic) - Market, Car Park/Taxi or Mini Bus Park, Bus Station, Town/City Parks, Swimming Pools, Libraries, Recreation, Aerodromes, Fire Station, Police Station, Court Houses etc** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed)& letter from employer |
| **4** | Birth Certificate (printed from January 2020) |
| **5** | Certificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Deed of Trust - If owned by Mataqali |
| **8** | Certificate of registration by Cooperative - If own by a group |
| **9** | Locality plan for the area applied |
| **10** | Majority consent (51%) of Landowners if land is within reserve |
| **11** | Article of Association |
| **12** | Application fees - $50 (VEP) |

*Environment Impact Assessment*

1.142. The systematic evaluation of a project to determine its impact on the environment and natural resources. These effects may be positive or negative, which could produce costs or benefits.

1.143. Environmental Management Plan: An Action Plan or Management Strategy for the implementation of mitigation measures identified in an Environment Impact Assessment. This is usually comes in two parts:

- Construction Environment Management Plan (CEMP)
- Operation Environment Management Plan (OEMP)

## Workflow Description:

***Receive- Environment Officer- EIA Screening Form***

1.144. When the Application to Lease, License and Permit Application is received by the Estates Assistant 1 at the counter, an EIA screening form will be issued to the applicant for lease types classified as Industrial, Commercial, Mining, Gravel, Forestry, Licenses and Permit.

1.145. The system must automatically allow the user to print EIA screening form to be issued to the applicant if the lease applied for is categorised as Industrial, Commercial, Mining ,Gravel, Forestry and Licenses and Permit.

1.146. The system must immediately notify the Environment Officer if the counter receives the lease applications forms for lease types requiring EIA screening to be done.

1.147. The system must display the section for EIA screening within the application form if the lease type is classified as Industrial, Commercial, Mining, Gravel, Forestry. Licenses and Permit.

1.148. The EIA screening form is then received by the Environment Officer to determine the environmental study to be undertaken. The type's environmental study are EIA, EMP, CEMP and OEMP.

1.149. The system must allow the Environmental Officer to select the type of EIA screening that is required for instance: EIA, EMP, CEMP, and OEMP in the populated EIA interface.

1.150. The system must allow the Environment Officer to upload the determination study report identified for Manager Land Service's endorsement.

***Approval- Manager Land Services (MLS) - Determination Study***

1.151. Upon, identification of the type of screening to be undertaken by the Environment Officer, the MLS is notified from the Environment Officer on the approval of the type of determination studied identified, the Manager will:

1.152. Advise EO on the appropriate study to be undertaken if it has been incorrectly identified by the EO else;

1.153. Approve the Determination study identified and advice the EO, to proceed with process and send the Determination study report to Department of Environment (DOE) to assess the approval of Determination study.

***Assess – Department of Environment (DOE) -Determination Study Report-External***

1.154. The Determination study report is received by the DOE herewith from the Environment Officer where the report is assessed for approval. During the process of assessment, the Determination study report is either:

1.155. Disapproved and the Environmental Officer is notified on the decision of disapproval or ;

1.156. A determination letter is generated by DOE and is sent to Environmental Officer to advise the applicant to proceed with the EIA assessment.

1.157. Where, the Determination Study Report assessed is disapproved, the Environment Officer can appeal the decision and resubmit the report to DOE for reassessment and approval.

***Receive – Environment Officer – Determination Letter***

1.158. On confirmation from DOE that the Determination Report is satisfactory; the determination letter is received by EO. The determination letter is prepared as per TLTB's standard and the applicant is advised to proceed with the EIA.

1.159. The system must allow the Environment Officer to upload the determination letter and link to the applicant's application.

***Submission – Department of Environment – EIA Review Report- External***

1.160. The EIA report is submitted by the applicant for DOE review. The review by DOE ensures EIA report is as per the guidelines of DOE and environment assessment is complete and satisfactory.

1.161. In the process of reviewing the EIA report at DOE, the review is deemed satisfactory or unsatisfactory. If the Review report is satisfactory;

1.162. The Applicant is advised on the approval and special conditions to adhere with when carrying out the development else;

1.163. Where the EIA report is unsatisfactory, the Environment Officer is notified by DOE to refuse the applicants application else, resubmit EIA report to DOE for review.

1.164. The system must close the EIA interface if EIA report is rejected by DOE and must hold the application for Industrial, Commercial, Mining, Gravel, Forestry, Licenses and Permit if EIA status is set to rejected/ unsatisfactory.

1.165. The system must allow for the lease application to resume if the EIA status is set to approved/ satisfactory.

***Submit – Environment Officer- Approved EIA Report***

1.166. On achieving the approval on the EIA report from DOE, the applicant submits the approved copy of EIA Report to Environment Officer at TLTB.

***Receive –Environment Officer – Approved EIA Report***

1.167. The approved EIA report received must be uploaded in the system by the Environment Officer.

1.168. The system must allow the EO to link the EIA report to the applicant's application in the EIA interface.

1.169. If the lease type is classified as Industrial, Commercial, Mining, Gravel, Forestry, Licenses and Permit the system must allow the EO to upload the EIA report.

***Dereservation Procedures***

1.170. The Dereservation Case will be opened if the application to lease on reserved land is received by the Regions (Estate Team) from the Case Type 1 Lease Application. It is mandatory that the land is de-reserved before it is issued as a lease to the applicant. The request for dereservation is sent to the Reserves Department for verification of consent & signatories and confirmation with the TLC Office and VKB that majority consent has been obtained.

1.171. Upon receiving the notification and request from the Estates Team to deserve the land. The system must:

1.172. Link the Dereservation Case & Lease Application case reference

1.173. The system must notify the GM Operations to vet and approve the dereservation application.

1.174. The system must allow GM operations to reject the application and request for amendments from the region.

1.175. The system must notify the Regions if the dereservation case request has been declined by GM operation.

1.176. The system must allow GM to move the status in the system and notify the Reserve Officer to prepare the dereservation recommendation report.

1.177.

***Reserves Officer II – Preparation of Dereservation Recommendation Report***

1.178. Upon receiving notification from GM Operations, the Reserves Officer II (ROII) will prepare the dereservation recommendation report using the Dereservation Template.

1.179. The system must automatically open the Dereservation Template in the system for the ROII to fill.

1.180. The system must allow the ROII to upload the precise document, locality diagram, Veivakasalataki form and copy of LOU Consent Case.

1.181. The system must also open the ITaukei Reserve Exclusion document for the ROII to collate information for endorsement by the Reserves Commissioner.

1.182. The system must display the following checklist for the ROII to verify all information is in order before the status is moved to the Reserve Commissioner to endorse.

1.183. System Check:

- Precise Document
- Locality diagram
- Veivakasalataki form
- LOU Consent Case
- ITaukei Reserve Exclusion

1.184. In completing the above system checks, by the Reserves Officer II, the case file is moved to the Reserve Commissioner for endorsement.

***Reserve Commissioner (RC) – Endorsement***

1.185. The RC endorses the recommendation by the ROII in 9.2.2 above and moves the status of application for CEO's approval.

1.186. The system must allow the RC to request and send notifications accordingly to the Reserves Officer for amendments or any other matters regarding the case.

1.187. The system must notify the CEO once the dereservation submission has been endorsed by the RC

***Chief Executive Officer- Approval***

1.188. Upon receiving the notification form the RC, the system must allow the CEO to:

- Approve the application for de-reservation on behalf of the Board or;
- Reject the de-reservation application if he thinks it's inappropriate.
- The system must allow the CEO to request for amendment and further information from the Reserves Officer should the application for dereservation is rejected.

1.189. Upon approval, the CEO moves the status in the system and notifies Reserves Commission Team to compile all the approved cases for endorsement of the Board of Trustees on the case.

***Reserves Commission Team – Compilation & Preparation of Board Paper- Offline***

1.190. The Reserves Commission Team will:

- Compile all the approved cases for Board Paper.
- Prepare and Draft Board Paper and schedules for all the de-reservation cases.
- Print multiple copies for Board Members.

1.191. Submit the Board paper to be endorsed by the Board of Trustee.

***Board Trustee- Endorsement- Offline***

1.192. Endorses the application to de-reserve part of the land applied for leasing, upon the recommendation of the CEO.

***Board Secretary- Gazetting & Publication***

1.193. Upon approval by the Board, the Board Secretary must update the status of Dereservation case in the system as: "Endorsed by the Board"

1.194. The Board Secretary will also: Offline Process

1.195. Organize the Gazetting and publication of the de-reserved parcel of land in a newspaper in iTaukei language.

1.196. Once gazetted and upon receipt of publication, inform TLTB and the Reserves Department of the gazetted notice accordingly. LOU concerned are also to be informed.

1.197. The system must also allow the Board secretary to update the status as “Gazetted and Published” and automatically notify the Reserves Department to update the reserve layer and case.

***Reserves Commission Team- Update Reserve Layer & Close Dereservation Case***

1.198. The Reserves team upon receiving notification from the Board Secretary must:

1.199. Update the Reserve Layer on the ARCGIS system

1.200. Update Status to Dereservation Successful

1.201. Close the Dereservation Case

1.202. Notify the Regions to resume lease application processing.

***LOU Consent Case***

1.203. LOU Consent Case will be opened for consent verification if the application to lease is on the reserved land. The consent requires land owning unit to approve certain area to be excluded from the reserved land (to be dereserved).

***Estates Assistant (EA)/ Estates Officer (EO)***

1.204. The EA/EO from the Regions when placing a request for LOU consent must:

1.205. Scan and upload consent form and link to Case Type 1

1.206. Link ARCGIS so that land details such as the Land Name and the Charted Area in ArcGIS could be verified

1.207. Allow the EA/EO to attach the LOU consent for verification

1.208. Send notification to ROII Statutory for LOU Consent Verification.

***ROII Statutory – Screening & Verification of Consent***

1.209. Upon receiving notification and request for LOU verification, the RO statutory must:

1.210. Screen Consent form in the system

1.211. The screening must include:

1.212. Checking Land details entered into system is correctly mapped with ARCGIS system to match with consented LOU requested for.

1.213. Print verification consent and verify against VKB records in the Eservices (Yalamanchilli) system.

1.214. The system must allow integration with Eservices system to view and extract the VKB listing via Province and TokaToka Number for verification of LOU consent.

***Manual Process- Submission to VKB Office for Verification***

1.215. The ROII prepares LOU consent document and sends to VKB office for verification

1.216. The VKB office receives the request from TLTB office.

1.217. VKB verifies information and signatories.

1.218. ITaukei Land Fisheries Commission (TLFC) signs and sends document back to TLTB.

1.219. The system must allow ROII to upload of verification result from the TLFC.

***Verification Result is 51% and more***

1.220. The system must allow the ROII to set the status to "TLFC Verified" once verification result is 51% and more.

1.221. The system must notify EA/EO to continue lease application process once status of LOU consent case is set to "TLFC Verified".

***If Verification result is less than 51%***

1.222. If verification result obtained from TLFC is less than 51%, the system must allow the ROII to update the status to "TLFC verified " and flag notification to Region (EO/EA) that additional LOU consent is required.

1.223. The EO/EA must be notified to conduct consultation with the LOUs and a notification should also be sent to Landowner Affairs unit, advising the consent was less than 51% and if second consultation would be triggered to the Estates team.

***Possible Integration with Mobile Voting System***

1.224. The system must have provision to integrate Mobile Voting system to vote for Dereservation consent.

1.225. The system must automatically identify 51% and above threshold through the Mobile Voting system for dereservation consent.

***Business Rules – Lease Application***

1.226. The system should allow the user to select the type of application the applicant has applied for in the system. Types of Application are:

- Lease Application
- License
- Permit
- LOU

1.227. The system must classify the lease ACT description that is applicable to the lease type application. Lease ACT Description are:

- ALTA
- TLTA

1.228. The system must display and allow the user to select specific leases that falls under ALTA Act

1.229. The leases that falls under ALTA Act are:

| Agriculture - Rice | Agr - Poultry | Grazing - Large Scale (10-30Ha) | Agr- Sugarcane Large Scale (10-30Ha) | Agr- Organic Farm | Agr - General | Commercial Agriculture - | Agriculture - Dairy | Agriculture - Hydrponic | Aquaculture/Mariculutre |
|---|---|---|---|---|---|---|---|---|---|
| | Poultry - bird rearing, laying and supply | Cattle and Herd Farming (consumption/commercial) | Fiji Sugar Corporation (FSC) Holdings | Vegetable/Root Crops/Other Organic Related products | Vegetables, Root Crops, Sugarcane Farms (SIT contracts), pineapple, pulses, tabacco, coconuts, tree crops, other potential crops | Option C – ALTA lease:This option proposes the most equitable benefits to the tenants and landowners. It is similar to Option B in that the market rates are used; however, the premium is staggered over 15 year periods for the duration of the lease.<br>(a) A term of 99 years<br>(b) Rent review every 5 years<br>(c) New lease consideration based on TLTB schedules every 15th year. | **Production of milk & Dairy products** | **Crops in water** | **Fish ponds, prawns** |

1.230. The system must allow to the user to select correct Type of Application, Lease Act, Lease type and the sub lease type for data integrity. For instance:

- Type of Application: Lease Application
- ACT: ALTA
- Lease Type: Agriculture Poultry
- Sub Lease Type: Poultry- bird rearing, laying and supply.

1.231. The system must display and allow the user to select specific leases that falls under TLTA Act

1.232. The leases that falls under TLTA Act are:

| Residential | Commercial (Refer to Commercial | Industrial (Refer to Industrial | Civic | Tourism (Refer to Tourism sheet) | Special Use | Forestry | Conssession | Development Lease |
|---|---|---|---|---|---|---|---|---|
| Urban (Town/City Boundary | Commercial - General | General Industrial | Market | Intergrated Resort Development | Water Bottling | Conservation | | Comprehensive Development |
| Semi Urban | Commercial - Agriculture | Light Industrial A,B | Carpark/Taxi park | Hotel & Resorts Development | Airport | Reafforestation | | Intergrated Business Development |
| Rural unsewered. | Commercial - Service Station | Heavy Industrial | Bus Station | Multi unit Tourism Villa Development | Power Generator | | | Business Park |
| General Residential zone: unified | Commercial- Place of Assembly | Noxious Industrial | Town Park, Swimming pools, Libraries | Entertainment Parks | Dam | | | Multi Unit Residential |
| | | | Recreational Nature | | Water Catchment | | | Mixed Development |
| | | | Aerodrome | | | | | |
| | | | Fire Station | | | | | |
| | | | Police Station, Court House, Gaols | | | | | |
| | | | Pound | | | | | |
| | | | Police or Armed Forces parade grounds & barracks | | | | | |
| | | | Lending Libraries | | | | | |
| | | | Court (sports) | | | | | |
| | | | Playing Fields | | | | | |
| | | | Reading rooms | | | | | |
| | | | Religious Building, Cemetries, Crematoria | | | | | |
| | | | Schools, Education Establishments & Associated Hostels | | | | | |
| | | | Hospitals, private or public | | | | | |
| | | | Kindergartens or creches | | | | | |
| | | | Places of Assembly | | | | | |
| | | | Sporting clubs or others registered under Registration of Clubs Act | | | | | |
| | | | Commercial schools & schools for adult tuition | | | | | |

1.233. The system must allow for following categorisation of Applicant information submitted through application form.

1.234. Category A: Identification Requirements

- Birth Certificate
- Passport
- Joint FNPF FRCS Card
- Driver's License
- Fiji Voter ID
- Student ID
- FNPF Card (with Photo)
- Pilot's license

1.235. Category B: Verification of Address & Postal Address:

- Utility Bills (EFL & Water)
- Letter from Turaga ni Koro / Valevolavola ni Yasana
- Bank Statement (One Month)
- Current Municipal Rates of Invoice

- Email Address

1.236. Category C (Dropdown in Landsoft): Income and Employment Verification:

- Employment ID.
- Letter from Employer
- Current Municipal Business License with Bank Statement
- Current Pay – Salary Slip
- Tin letter
- Past six months bank statement with consistency of transactions (deposit and withdrawal).
- FNPF Statement showing Housing Eligibility (For individuals)

1.237. The system should capture email addresses of the applicant/ tenants so that notices generated in the system can be sent to the tenants email address directly.

1.238. If the lease type is classified as Industrial, Commercial, Mining, Gravel, Forestry, Licenses and Permit, the system must automatically notify the user that EIA Screening is required.

1.239. The system must display the option to print the EIA Screening form once the lease type is classified as Industrial, Commercial, Mining, Gravel, Forestry, Licenses and Permit.

1.240. The system should automatically check if land is available in the land depository using the ARCGIS system to advice the tenant on the land availability in the area applied for.

1.241. The system should be able to identify if the land applied for is in Reserve.

1.242. All land in reserve state must automatically trigger dereservation process.

1.243. Existing Tenants who may apply for new leases but have history of arrears and breaching lease conditions must be flagged in the system. Currently, TLTB tenant blacklist is used to track this tenants.

1.244. The system must automatically flag the blacklisted tenants at the initial stages when the application is screened.

1.245. All moving status in the system must be handled through notification and application status update to another user.

1.246. Once the details are entered into the system, the applicant ID must be automatically created in the system.

1.247. The system should notify the user to upload all the mandatory documents related to the type of lease that the applicant has applied for.

1.248. The system should automatically link the applicant ID and the case to the TLTB Tenant App.

1.249. The system must allow applicants to register for TLTB Tenant App successfully.

1.250. The system should automatically notify the SEO operation to VET the application automatically in the system using the checklist provided before notifying the cashier to receipt the application fee.

1.251. The cashier must receipt the application fees and link the application to already opened case.

1.252. The system should automatically add EIA application fees of $275.50 along with application fees for lease types requiring EIA Screening and Process to be done.

1.253. The system must clearly display application fee and EIA fees on the receipt as the separate line item to clearly demarcate the amount of application fee and EIA fees has been charged to the applicant.

1.254. The system must automatically open LOU Consent Case Type 8 to register and verify information and signatories against TLC & VKB.

1.255. The system must have provision to integrate Mobile Voting system to vote for Dereservation consent.

1.256. The system must also identify the majority consent is received to resume lease application process.

1.257. The system must automatically identify 51% and above threshold through the Mobile Voting system for dereservation consent.

1.258. For premium above 100k the system should automatically trigger the Executive Management (EM) Approval Workflow and notify the Executive Management on the Approval required.

***For premium less than 100k, the system must automatically:***

1.259. Approve the IPR Report

1.260. Generate the lease offer document after the approval of IPR document

1.261. Notify the EO/EA to release the offer to Tenant and notes bring up to date

***If the dereservation is required:***

1.262. The system must automatically open case type 8 -Dereservation Process and notify the Reserves department to carry out the dereservation process.

1.263. Once dereservation is successful, the system must automatically generate the lease offer upon completion of successful dereservation process.

1.264. Must also notify the EO/EA to release the offer to Tenant and notes bring up date for further actions

***If no dereservation is required:***

1.265. The system must automatically generate the Lease offer once the EM Approval is obtained on the IPR report.

1.266. Subsequently the system must notify the EO/EA to release the offer to Tenant and notes bring up to date

1.267. The system must automatically calculate and flag the offer acceptance deadline when the 6 weeks deadline date is near and also when no response has been received by the EO/EA.

1.268. The system should ask the user to upload part payment letter system if the part payment has been agreed upon.

1.269. The system must automatically generate Lease document once part payment is agreed and offer processing fee is fully paid and receipted by the cashier.

***If the tenant does not accept the offer:***

1.270. The system must automatically notify the technical officer to add the land to “Land available for leasing database” and the case must be closed with the reasoning for closing.

1.271. The system must automatically generate “Lease Document” once full payment is receipted by the cashier.

1.272. The system must update and advise the Technical Officer of the payment made to begin charting of the file number and creating of lease diagram.

1.273. The system must only proceed with lease processing and lease documentation only full offer amount is paid.

1.274. The system must integrate with the ARCGIS system to create lease diagram.

1.275. The system must automatically notify the Senior Estates officer to activate lease automatically once the charting of file number on locality plan and the lease diagram has been completed.

1.276. The conveyancing team must recheck the documents as per the system generated checklist and if there are any amendment in the lease documents, the lease documents must be sent back EO services for amendment.

1.277. Once Lease is activated, Rent Reassessment Date must be updated with a date 5 years from the commencement date.

1.278. The system should not trigger any notifications 5 years prior before the commencement date for re-assessment.

***Licenses & Permit***

***Description***

The Board may, by license, grant such rights in, on, under or over native land, for such purposes and subject to such terms, conditions and covenants as the Board shall determine.

All licenses of native land shall be in such form as may be prescribed, and such licenses shall be recorded in a register to be kept by the Board entitled "Register of Licenses in respect of Native Land", and it shall be lawful for the Board to charge and collect in respect of the preparation and registration of any license and for any matter in connection therewith such fees as may be prescribed.

***License to fell and extract forest produce***

***Forestry Re-Logging Licenses***

This are annual logging licences for specific area issued to landowners. Outside contractors can then enter into a contract for logging of the licenced area. Except as provided in regulation 17, no person shall, on native land-

(a) fell, cut, ring, lop, tap or injure by fire or otherwise any tree;

(b) cut, convert, manufacture, or burn to charcoal any timber; or

(c) cut, collect or remove any forest produce,

**No licence issued shall be transferable.

***Forestry Clear Fell License***

This form of licence should be restricted only to areas where the Board has issued a lease and where the lessee wants to clear the land to allow for further Agricultural developments within his /her leasehold. In this respect the applicant needs to obtain a supporting letter from the department of agriculture before his/her application can be considered.

***Forest Concession Logging***

This are issued in forest areas for specific terms wherein sustainable logging may be carried out. Royalties premium and after costs are levied for logging operations.

***Gravel/ Sand/ Soil Extraction License***

Extraction License will be issued for periods up to twelve months to parties (including Government Departments and Statutory Bodies) wishing to extract aggregates in quantities greater than or for periods longer than those permitted for Extraction Permits.

***Filming License***

An applicant that wants to film in Fiji needs to apply for film permit first at Film Fiji. Filming License will be issued for periods:

- A Year or More
- Less than a year
- For photography.

***Extraction Permits***

- Extraction Permits are issued for casual extraction of limited quantities of aggregate.
- Permit are issued for quantities not more than 600 cubic yards that is (**approximately 460 m$^3$)** $^{\mathbf{and}}$ for a period of not more than 1 month's duration.

***Business Rules- Forestry Clear-Fell License***

1. The applicant needs to obtain a supporting letter from the department of agriculture before his/her application can be considered.
2. The license may also be issued on areas leased to Forestry Department, Fiji Harwood Corporation or Fiji Pine for mahogany or Pine plantations.
3. The license is to be issued to the lessee or someone appointed by him/her to carry out the operation.
4. All payments in terms of Premiums and royalty are to be made in advance before the logging operation commences.
5. TLTB must provide applicant the Endorsement letter before license is issue to the applicant by the Divisional Forestry Officer.

***Forest Concession Logging License***

- The Forestry Concession Logging License follows the general lease application process as indicated in **Section 8** of this documentation except the screening requirements and Application fees differs.
- Once Type of Application is selected as License, the system must automatically display the sub categories of Licenses( Extraction, License to fell and extract forest produce, Filming)
- The user must be able to select sub category of License as “License to fell and extract forest produce” and select Forest Concession Logging.
- The Screening of Forestry Concession Logging License application must also ensure the following checks apart from the initial screening checks.
  - Forest Concession Application form is filled and submitted.
  - Apply for EIA screening
  - Ensure consent and consent letter is available from the LOUs and to be included as part of the application.
- The system should automatically generate a memo from Regions and send notification to the Reserves department for verification of LOU consent.

- The following is the requirement checklist to consider for different types of applicant applying for Logging License.

| | **CHECKLIST- Local Company, Overseas Company, Individual** |
|---|---|
| | **Checklist (Logging) -** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/ Vote ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |
| **6** | Cerificate if registration of Company (if company is applicant) |
| **7** | Financial statement of company |
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Article of Association |
| **11** | EIA Report |
| **12** | Application fees - $500 (VEP) |
| **13** | Volume of Forest to be harvested |
| | |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |

| | **CHECKLIST - LANDOWNERS** |
|---|---|
| | **Checklist (Logging) -** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed)& letter from employer |
| **4** | Birth Certificate (printed from January 2020) |

| | |
|---|---|
| **5** | Certificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Deed of Trust - If owned by Mataqali |
| **8** | Certificate of registration by Cooperative |
| **9** | Locality plan for the area applied |
| **10** | Majority consent (51%) of Landowners if land is within reserve |
| **11** | Article of Association |
| **12** | EIA Report |
| **13** | Application fees - $500 (VEP) |
| **14** | Volume of Forest to be harvested |

***Forestry Re-Logging License Business Rule***

- The Forestry Re-logging Logging License follows the general lease application process as indicated in **Section 8** of this documentation except the following"
- The screening requirements and Application fees differs.
- Once Type of Application is selected as License, the system must automatically display the sub categories of Licenses( Extraction, License to fell and extract forest produce, Filming)
- The user must be able to select sub category of License as "License to fell and extract forest produce" and select Forestry Re- Logging.
- The Screening of Forestry Re- Logging License application must also ensure the following checks apart from the initial screening checks.
    - Verify Volume according to EIA approval
    - Forestry Inventory Report- Full Pre-harvest inventory report
    - Volume Assessment Report- standing tree
    - Ensure consent and consent letter is available from the LOUs and to be included as part of the application.
    - The applicant must submit a completed application form in triplicate, the application fee of $109.00 (VIP), three copies of a plan of the required area, and in addition, only if the required area is native reserve, a completed landowners consent form.
- The system should automatically generate a memo from Regions and send notification to the Reserves department for verification of LOU consent.
- The requirement checklist to consider for different types of applicant applying for Logging License is referenced in 14.6.3 section of Type 1 Lease Application Document

- The License document must be automatically generated once full payment is done.
- Upon completion of GIS process (charting of file number on locality plan & creation of lease diagram in the integrated ArcGIS system), the system must automatically activate the license letter.

***General:***

- It vital that logging licence should be managed effectively and there is a need to control the number of licenses (Management quota) issued in any one year. The actual number of licence to be issued in one year needs to be discussed and agreed by the Forest officer and Regional manager of the region concerned.
- No licenses should be issued after the approved numbers have been issued and other applicants should be advised to wait for the following year.
- That pre-harvest inventory of standing timber to be a pre-condition to activation of logging licenses.

***Terms & Conditions of the Logging License***

- If the licence is for a term less than one year, consultations should be undertaken but it may be sufficient to rely upon the logger's reports of discussions with the landowners together with the letter from the landowners confirming that they are aware of the proposals.
- All licences shall have the following clause "This Licence is subject to the requirement of the Fiji Code of Logging Practice which requirement shall form part of the licence".
- The term of the logging licence will be to a minimum of five years.
- Where the licence is issued over land owned by a single proprietary until the term granted will be generally between one and three years depending upon the loggers ability equipment and previous experience.
- Where the licence is issued over a number of separately owned landholdings a licence between one and five years may be granted depending upon the logger's ability, equipment and previous experience.
- An annual rent will be paid by the logger for any licence for a period greater than one year and/or over more than one proprietary unit's land.
- Where the rent is to be paid an amount in the region of $2.50 to $5.00 per acre per annum over the total landholding will be negotiated assessed upon stocking rates, timber quality accessibility, etc. (Values have been adopted but will be reviewed).
- In the event that two or more loggers are vying for a licence over one forest the annual rent may be put to tender provided that all other terms and conditions of logging licence are approved beforehand.
- Any non-Fijian applying for a logging licence shall be restricted to land outside native reserve.

- The Forestry Department will assess the maximum and minimum cuts to be included in the licence based on their assessment of timber volumes, logging equipment available and sustainable forest management principles.
- Where it is decided that the landowners to receive a quantity of free timber in the first year of a licence which provision is usually limited to long term licences the amount shall be assessed in consultation with the Forestry Department. It is recommended as a guide for consultation with the Forestry Department that 1% of the volume of the minimum cut is provided free of charge to the landowners during the first year of the licence.

***Renewal of License***

- A logging license issued by the Board may be renewed by the Conservator for any period not exceeding six months. In the event that substantiated complaints against the logging operator or justifiable request for logging to cease are received from the land owning unit the SEO concerned must before the expiry of the licence request the Conservator in writing not to renew the license.
- If it is apparent that more than two six monthly renewals will be required to complete logging, then a fresh licence must be issued with new fees after further consultation with the land owning unit.

***Extraction License Business Rule***

1. The Extraction License follows the general lease application process as indicated in **Section 8** of this documentation except the screening requirements and Application fees differs.
2. Once Type of Application is selected as License, the system must automatically display the sub categories of Licenses( Extraction, License to fell and extract forest produce, Filming)
3. The user must be able to select sub category of License as “Extraction”
4. The Screening of Extraction License application must also ensure the following check apart from the initial screening checks.
   - Verify Maximum volume extracted should be 460m$^3$
5. The following is the requirement checklist to consider for different types of applicant applying for Extraction License.

| | **CHECKLIST- Local Company, Overseas Company, Individual** |
|---|---|
| | **Checklist (Special) - Gravel, Sand, Soil, Rotten Rocks etc** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/ Vote ID) |
| **2** | Tin Registration Number |
| **3** | Latest Bank Statement |
| **4** | Salary Slip (if Employed) & letter from employer |
| **5** | Birth Certificate (printed from January 2020) |

| | |
|---|---|
| **6** | Cerificate if registration of Company (if company is applicant) |
| **7** | Financial statement of company |
| **8** | Locality plan for the area applied |
| **9** | Majority consent (51%) of Landowners if land is within reserve |
| **10** | Article of Association |
| **11** | EIA Report |
| **12** | Application fees - $500 (VEP) |
| | |
| | **Overseas Company Applicant** |
| **1** | Certificate if registration from Investment Fiji & relevant authorities (IF, RBF, Registrar of companies |
| **2** | Department of Immigration Approval |

| | **CHECKLIST - LANDOWNERS** |
|---|---|
| | **Checklist (Special) - Gravel, Sand, Soil, Rotten Rocks etc** |
| **1** | Personal ID Card (FNPF/Drivers Licence/Passport/Voter ID) |
| **2** | Tin Registration Number |
| **3** | Salary Slip (if Employed)& letter from employer |
| **4** | Birth Certificate (printed from January 2020) |
| **5** | Cerificate if registration of Company (if company is applicant) |
| **6** | Financial statement of company |
| **7** | Deed of Trust - If owned by Mataqali |
| **8** | Certificate of registration by Cooperative |
| **9** | Locality plan for the area applied |
| **10** | Majority consent (51%) of Landowners if land is within reserve |
| **11** | Article of Association |
| **12** | EIA Report |
| **13** | Application fees - $500 (VEP) |

6. Extraction License will be issued for periods up to **twelve months** to parties (including Government Departments and Statutory Bodies) wishing to extract aggregates in quantities greater than or for periods longer than those permitted for Extraction Permits.
7. All License must be automated and generated through TO-Be - System with License number that will be automatically generated in sequence.
8. The applicant must submit a completed Application for a Licence to Extract Sand and Gravel together with the application fee of $575.00 (VIP) and the completed form of consent of the landowners
9. License offer letter must be automatically generated once the Regional Manager endorses the P&R or it should be immediately generated once Executive Management Approval has been obtained.
10. Payment for an extraction license will be in two parts. Firstly, a fixed royalty calculated and payable either monthly in advance on the first day of each month or if the Licensee agrees as a lump sum payment at the commencement of the term.
11. The fixed royalty is payable whether any extraction takes place or not.
12. A variable royalty charged on the volume of aggregates extracted is payable monthly in arrears before the fifth working day of each subsequent month -(Special arrangements may apply to Government Departments)
13. The cashier must issue a Trust receipts, and marks it as gravel royalty and that the correct land owning unit is recorded. This is particularly important where gravel is extracted from two or more separate land owning unit areas as evidenced by the return forms.

***Current Royalty Rates***

| | Gravel / Earth Material Type | Royalty rate |
|---|---|---|
| **a)** | Sand and gravel | $10.40 per cubic meter |
| **b)** | Clay and soil | $6.50 per cubic meter |
| **c)** | Rock | $5.21 per cubic meter |
| **d)** | Top soil | $38.99 per cubic meter |
| **e)** | River Spalls | $7.80 per cubic meter |

***Workflow Description- Filming License***

## 1. ESTATE ASSISTANT 1 (EA1) -(1 Day)

The EA1 shall screen the application form and all necessary documents ensuring that all must be in place and advise the applicant on the license process, de-reservation process (if applicable), the license obligations and requirement, development obligations including the EIA screening process if applicable and all Board fees payable including the upfront ‘partial processing fee subject to Offer’ before the license application is accepted for further process and referring the applicant to cashier.

If the application is incomplete and requirements are missing, the application should not be processed. The EA1 shall ensure the following:

a) Screening the entire application against the Boards requirement effecting the compliance to **Appendix 1P**.

b) Appropriate Application Form is filled as per **Appendix Lease Application 2G**.

c) Checks the Blacklist in **Appendix 1T** on the financial capability of the applicant.

d) Applicant Details
   1. Ensure proper due diligence is carried out while screening overseas applicants submitting relevant clearance, registration or approval letters from RBF, FRCS, Registrar of Companies and Investment Fiji.
   2. Ensure relevant filming approval documents are submitted from Film Fiji and an Audio-Visual Agent registered with Film Fiji is engaged.
   3. Interviewing the applicant.
   4. Performing all checks properly against the checklist.
   5. Ensure that all telephone contact details, reliable postal address of each application is provided and noted. This to allow for the information/decision to be conveyed to applicant.

e) Land Availability & Proposed Development Details
   1. Check if Land is Available and Reserve Status
   2. Check to see if applicant is compliant to the Master Land Use Plan, planning zone requirement and attend to other encumbrances (If Any).
   3. Check if EIA Screening is required. If so, EIA Screening form and fees to be paid together with application fee.

f) Preferred Mode of Offer Notification – Applicant to confirm preference of notification of Offer by email or collection from the Office.

Upon completion of screening the EA1 shall :

a. If application is rejected or if more information is required, the applicant to be informed accordingly as per **Appendix 1D.**

b. If application is in order, then the application is approved and the EO ascertains the appropriate processing fee to levy as per **Appendix AA** and:

i. **Applicant ID** – Create by the System and enter all relevant details. If Applicant has another Lease/License, use same ID and ensure Applicant has no existing outstanding payments for other Lease/License.

ii. Lease Application Case (Case Type 1) - Create by the System and ensure All required documents to be scanned and uploaded in Landsoft, that is, TIN Registration, Personal ID, pay slip, bank statement, confirmation of employment, and others consistent with the License Application Form

iii. **Locality Diagram** - Create & Chart a Filming Locality Diagram in the ARCGIS system following which an auto alert is sent to the Geospatial Information Assistant (GIA).

iv. **Landowning Unit (LOU) Consents** - Scan and upload consents for verification process, select checkbox following which an auto alert is sent to the Reserves Team for verification and de-reservation process – Case Type 8.

v. **EIA Screening** – Select checkbox to auto alert the Environment Officer for relevant process.

vi. **Mobile App** - Register Applicant in Mobile App

vii. **Boundary Clearance** - Inform the Tenant to clear the Land Boundaries for inspection as per **Appendix 1D**.

**2. Senior Estate Officer (SEO)**

✓ The SEO vets the application in the system as per the screening checklist. **(1 Hour – within same Day)**

**3. Cashier**

✓ The application fee and the EIA Screening fee (if applicable) is receipted by the Cashier, following which an auto alert by the System is sent to the relevant Estates Team and Environment Officer for inspection. **(1 Hour – within same Day)**

**4. Estates Officer/Assistant (EO/EA)- (3 Days)**Upon receipt of License Application Fee, the Estates Officer/Estates Assistant receives the auto alert and shall:

i. Immediately inform the Applicant, the Provincial Office, the LOU Representative of the scheduled date of inspection and consultation. If necessary, depending on the nature and scope of development, a representative from the relevant Local Authority may be required and prior arrangements must be made.
ii. Carry out detailed inspection of the site/subject land, GPS Mapping and pegging, apply Form **1B in Appendix**.
iii. See if Land is within Reserves or outside Reserves, and possibility of dereservation.
iv. Conduct a LOU analysis - refer to Form **Appendix 1A**.
v. Carry out the Consultations and note down all the discussions.
vi Upload inspection report and other documents prepared at this stage of the application process in estate system.

1. **Reserves Assistant (RA) – (1day)**

i. Upon receipt of the auto alert and LOU Consents from the Tourism office, the RA records appropriate details in the LOU Consent case register kept in the Reserves Department.
ii. The RA shall verify all signatories received against the appropriate TLC, VKB records kept at the Office of the iTaukei Lands Commission, Ministry of iTaukei Affairs.
iii. Upload all relevant documents prepared at this stage of the process an auto alert is sent to the EO/EA for the results
iv. If majority consent is obtained, then await approval from the Reginal Manager (RM) and GM Operations for de-reservation process (GMO)

**5. Estates Officer/Assistant (EO/EA) -**(**2 Days**)
Upon receipt of the case file from Reserves, EO/EA attends to the Reserves comments and recommendations. The EO/EA shall;

i. Facilitate the compliance to the majority consent requirement should more signatures be required to meet the de-reservation requirement.
ii. The applicant to be informed of the additional consent requirement as per the standard template in **Appendix 1D**.
iii. A **14 working Days** timeline is provided, if otherwise case is closed and only reopened if a new application fee is paid with additional consents submitted within **one year**.
iv. Once additional consents obtained, scan and upload in system which triggers auto alert to Reserves Department.

**6. Geospatial Information Officer (GIO)/Geospatial Information Assistant (GIA)**

i. Once GPS Hand rover is returned by the EO/EA the GIO/GIA charts the subject GPS inspected License for Filming Locality diagram to replace the EA1's charted license application locality diagram, synchronize and prepare locality plan.
ii. Allocate LOU Code.
iii. To prepare the License for Filming Locality diagram, the area licensed is to be deducted from the field GPS survey for agreement for license. Other lease shall be subject to survey or shall be part of a registered plan.
iv. Caution must be taken by the GIA in verifying the boundaries of the subject license prior to charting license boundaries adjacent to State or freehold lands. This must be excluded.
v. Upload a copy of the License for Filming Locality diagram in estate system, an auto alert is sent to the EO/EA **(1 Day)**

**7. Estates Officer/Assistant (EO/EA) -(1 Day)**

The EO/EA shall compile the following;

i. De-reservation Precis as per **Appendix 25B** if applicable.
ii. Report on the license application for consideration, including the Precis and Recommendation to license assessment as per **Appendix 1B**.
iii. Inspection report for the subject site/land with the details.
iv. Minutes of Consultation held with the LOU, attendance report and photos.
v. Requirements to be in compliance with other requirements of other approving authorities.
vi. Ensure that the GIO/GIA has uploaded the GPS inspected License for Filming Locality Diagram in the System.
vii. Ensure that Environment Officer has uploaded the Screening report and Determination letter in the System.
viii. Verify that all required documents are uploaded in Landsoft
ix. Click Submit in the System to refer and alert the SEO

**8. Senior Estates Officer (SEO) -(1 Day)**

i. To vet and finalize P&R and special conditions (If Any) for Manager Tourism's ratification
ii. De-reservation status

Verifies whether Land is within or outside Reserves. **If not within Reserves,** the case is endorsed and referred to the MTD for approval. **If within Reserves**, then the De-reservation Precis is vetted and endorsed for MTD and GMO approval.

iii. Premium
   a. If the premium is likely to be equal to or exceed $100,000.00 the system (Landsoft) will prompt SEO to complete the **Project & De reservation Approval Committee (PADC) Form**. Once

ascertained that premium would exceed $100,000.00 the following approval limits shall apply:

i. $100,000.00 to $2million for GMO approval
ii. Above $2million for GMO and CEO approvals
iii. If approved, digital signature is affixed in the space provided otherwise the application is rejected and MTD and SEO are notified by email on the decision.

b. If it is ascertained that premium would not exceed $100,000.00, then the case to be forwarded to MTD for endorsement in Landsoft.

iv. MTD or SEO also verifies whether TLTB is mortgagee and if that be the case, then Case-Type 3 should be opened for review.

**9. Manager Tourism (MTD) -(1 Day)**

i. The MTD verifies the documents, work performed and endorses the P&R and De-reservation Precis in the Landsoft system.

ii. An auto alert is sent to the EO/EA once P&R is approved.

iii. MTD to assess and prompt GMO or CEO in the System if EM approval is necessary for the premium amount.

iv. If De-reservation is necessary, the MTD endorses the De-reservation Precis and GMO is alerted.

v. An auto alert in sent to the GMO or CEO as per premium amount and De-reservation

**10. Executive Approval - General Manager Operations (GMO) / CEO-(1 Day)**

i. The GMO verifies the documents, work performed and approves the P&R if within limit and De-reservation Precis in the Landsoft system. If premium is beyond the GMO's authority limit, the CEO is alerted for his approval.

ii. An auto alert is sent to the Reserves Officer (RO) that approval of the Tourism Department's De-reservation Precis has been made for the RO's de-reservation process to CEO.

iii. Once the CEO approves an auto alert is sent to the EO/EA and ROII.

**11. Estates Officer/Assistant (EO/EA) -(1day)**

i. The EO/EA informs the Applicant the 'partial processing fee subject to Offer' and informs Applicant to pay within 5 working Days as per **Appendix 1D.**

Suggest auto alert to Tenant after GMO/CEO approves de-reservation in 11 above for payment of fee.

**12. Cashier -(1 Hour)**

i. The Cashier receipts the 'Partial License Processing Fees subject to Offer' in the Tourism Department's Dummy Account with the Lease Application Case Number as the Reference Number and an auto alert by the System is sent to the EO/EA once payment is made.

**13. Estates Officer Services/Assistant (EO/EA) – (1Day)**

i. Generates the License Offer and releases as per Applicant's notification preference by email or office collection.
ii. The EO/EA explains the terms and conditions in the License offer to the Applicant.
iii. The EO/EA also informs the Applicant of the EIA Screening requirement.
iv. EO/EA notes the bring-up date for further action **Appendix 1F** for TLTA Leases – 6 weeks
v. The EO/EA updates the System the Applicant's decision to settle Offer in Full, Partial or to withdraw interest.
vi. If tenant does not accept, then case is closed and an auto alert is forwarded to the **GIA** for further action.
vii. If tenant accepts offer, the EO/EA transfers the case to Lease Master in the System for creation of Lease Master ID, the System auto generates the invoices and EO/EA and informs Applicant to make full payment of Fees and Charge.
viii. A Part payment letter must be signed by Applicant if this option is chose and uploaded in the System. EO/EA to note bring up and monitor for full payment.

**14. Cashier – (1Day)**

i. The Cashier shall receipt the License Processing Fees or License Offer and once payment is made in full an auto alert system is sent to the EO/EA and the GIA once payment is made
ii. The system auto generates the **An Agreement – Special License for Filming** document and Tenant is notified that the License document is ready for collection and signing.

**15. Geospatial Information Officer (GIO)/Geospatial Information Assistant (GIA) – (1Day)**

i. The GIA charts the File Number on the locality plan, prepares and uploads license for filming locality diagram in the System and an auto alert is sent to the EO/EA
ii. The GIA 'Activates the Lease'.
iii. For unsurveyed leases an automated notice is generated and sent to the GIA and SEO if the chartered area and lease area do not match.
iv. If tenant does not accept License Offer, then GIA to add the land to "Land Available for Leasing Database" and case to be closed.

**16. Estates Officer – Services –(1Day)**

i. All the offer amount must be paid before further license processing or documentation starts.
ii. If full payment is not made within the specified timeline, EO(S) to follow-up. If Offer period lapsed and applicant has not fully paid the

offer amount, then tenant to be advised in writing that the offer has lapsed and ceased automatically, the System is updated and an auto alert is sent to the **GIA Appendix 1H** to be used.

iii. If payment is made in full, then EOS to ensure that receipts are attached and documents are filed in the case file, and Landsoft updated.

iv. The EOS prints the auto generated License Documents on back-to-back or both sides of a page and License for Filming Locality diagrams in triplicate copies.

v. Any variation to the standard license document, including extra clauses or special conditions or otherwise shall be referred to the legal department for ratification following which it can be printed. Consultation must be made with the SEO/MTD.

vi. EOS should ensure that the license document is proper and correctly compiled before the new Tenant is called in to sign.

vii. The EOS shall ensure to explain the Terms & Conditions to the Tenant clearly and in vernacular if necessary.

viii. The License document to be signed with the Tenant and all pages shall be initialed.

ix. If the Tenant is/are leasing as individuals, the EOS shall witness the Tenant's execution.

x. If the Tenant is a company/cooperative entity the license documents shall be released for the Tenant's signing arrangements. License document must be signed and returned **within 5 working Days**.

xi. The signed Licenses are forwarded to the MTD for signing and System is updated accordingly.

17. **Manager Tourism (MTD) – (1Day)**

i. The MTD signs the License document and witnessed by the EOS.

**18. Estate Officer – Services (EOS)- (1 Day)**

i. Upon receipt of the License Document, the EOS verifies that the document is correct and conveys the license documents and Case Type 1 – Lease Application file to the Conveyance Unit at the Head Office.

ii. EOS updates the System to auto alert the Conveyance Unit of impending case and Tenant on progress.

**19. Conveyancing Process (2Days)**

i. Upon receipt of the Case file with license document, the Conveyancing process will be followed by verifying against the Documentation & Conveyancing Checklist, vetting of legal documents, and acknowledge receipt in the System for EO/EA alert. Conveyance will proceed with registration of the Agreement – Special License for Filming at the Registrar of Deeds

ii. The System is updated with the Lodgment number from the Registrar of Deeds Office. An auto alert is sent to the EOS and Tenant which triggers the **3 weeks registration** timeline. Conveyance Coordinator to note the Bring Up.

**20. Registrar of Deeds**

The License shall be registered with the Registrar of Deeds upon payment of registration fees.

**21. Registration Clerk/Conveyancing Clerk (1Day)**

i. Collects the registered document, scans and uploads registered License and update Deed Number in Landsoft.
ii. Updates Conveyancing register and Landsoft which triggers an auto alert to the EOS and Tenant.
iii. Case File is returned to the Tourism Department.

**22. Estate Officer Services (EOS)**

i. The Estates services team at this point shall resume process of license application. Upon receipt of the registered license document, the EOS shall acknowledge receipt of Registered License from Head Office by updating the System an auto alert shall be sent to the Tenant to collect new License.
ii. Ensure all fees are paid before release of License.
iii. Upon collection of License, Acknowledgement Form to be signed by Tenant and is enclosed in Case file.
iv. EOS to update system and close case.

**23. Senior Estate Officer (SEO) – (1Day)**

i. Ensures all documents are scanned and uploaded.
ii. Documents, pages in case file are in order and folio numbered, bound, Land File and Land History Card created and filed away.

*Filming License Business Rule*

1. The process of obtain Filming License follows the general lease application process as indicated in **Section 8** of this documentation except the screening requirements and Application fees differs.
2. Once Type of Application is selected as License, the system must automatically display the sub categories of Licenses( Extraction, License to fell and extract forest produce, Filming)
3. The user must be able to select sub category of License as “Filming”
4. The Screening of Filming License application must also ensure the following check apart from the initial screening checks.
    - Ensure relevant clearance, registration or approval letter from RBF, FRCS, Registrar of Companies and Investment Fiji is obtained.
    - Apply for EIA screening.
    - Ensure relevant filming approval documents are submitted from Film Fiji and an Audio-Visual Agent with Film Fiji is engaged.
    - Ensure conceptual design / architectural impression is available.

*Guidelines to undertake Filming Permit*

**Filming (A Year or More)**

- A lump sum premium shall be payable at the commencement of the lease;
- Premium shall be assessed at minimum $5,000.00 per acre subject to negotiations;
- Rent shall be assessed according to the total area being used;
- Fishing right compensation for the exclusive use of fishing area during the shooting period;
- It should be noted that all areas that will be affected to be de-reserved. ***(refer to Case Type 8)***
- Education Fund: a lump sum per annum to be paid subject to negotiations;
- Contributions to village infrastructure development are also a lump sum payment subject to negotiations;
- First right of refusal shall be with the villages in terms of work or other businesses emanating from the whole operation provided they can produce the quality of service required by the shooting company. Final say vests with the company/lessee as it sees fit and appropriate;
- Minimum of $50,000.00 - $100,000.00 environmental bond to be paid to the DoE for clean–up and restoring of cleared sites and any reimbursements shall be at the sole discretion of the Board. Benchmarks for Filming.

**Filming (For Less Than a Year)**

- Premium shall be paid subject to negotiations;
- Rate of minimum $500.00 per day shall be paid during preparation stages when the agreement is signed/ stamped;

- A rate of minimum $1,000.00 per day shall be paid when the shooting commences. This rate also applies to shooting for less than an hour;
- Lump sum is also payable for fishing right exclusive use of the qoliqoli.
- First right of refusal shall be with the villages in terms of work or other businesses emanating from the whole operation provided they can produce the quality of service required by the shooting company. Final say still vests with the company as it sees fit and appropriate;
- It should be noted that all areas that will be affected to be de-reserved. ***(refer to Case Type 8)***

**Photo Shoot**

- Premium shall be paid subject to negotiations;
- Rate of minimum $500.00 per day shall be paid during preparation stages when the agreement is signed/ stamped;
- A rate of minimum $1,000.00 per day shall be paid when the shooting commences. This rate also applies to shooting for less than an hour;

**5.0 Rehabilitation Bond:**

- Minimum of $50,000.00 - $100,000.00 rehabilitation bond for clean-up and restoring of cleared sites and any reimbursements.
- Bond shall be paid to the Board and returned upon expiry of the lease/completion of project and the lessee meeting all conditions of the Board;
  1. Conditions of Bond shall be stated within the lease and as per the OEMP with regards to the rehabilitation of the land upon completion of project as part of the EIA requirements;
  2. Conditions of Bond shall be assessed accordingly by the Tourism department and as per their Environment Audit report.

***Workflow Description – Earth Material Permit***

1. **Estate Assistant 1**
   (i) The EA 1 receives the permit application letter at the counter;
   (ii) Vet all the requirement is provided whether within the lease area or new site;
   (iii) Assess the request to ensure the maximum volume is 460m$^3$
   (iv) Verify if the land is available otherwise to reject the reject
   (v) If the land is reserve then it required majority consent of registered LOU members above 18 years old;
   (vi) If the land is within a lease area, then it must have the consent of the Lessee;
   (vii) Screening of EIA Lease application with fees of $275.50;
   (viii) The application fees of $545 is available.

2. **Cashier**
   (i) Receipting of application fees and EIA screening fees simultaneously;

(ii) Receipting of royalty and fees payment

**3. Estate Assistant/Estate Officer**

(i) Inspect the land and GPS the area requested for extraction;
(ii) Consultation with landowners or Lessee;
(iii) Calculate the royalties and fees to be paid upfront;
(iv) Generate submission in the system

**4. Senior Estate Officer/ Regional Manager**

(i) Endorse submission of permit & royalties and fees;
(ii) Print permit letter that is auto generated;
(iii) Sign or signature is appearing on the letter for delivery

**5. Estate Officer Services**

(i) Release letter to application;
(ii) Advice applicant to pay the royalties and fees;
(iii) Closed case

***Extraction Permit Business Rule***

- The applicant must submit a completed Application for a Permit to extract sand, gravel, clay & soil, Rock and River Spalls with the application fee of $545(VIP) and EIA Fees of $275.50
- The system must clearly display application fee and EIA fees on the receipt as the separate line item to clearly demarcate the amount of application fee and EIA fees has been charged to the applicant.
- The payment for an extraction permit will be in the form of a royalty payable before issue of the permit, levied on the quantity of aggregate specified.
- All permit letters will be automated and generated through the system with permit number that will be automatically generated in sequence.
- Approved volume of 460 m3 will be entered in the system and the case will automatically close when reaching its maximum quota for the volume.
- Extraction permits exceeding volume of 460 m3 will not be issued permit except with the express authority from the Executive Management.
- Permit are issued for a period of not more than 1 month's duration.
- The issuing officer for permit will be responsible for ensuring that the landowning unit is inserted in the system.
- The system must display the U35/81 form and automatically insert the Land Owning Unit Code on the U35/81 form and on the receipt. The U35/81 should be in printable and downloadable format.

## Type 2 Rent Reassessment

2.1. Work records can be created in advance depending on the parameters applied

2.2. Entries are made to records for the planning period on estimated costs and expected completion dates that should be consistent with overall work plans

2.3. Reassessments whose contract terms will expire within 10 years can be disregarded

2.4. However a work record can be created under the appropriate type for contract terms that will expire within 5 years

2.5. Note that different reassessment cycles apply for existing contracts although a standard 5 year cycle has been approved by the Board

2.6. Different procedures are also applied depending on the Act that governs the different contracts

2.7. For ALTA leases there is a schedule of values determined by a committee of Valuers every 5 years that can be used as guidelines depending on the different variables applied in accordance with valuation principles.

2.8. These variables can be adjusted to provide the most appropriate figure to be adopted as the new rent

2.9. Once rent is computed and all associated fees calculated the appropriate notice is downloaded into a word document that can be reformatted and printed

2.10. When the case is closed by the appropriate authority after confirming acceptance and depending on the 6 month period rent become effective, corresponding invoices are generated to reflect the change in rent

2.11. For registered leases a new work type is created with the index recorded in the present work type and variation details downloaded into a word document that can be reformatted and printed for registration

2.12. Where no action has been taken after the date for completion, the system highlights the case for attention and only the appropriate authority can access the case.

2.13. If the client elects for arbitration or tribunal then the appropriate work type is internally generated with the index recorded in the present work type

2.14. Once rent is determined the normal process for capturing and registering the change is reinitiated

2.15. Therefore the status of work is checked by the completed date for each phase to monitor progress

2.16. Critical work phases to be noted:

- Inspection
- Notice
- Agricultural Tribunal – ALTA contracts
- Arbitration – other contracts
- Acceptance/Award
- Endorsement
- Variation – registered contracts
- Close

2.17. Rents cannot be reassessed earlier than 5 years from the commencement date

2.18. Rent reassessment can be done after the 5th year mark from commencement date

2.19. If an initial rent reassessment has been executed, the next reassessment will be on the 5th year from the last reassessment date; reassessment can occur after the last reassessment

2.20. If the reassessment is conducted after the 5th year, the next reassessment date will be determined to be the 5th year to be from the last reassessment date

2.21. System automatically generates the listing of tenant leases that is due for rent reassessments

2.22. System generated listing is emailed to the respective Board Officers

2.23. System updates the generated listing internally into a sub-module for actioning by Board Officer

2.24. Preliminary assessment is conducted on the listing:

2.24.1. Condition of the listing is that:

2.24.2. Waiver is only granted if the tenant lease has 3 months left to expiry

2.24.3. Tenant lease with arrears is not grounds for a rent reassessment

2.25. A tenant lease confirmed for rent reassessment will require the following to be conducted and completed:

2.26. A 360° Inspection and Asset Valuation

2.26.1. System is to be provisioned for calendar scheduling of inspections based on the tenant leases for rent reassessment

2.26.2. Generated tenant listing for inspection is auto-system generated and Board Officer(s) will need to update the dates they are scheduling inspection on the tenant leases

2.26.3. All information in this when updated is to be displayed on the work plan calendar

2.26.4. The calendar using selective functions can display information by region/district and assigned Board Officer(s) within a selective timeline of daily, weekly, fortnightly, monthly, quarterly, 6 monthly and yearly

2.27. This functionality ensures visibility on the allocation of resources in the area of inspection(s) on tenant leases for rent reassessments.

2.27.1. The inspection form used for 360-degree inspection is to be made available on the system where it can be directly filled into the system and also printable where it can be printed and uploaded but the form will still need to be updated into the system 360 inspection form.

2.28. If the Board Officer(s) conducts the inspection without the tenant or a representative of the tenant, the system should allow the officer to tag and update a comment on this regard into the system as advice.

2.28.1. The application should also be available for update on an offline platform and synchronizes all information when the application comes within network range or online

2.29. Record Improvements

2.29.1. This is to be accessible on the system and available on an offline platform when there is limited or no connectivity

2.30. Tenant Details

2.30.1. This is directly available from within the system and accessible online or offline

2.31. If Sublet, Tenant/Landlord Agreement of Tenancy

2.32. Any documents updated manually is to be uploaded against the record

2.33. Conditions are compiled with the tenant

2.34. Board Officer(s) are to inspect the land with the tenant.

2.35. In the absence of the tenant, a representative of the tenant is sufficient

2.36. System provision is required to enter and update market rent value

2.37. The market rent value should be provision to be updated and grouped by:

- Region
- District
- Lease Type (Commercial/Residential, etc.)

2.38. System entered market rent value should be tagged to the tenant leases on rent reassessment.

2.39. Using the information, the system will calculate the provisional rent reassessment value applicable to the tenant lease with the provision to be changed or overwritten by the Board Officer

2.40. Confirmation on (viii), the system internally generates the applicable notices and electronically emails copies to tenants 3 months before the reassessment date

2.41. Tenants without email accounts, the system generates a listing and emails the Board Officers on listing the needs manual printing

2.42. Tenant accepted notices needs to be confirmed on the system after received confirmation from the tenant

2.42.1. Accepted, system internally auto-updates the reassessment values

2.43. If tenant does not advice on acceptance within 2 months after notice is issued, the notice is deemed accepted

2.43.1. Deemed accepted, system internally auto-updates the reassessment values

2.43.2. If tenant rejects the notice, tenant needs to state the reason for rejecting

2.44. The rejection stated by the tenant is to be entered into the system

2.45. A copy of the tenant rejection letter is uploaded against the tenant reassessment case number

2.46. Endorsement of the Regional Manager with full brief is updated and uploaded against the case type.

2.47. The rent reassessment value derived can be overwritten by a Board Officer with the applicable system access level.

2.48. In overwriting, a reason for overwriting will need to state on the system.

2.49. The tenant rejection will OPEN CASE TYPE 10 under LEGAL.

2.50. Tenant Lease under TLTA will be under TLTA.

2.51. Tenant Lease under ALTA will be under ALTA

2.52. Reference CASE TYPE 10 for process under LEGAL.

2.53. Tenant reassessment reference from Case Type 2 has to directly mapped to the Case Type 10 that was opened for it

2.54. Ruling obtained and updated from Case Type 10 that was activated from Tenant Reassessment under Case Type 2 has to be auto-updated into its relating Case Type 2 file reference.

2.55. This apply for TLTA and ALTA cases.

2.56. Noting of ruling is updated into a standardised format in the system using the information and rulings updated when its CASE TYPE 10 reference is closed

2.57. Applicable changes or updates are updated into the system under reassessment (values)

2.58. Rent reassessment amounts authority limits in the rent cases are:

- Estate Assistant 1 : maximum $500.00
- Estate Officer : maximum $2,000 (Approved by Manager)
- Senior Estate Officer: maximum of $5,000 (Approved by Manager)
- Regional Manager : above $5,000 (Approved by Manager)
- DGMORD : above $50,000 but less than $50,000
- CEO : above $50,000 (Vetted By DGMORD)

2.59. Amendment of rents and leases by the officers (EA-1, EO, SEO) will be electronically submitted to the Regional Manager for Approval

2.60. The system has the provision for an override of rent reassessment value in which is controlled by access permission.

2.61. Any overrides when executed require the system approval of the Regional Manager

2.62. When Open Case Type 2 is CLOSED, the system should automatically OPEN Case Type 5

2.63. Email notification should be sent to Board Office(s) and tenant lease when case type 2 is closed and updated with the new rent value

## Type 3 Dealings

Record of all transactions between parties over iTaukei land that relates to a contractual agreement requiring approval of the Board

i. All transactions under this category must relate to a valid land utilisation contract and there should not be any amount owing to the Board at the time of application

ii. The system should flag a warning if the contract will expire within the next 10 years to ensure that the parties are aware of the remaining term of the contract

iii. After the application is verified against all contract terms the entry is accepted and an invoice raised for the appropriate fee against the contract

iv. All relevant details pertaining to the type of transaction must be captured

v. Once payment is processed, approval is stamped on the application and the status is also reflected on the work record

vi. In most cases the Board needs to be advised on completion or registration of the transaction therefore the work case is not closed until feedback is received and confirmed for closing

vii. The system should prompt a date where the transaction is expected to be completed for monitoring purpose

viii. The following are different transactions that require approval;
- Mortgage / Charge
- Assign / Transfer
- Sub-lease
- Sub-division
- Building
- Water Meter
- Board as Mortgagee
- Sales & Purchase Agreement
- Improvements
- Survey Instructions
- Boundary Dispute

ix. When the transaction is completed all relevant documents are captured and indexed electronically

x. For registered leases a new work type is created with the index recorded in the present work type and variation details downloaded into a word document that can be reformatted and printed for registration

xi. Therefore the status of work is checked by the completed date for each phase to monitor progress

xii. Critical phases to be noted;
- Application
- Consent stamped
- Stamped registration
- Complete

1.1 based on the checklist that is applicable to the process being outlined herewith and the dealings application type; these check lists being:

| **Mortgage** | **Transfer** | **Sublease/Sublet** |
|---|---|---|
| **Office Consideration** | **Office Consideration** | **Office Consideration** |
| Payment of Application Fee | Payment of Application Fee | Payment of Application Fee |
| Verification of Tenant Information | Verification of Tenant Information | Verification of Tenant Information |
| Verification of arrears and pending or past breaches | Verification of arrears and pending or past breaches | Verification of arrears and pending or past breaches |
| Verification of Expiry Date | Verification of Expiry Date | Verification of Expiry Date |

| Mortgage | Transfer | Sublease/Sublet |
|---|---|---|
| Verification and check of legal and existing tenant record | Verification and check of legal and existing tenant record | Verification and check of legal and existing tenant record |
| Check and verification of land parcels | Check and verification of land parcels | Check and verification of land parcels |
| Verification of approved improvements | Verification of approved improvements | Verification of approved improvements |
| Check and verification of recent 360 inspection conducted | Check and verification of recent 360 inspection conducted | Check and verification of recent 360 inspection conducted |
| Verification with town council on payment of rates, if applicable | Verification with town council on payment of rates, if applicable | Verification with town council on payment of rates, if applicable |
| | Check Sales and Purchase Agreement | Check tenancy agreement |
| | For Agriculture leases, incoming tenant to provide farming plan with the consent forms | |
| **Field Inspection** | **Field Inspection** | **Field Inspection** |
| Inspection conducted with tenant | Inspection conducted with tenant | Inspection conducted with tenant |
| Review and record improvements on site with verifications | Review and record improvements on site with verifications | Review and record improvements on site with verifications |
| Verify and record current use of land against uploaded documents | Verify and record current use of land against uploaded documents | Verify and record current use of land against uploaded documents |
| **Assessment and Verification** | **Assessment and Verification** | **Assessment and Verification** |
| Breaches identified, activate breach case | Breaches identified, activate breach case | Breaches identified, activate breach case |

| Mortgage | Transfer | Sublease/Sublet |
|---|---|---|
| type, breach recorded, notice generated and auto emailed to tenant | type, breach recorded, notice generated and auto emailed to tenant | type, breach recorded, notice generated and auto emailed to tenant |
| System verification and confirmation of settled breaches and arrears before consent is given | System verification and confirmation of settled breaches and arrears before consent is given | System verification and confirmation of settled breaches and arrears before consent is given |
| | Verification of lease condition on percentage share of consideration sum payable to TLTB for landowners | |
| **Decision (SEO or EO)** | **Decision (SEO or EO)** | **Decision (SEO or EO)** |
| Approval or Rejection and system auto generate letter and email with provision to print | System generate non-renewal notice including compensation payable/not payable | System generate non-renewal notice including compensation payable/not payable |
| Automated follow-up 2 months with Tenants solicitors on mortgage status | Automated follow-up 3 months with Tenants solicitors on status of transfer | |

1.2 Cases can only be opened on the approval of the Estates Officer, the Senior Estate Officer or the Regional Manager

1.3 No dealings of any type are to be approved unless:

1.3.1 It is states who the other party is i.e., a legal entity and being a Fiji citizen or Fiji registered business.

1.3.2 It is not approved if the assignment is “To [Person] or Nominee”, or to a Mataqali (non-entity)

1.3.3 Consideration and approval of all dealings are subject to clearance of all existing and overdue rent, any special conditions, town and drainage rates, fees, duties and other valid charges outstanding on the lease.

1.4 All dealing approval dates on the dealing application forms will utilize the user of date stamps by the approving authority that is the EOS or SEO-C and SEO-R.

1.5 The following requirements to be submitted by applicants which should be considered by the Board before any consent is considered:

- 1.5.1 Valuation reports (minimum of 5 years and rental valuation report)
- 1.5.2 Sales and purchase agreement
- 1.5.3 Assignee details (a generated template is to be available on the TLTB system to accompany approved consent for assignment for the assignee details once registration is completed)
  - 1.5.3.1 Birth certificate of assignee
  - 1.5.3.2 Provision of birth certificate for assignee information can be retrieved via integration on the Digital Exchange Platform (DXP)
  - 1.5.3.3 TIN letter of assignee
  - 1.5.3.4 System provision to retrieve the TIN number based on BRN linked to TIN's
  - 1.5.3.5 Bank statements of assignee
  - 1.5.3.6 Postal details
  - 1.5.3.7 Retrieved and updated as per the system details of the tenant
  - 1.5.3.8 Email address
  - 1.5.3.9 If holder of another lease account to be cleared

1.6 The 360° inspection must be conducted is there is no record of a recent one.

- 1.6.1 Penalty may be issued for breach of the terms and conditions

1.7 If breach is identified, the system to suggest OPEN on CASE TYPE 7

1.8 If transfer is facilitated as "Love and Affections", the birth certificates of relationships is required for verifications

1.9 If mortgage and assignment is lodged together where the purchase is funded by a loan, the consent to assign will be accompanied with the application by the proposed assignee for consent to mortgage.

1.10 These documents are to be uploaded into the system against the case types transactions id.

1.11 The assignment needs to be completed before the applicant is recognized as a Boards tenant

1.12 The stamp of the approving officer must have the following paragraph that will be stamped on mortgage consent forms when both the applicants are lodged in together to indicate that assignment will be required to register first:

STATEMENT:

This consent is granted on the footing that the consent of the Board dated the day of __________20___to the assignment of the within the described lease is to be completed and registered as therein specified.

1.13 The mortgage and assignment consent period are for 3 months.

1.14 If the consent is granted but the transaction is note registered before the final date, the Board is response to a request in writing by wither the mortgagor or mortgagee, re-validate the consent for a further period not exceeding three (3) months.

1.15 Any request for re-valuation or extension of consent should be accompanied by a few as stipulated in Form AA

1.16 Form AA is to be generated and filled in the system with the provision for it to be downloaded

1.17 Consent is not to be granted to an assignment of Native Land in RESERVE to a Non – Fijian.

1.18 Assignments of leases under mortgage to FDB or any other lending institution.

1.19 They are notified that we will grant consent after 14 days so that they can take steps to protect their interest in the property

1.20 Leases issued to tenants must be ensured that development occurs

1.20.1 Consent to sale or subleasing of undeveloped lease is not entertained and thus development needs to occur

1.20.2 The system needs to validate and cross referenced this with Improvements and Valuation updated into the system against the tenant(s) lease

1.21 If the lease is transferred or sold within 10 years of the lease, the system must calculate twenty percent (20%) of the purchase price exclusive of vat that the tenant selling will need to pay to the Board

1.21.1 If the lease is transferred or sold from the 11th year and after, the system must calculate ten percent (10%) of the selling price by the tenant exclusive of VAT

1.21.2 If the lease is not developed within the first 10 years, the lessee must pay the lessor twenty five percent (25%) and from the 11th year and thereafter ten percent (10%) of the purchase price (VAT exclusive)

## Type 4 Expiry

1.1 Work cases under this category are normally created electronically when leases expire within five years from the planning period

1.2 There are circumstances where work cases need to be entered manually under this category

1.3 All relevant information regarding the expired contract need to be collated from all sources including the spatial and document retrieval systems

1.4 Special considerations need to be given to regulations governing the contract eg. ALTA or NLTA
1.5 Inspection of the property and valuation is carried out with the details entered into the valuation system for future reference
1.6 The interest of the tenant as well as the landowners are recorded and taken into consideration during the assessment of future utilisation of the land
1.7 When approval is granted on the most suitable option to take the proposal is also recorded to guide future decisions prior to expiry of the contract
1.8 The system should always cross check the initial status of the land to warn if de-reservation is required again
1.9 Where the tenant has indicated a wish to surrender the remaining term for a new contract on the same area, and the proposed use is consistent with approved zoning then surrender details are downloaded into a word document for reformatting and printing
1.10 This new status should be reflected on the contract as well as the spatial system
1.11 On completion of the surrender, a new contract application work case is generated and the index recorded for reference
1.12 The preceding step also concludes this work type and also records the current date
1.13 Where other options are proposed for the area the appropriate work case is created and the index recorded for reference
1.14 Before 12 months to expiry of the contract and no action has been taken an expiry notice is created with the necessary details and downloaded to a word document for reformatting and printing
1.15 Where no action has been taken the system should highlight the case continuously from 12 months prior to expiry of the contract
1.16 If no further action within this case is required after generating other related work then a date is recorded to conclude this work case
1.17 Critical work phases to be noted:
1.18 Expiry within 5 years
1.19 Inspection & Valuation
1.20 LOU Consultation
1.21 Surrender
1.22 De-reservation
1.23 Tenant Notice – 12 months before expiry
1.24 Notice to vacate
1.25 New contract
1.26 Link of new contracts to previous contracts for reporting purposes
1.27 Identify type of tenant that has taken up the new contracts or if vacant
1.28 Close

## Type 5 Lease Variation

5.1. Work is generated under this work type when there is a change to existing details or the terms and conditions of an existing contract
5.2. All registered interest against this contract must be cross checked to ensure there are no restrictions in place
5.3. When the case is opened, details of the contract with required changes are downloaded into a word document that is reformatted for printing
5.4. All standard fees with calculated charges are entered and invoices raised against the contract
5.5. The word document is printed for endorsement and registration after payment is made
5.6. A date is entered to monitor the completion of stamping and to advise the client on when the variation can be retrieved
5.7. The case is closed when the client copy is retrieved and the appropriate documents are indexed and stored electronically
5.8. Critical work phases to be noted;

- Date submitted for stamping
- Date expected for collection

5.9. The closing of Reassessment Case for Registered lease will generate the opening of a Rent Variation case
5.10. The system must allow to select the Type of Lease Variation. For instance: Rent Variation- Changes in Rent, Lease Variation- Land Name, Lease Variation- Area, Lease Variation- Tenant Name, Lease Variation-Conditions of Lease
5.11. The system must allow the EO(S) select the stamp duty fees, Registration Fees, Application fees, Documentation fees and Processing fees based on Lease Type and Lease Variation Type selected.
5.12. The system must automatically calculate the costings of fees based on the types fees selected for the particular Lease Variation.
5.13. Once fees for variation has been calculated, the system must generate the “Variation of Rent document” along with remittance for the fees and a call in-letter to inform the tenant pay the fees.
5.14. For tenants which have the Email addresses, the system must send the remittance of fees and call- in letter to the tenants email address.
5.15. The system must also send automated call – in letters through the “TLTB tenant App”to the tenants.
5.16. The system must also provision to print the call –in letters and remittance should the tenant does not have email addresses for auto emails.

5.17. If full payment is not made by the tenant, then a follow-up letter must be sent to the tenant to inform them to make the payment in full before any further process.

5.18. The system must hold the Rent Variation case until full payment is made by the tenant.

5.19. If payments has been made in full by the lessee, the system must automatically generate Lease Variation document and notify the EO Services to verify and print the variation document for signing with lessee.

5.20. Variation of Lease Conditions must be submitted by Region team and have already being approved by the legal department (ML/SLO)

## Type 6 Surrender

6.1. This work type can be opened under two circumstances

6.2. a tenant decides to give up the remaining term of his contract either to apply for a new contract or has withdrawn any further interest over the land

6.3. a tenant decides to give up part or whole of the area under contract

6.4. Work is generated under this work type when

6.5. All registered interest against this contract must be cross checked to ensure there are no restrictions in place

6.6. When the case is opened details of the contract with required changes are downloaded into a word document that is reformatted for printing

6.7. All standard fees and calculated charges are entered where invoices are raised against the contract

6.8. The word document is printed for endorsement and registration after payment is made

6.9. A date is entered to monitor the completion of stamping and to advise the client on when the variation can be retrieved

6.10. The case is closed when the client copy is retrieved and the appropriate documents indexed and stored electronically

- Critical phases to be noted;
- Application
- Verifications & Inspection
- Documentation

6.11. Payment - The payment modes accepted by the system will allow for:

6.11.1. Cash

6.11.2. Debit EFTPOS

6.11.3. Debit Visa

- 6.11.4. Credit Visa
- 6.11.5. Mpaisa
- 6.11.6. My Cash
- 6.11.7. Online Banking Transfers

- Endorsement / Registration
- Complete

6.12. The surrender case is applicable to both registered and non-registered leases

6.13. System check needs to ensure that there are no pending matters and that all rent payments must be cleared

6.14. A surrender is applied on the following:

- 6.14.1. Subdivision of existing leases
- 6.14.2. A lessee wishes to surrender a lease
- 6.14.3. Surrender by order of the court or the agricultural tribunal

6.15. A surrender case is activated on the approval of the regional manager

6.16. Surrender cases are open from the estate office

6.17. 360 inspection and asset valuation are activated when a surrender case is activated

- 6.17.1. In execution of a 360 inspection and asset valuation the estates team can activate case type 7 breaches and assessment on the value of the land
- 6.17.2. LOU consultation can also be conducted. When LOU consultation is conducted by the estates team, notification is sent to the Reserves and Landowners Affairs department when an LOU consultation is activated by estates

6.18. When a breach case is open referencing a surrender case, the surrender case cannot be closed until the breach case is closed

- 6.18.1. The active breach case does not limit the completion of 360 inspection and asset valuation
- 6.18.2. When the breach case is closed, will the surrender case will be allowed to proceed with the processing

6.19. For de-reservation cases, a new lease will only be issued for the remaining term of the surrendered lease

- 6.19.1. Where the term is longer than the remaining years of the surrendered lease, a full consultation is required with the LOU's, accompanied with the LOU analysis.
- 6.19.2. If this process is activated by estates, a notification is to be sent to the Reserves and LAU departments
- 6.19.3. All correspondence from the from the consultation is to be uploaded into the system

6.20. The schedule of fees is to be updated into the system and allocated according to its classifications

6.20.1. Stamp duty, registrations fees and the Boards costs in accordance to the schedule of fees is to be levied on to the lessee application

6.20.2. If the surrender is processed simultaneously with any other actions such as subdivision or new lease, in this case the Board costs will be waived and charged together with the subdivision or a cost on the new lease

6.20.3. If the tenant of ALTA leases has indicated their interest to renew their lease by surrendering the current lease for a new lease term for agricultural purposes and if stamp duty is applicable, this will be waived

6.20.4. Surrender of lease due to order by Tribunal or for a change will incur the normal fees in accordance to the schedule

6.20.5. A remittance of payments will need to be printed from the system

6.20.6. When payment is received and lessee has signed the surrender documents and witnessed by the estates officer(s), once completed, in the system this will be escalated to the Board Secretary for stamping and registration together with the lessees copy of the lease cancelation

6.20.6.1. The surrender case will be closed once the conveyancing department has completed their process in the system and accordingly lease deletion will be updated

## Type 7 Breaches

7.1. Work is generated under this work type when a tenant is in breach of the terms and conditions of the contract

7.2. Depending on the nature of breach the details are entered and the appropriate notice is downloaded into a word document that can be reformatted for printing

7.3. The following cases can constitute a breach;

7.4. Any rent outstanding after 31 December of any calendar year

7.5. Any other sums owing during the term of contract

7.6. Not complying with the building clause of the contract

7.7. Not cultivating or not occupying the land as specified in the contract

7.8. Not complying with good husbandry practice

7.9. Not complying with the use specified in the contract

- Appropriate dates are entered to monitor progress
- Critical phases to be noted;
- Verifications & Inspection
- Notice

- Action
- Resolution / Invoicing etc.
- Complete

7.10. Breach under non-payment of arrears is applicable to registered and non-registered leases and leases under ALTA and TLTA

7.11. A brief must be prepared outlining the details of the breach and made available for upload into the system, accessible by roles within the breach case

7.12. A breach under non-payment of arrears is determined when annual rental is outstanding for more than 12 months

7.13. A breach under non-payment of arrears is also determined when the lessee owes the Board any sum levied in accordance to the lease conditions such as:

7.13.1. Fees for variation of rent or cost levied for any work undertaken by the Board

7.14. The Board may waive the interest on arrears if all rental is paid up to a certain date as decided by the Board

7.15. Notification is to be provided to the tenant on waiving of interest on arrears 2 months before the effective date

7.16. Payment arrangements are to be updated by Estate Officer Arrears or Estate Officer who did the 360 inspection. The payment arrangement can be done for:

7.16.1. Monthly or

7.16.2. Quarterly basis

7.17. Waiving of interest on arrears are done within a timeframe on the boards discretion and is may vary between each breach case

7.18. Notice is served when breach is identified or raised

7.19. If a breach is opened for the tenant lease and the board continues to:

7.19.1. Accept rent accrued due after the breach or

7.19.2. Sends a demand notice for rent

7.20. Herewith, this will be treated as having waived the breach

7.21. The system is to enable the provision to generate the breach notice according to the breach on the lease type. The types of notices are:

7.21.1. TAW Arrears Notice

7.21.2. TLTA Arrears Notice (under Regulation 14 of TLTA)

7.21.3. TLTA Arrears Notice (leases issues before 1984 (Property Law Act Cap 105))

7.21.4. ALTA Arrears Notice (under Section 37 of ALTA)

7.21.4.1. Sublet

7.21.4.2. Assign

7.21.4.3. Subdivide

7.22. A breach case can be closed with the following conditions

7.22.1. The lessee in breach has complied with the notice of breach or

7.22.2. The lessee has corrected or rectified the identified areas relating to the breach

7.23. The penalty and compensation applied on the breach is based on the inspection conducted under case type 9 – 360 inspection/asset valuation/improvements

7.24. This is updated in the system by Estates, confirmed by Senior Estates, consulted with Legal and approved by Regional Manager

7.25. Tenants that do not fulfil the payment deadline, manual arrears collection will be applied. In the process of manual collection, the Board collector is to issue a system generated receipt when payment is collected using the mobile application of the system and accordingly updated into the tenant app when data is synchronized for offline locations and immediately when in an online location or zone

7.25.1. The tenant app has the provision to print a copy of the receipt

7.26. All receipting is updated on real time upon synchronization which allows monitoring of receipted funding

7.27. Receipted funding allows finance and arrears to generate detailed and summary listing of collection on periodic filters for

7.27.1. Today

7.27.2. Date Selection

7.27.3. Month to Date

7.27.4. Year to Date

7.28. A provision for part payment can be activated by the Board after the arrears notice is served

7.28.1. This process does not stop the legal termination initiated in the notice

7.29. Officer are able to generate tenant aging reports on outstanding rental criteria and grouping of; this be in detailed and summary form:

7.29.1. By Tenants

7.29.2. By Regions

7.29.3. By Districts, etc

7.30. Automated notification and reminders to tenant and board officers on the arrears and breaches issued and pending

7.31. Open cases under case type 7 can be escalated to Legal and system notification is to be sent to legal

7.31.1. Using case type 7, legal can open case type 10 which links the two cases types to each other

7.31.2. When case type 10 is open, case type 7 cannot be closed until case type 10 is closed

7.31.3. Information updated in case type 10 will be made available within a Legal subsection of case type 7 on the outcome or decision of the case under Legal

***Breaches – Tourism – Lease Conditions***

7.32. A minimum fee is applicable to conditions under tourism

7.32.1. Fee is dependent on the size of the project

7.32.2. For breach of development period, the lessee will be applied with a penalty fee

7.33. Penalty fee rate for the following breaches shall be applied

7.33.1. Non-compliance to employment clause

7.33.2. Non-compliance to landowners training clause

7.33.3. Non-compliance to special conditions of the lease

7.33.4. Non-submission of audited accounts for the two financial years

7.33.5. Non-attendance to survey of land after six months of issuance of lease

7.34. Penalty fee (fee) for breach of the above lease conditions

7.34.1. AAA Ratings for 5-star Resorts = $50,000

7.34.2. AAA Ratings for 4-star Resorts = $40,000

7.34.3. AAA Ratings for 3-star Resorts = $30,000

7.34.4. AAA Ratings for 2-star Resorts = $20,000

7.34.5. AAA Ratings for 1-star Resorts = $10,000

7.34.6. Day Trip/Recreation = $5,000

7.34.7. Landowner Based Leases = $3,000

## Type 8 LOU Issues

8.1. This case type 8 (LOU) shall apply to matters specifically for the affairs of our landowners with regards to their enquiries, investigations, disputes and complaints regarding matters that concerns landowners. It shall include matters relating to lease and non-lease issues and may include the following:

8.1.1. LOU Profiling

8.1.2. Asset Capitalization Report

8.1.3. Consultations

8.1.4. Seed Fund Grant

8.1.5. Trust Funds - Equal distribution,

8.1.6. Financial Literacy

8.1.7. Enquiries into LOU participation in business developments for their members.

8.1.8. Awareness on Implication of Squatters
8.1.9. Undeveloped Areas
8.1.10. Investigations into boundaries and land ownership.
8.1.11. Disputes arising from title disputes in TT, TQ, and TM.
8.1.12. Boundary disputes of Mataqali boundaries.
8.1.13. Reversions
8.1.14. Projects
8.1.15. Reservations
8.1.16. Assignment Request
8.1.17. DU Loan
8.1.18. YSE Reversal
8.1.19. Company Share Purchase
8.1.20. Easement
8.1.21. Land Acquisition

8.2. Case Type 8 will be opened or LOU issues existing as tabs in the system will be updated and uploaded with information and attended to until resolved.

8.3. 3. Tabulated are the following LOU issues that are existing in the system and those that ,we require to open case Type 8:

| Issues | Source | Issues | Source |
|---|---|---|---|
| **LOU Profile** | Open Type 8 | Asset Capitalization | Open Type 8 |
| **Consultation** | Open Type 8 | Deed of Trust | Link to Trust |
| **Financial Literacy** | Open Type 8 | Meetings | Open Type 8 |
| **LOU Projects** | Open Type 8 | Reservation | Link to Reserves |
| **Reversion** | Link to Trust Fund | Dereservation | Link to Type 25 |
| **Seed fund** | Link to Type Individual: Total $ | Trust Issues (Equal distribution, etc) | Open a Type 8 or Link to Trust |
| **Extinct Mataqali Land** | Populated in tab once completed | Schedule A & B Allotment | Populated in tab once allotment completed |
| **LOU Assignments** | Link to Trust Funds | Freezing of Funds | Link to Trust |
| **DU Loans** | Link to Trust | YSE Reversal | Link to Trust |
| **Company Share Purchase** | Open Type 8 | Easements | Open Type 8 |
| **Land Acquisition** | Open Type 8 | Land Re-alignment | Open Type 8 |
| **Area of Significance (Heritage Sites, etc)** | Open Type 8 | | |

8.4. Service Process –LOU Issues / Disputes

8.5. Once the parties will have a dispute/issue, they would visit TLTB to seek assistance on the matter. Once at TLTB, the dispute/issue will be discussed briefly at the counter following the matter will be referred to a Landowners Affairs Officers for further action.

8.6. MLAU & LAO

8.6.1. The Manager Landowners Affairs/Landowner Affairs Officer meets the LOU to discuss the issue/dispute and records the enquiry/dispute/complaint. The complaint is identified from the issue highlighted by LOU. Once the issue is identified, MLAU will be in a better position to make an informed decision on the matter with suitable way forward for consideration.

8.7. MLAU/LAO

8.7.1. MLAU/LAO opens Case-Type 8, if necessary and enters the details and updates the Landsoft records including case details. Cases to be opened will depend on the need to meet the following;

8.7.1.1. LOU requiring a feedback to an enquiry; or

8.7.1.2. LOU requiring some resolution to a dispute; or

8.7.1.3. Other government department requiring assistance for an LOU query raised with their office.

8.7.1.4. Record Management

8.8. In the event that the issue is already in existence in landsoft then it is not necessary to open another case. Updates and uploads will be made with the details of new complaint/query. A detailed account on the nature of the case and resolution or otherwise to be clearly recorded in the file and the landsoft.

8.9. Landowners Affairs Officers

8.9.1. The case is referred to or handled by LAO through an inspection and/or referral from MLAU. A full brief on resolution shall be prepared upon investigation for settlement of the case or a brief on the development of resolution is pending and shall be filled appropriately and landsoft updated accordingly. If the matter requires no further reply or action, then upon MLAU's approval, the case may be closed and landsoft to be updated.

8.9.2. If it is established that the case has some outstanding issues, the case file to be forwarded to Legal team for their opinion on the matter and legality, and to see whether board would be affected in any way.

***LOU Profile Advisory***

8.10. The system should allow PA CEO to upload letter, copy of email / fill in the walk-in details into the system when LOU raises issues with the CEO.

8.11. The system must automatically notify GM Lau to provide an update and response to the letter.

8.12. GM LAU must be able to primarily move the status in the system and notify LAU team and MLAU to assist the LOU and provide response letter to the LOU

8.13. The system must allow MLAU to fill the predefined template of Acknowledgment letter in the system. The letter must be in printable and downloadable format.

8.14. The system must notify Landowners Affairs Officer to create the case with Province Name, Tikina Name, and DUID.

8.15. The system must create LOU Profile once all details has been entered into the system.

***Asset Capitalisation Report (ACR)***

8.16. All details to be part of ACR Report must be digitised as per the mock-up in.

8.17. ACR is an automatically created case from LOU Profile Advisory, the system should be able to fetch the data from LOU Profile Advisory to facilitate ACR case.

8.18. The verification report must be available at the stage of verification by MLAU.

8.19. All status moved within the case must be triggered with notifications.

8.20. For the offline process such as preparation of Board Papers, the system should facilitate status update only.

8.21. After Board's endorsement, MLAU should be able upload the Report as well as close the ACR case in the system.

***Seed Grant Process –TO BE- Workflow***

8.22. To apply for the Seed Fund Grant, the applicant must be a registered member of that Mataqali land.

8.23. It is mandatory for the applicant to have Financial Literacy certificate prior to applying for the grant.

8.24. It is mandatory for the applicant to be the tenant.

8.25. Successful recipients of Seed Grant Fund must provide latest quotation for the undertaken project prior to release of funds.

8.26. The system must only release fund if the latest quotation has been uploaded and updated in the system.

8.27. Once the Seed Grant Case closed by Senior Land Affairs officer, the system must automatically open the Landowners Seed Grant Fund (LSGF) monitoring template for monitoring the seed grant case.

8.28. The system must restrict opening multiple monitoring inspections until first monitoring is created.

8.29. Prior to closure of first monitoring case, it is mandatory for the user to upload relevant documents for the first monitoring case.

8.30. A user cannot proceed with the Second Monitoring unless the First Monitoring is closed.

8.31. The system must create 3 inspections quarterly to monitor the Seed Grant Case. The dates of inspection must be automatically created by the system.

***Financial Literacy***

8.32. For the Financial Literacy case, the system must trigger notification from Estates team in Case Type 1 Lease Application to the Trust team notifying of the LOU's that have premium more than 100k.

8.33. The system must allow the user to create Financial Literacy case and include details such as Confirm date/venue/time of the training.

8.34. The user must be able to update LOU details in the system after the Training.

8.35. The user must tag the issued documents/ certificates with the Financial Literacy case.

***Project with ITaukei Institution***

8.36. The system must classify the sub case type of Type 08 as Project with ITaukei Institution.

8.37. MLAU should be able upload the project plan into the system for Executive Endorsement.

***Land Held in Trust Business Rules***

8.38. Land held in Trust is owned by the Board.

8.39. Land held in Trust is owned by LOU and TLTB is a Trustee and not the owner

# Type 9 360 Inspection / Valuation & Improvement

9.1. If any breach is identified by SEO/RM:

9.1.1. The system must automatically open the Case-type 7 Breach Case to remedy the breach and notify the EO/EA to serve the "Breach Notice with a time-line to be served to the Tenant.

9.1.2. The system must automatically open the Type 7 Breach Case if the SEO/RM vets and moves the status in the system checks Breach is "Yes".

9.1.3. The system must notify the EO/EA to send the Breach Notice with a time-line to remedy the breach depending on the nature/ types of breaches.

9.1.4. The system must automatically send the Breach notice to the tenant via the email for tenants with email address as well as send notification through TLTB Tenant notifying of the Breach.

9.1.5. The Breach Notice must be in a downloadable and must printed to send to tenants without email addresses.

9.1.6. The system must flag the Breach Notice timeline accordingly depending on the nature/type of breaches if the tenant did not remedy and pay the penalty fees. (Time lanes for different Breaches Required from Research& Policy).

***If breach is not remedied and penalty fees is not paid***

9.2. Proceed with Court Litigation- Case Type 10. Primary case to await Court litigation case to close before proceeding further.

***If breach is remedied and penalty fees is paid***

9.2.1. The system should close Case Type 7 – Breach Case.

***System Verification: Breach Identified- No***

9.3. If there is no breach, the SEO operation/RM will also enclose the land file and close case type 9 respectively in the system.

## Type 10 Court Litigation

10.1. Work is generated under this work type when there is a legal case filed by the Board or against it

10.2. Cases can be filed in the;

- Agricultural Tribunal
- Arbitration
- Magistrates Court
- High Court

10.3. There are costs related to each case that need to be recorded so that provisions can be made for the planning period

10.4. Legal documents as well as past judgements should be electronically captured and indexed to relevant sections of the law so that officers can access them for analysis

10.5. Electronic access to all legislation should enable officers to browse through related sections of interest

10.6. After the decision on each case all documentation is indexed and electronically stored against the contract for future reference

10.7. Relevant invoices are raised on all costs and charges before payments can be processed against each entry

10.8. The case is closed when all payments have been received or discharged.

10.9. Critical phases to be noted;

- Verification
- Meetings
- Action
- Resolution / Invoicing etc.

Complete

10.10. When there is a court or tribunal case, usually ALL DEALINGS MUST BE WITHHELD and any dealings to be only considered upon settlement of the outstanding case or issues.

10.11. Case Type 10 opened automatically via Case Type 2 (Rent Reassessment) needs to be directly linked to each-other.

10.12. Case Type 10 can only be opened independently if it is not linked or triggered from another case type.

10.13. If the Tenant declines the Reassessment in Case Type 2 for ALTA leases this must be classified as Agricultural Tribunal

10.14. If the Tenant declines the Reassessment in Case Type 2 for TLTA leases this must be classified as Arbitration TLTA

10.15. Once Ruling is obtained from the Agriculture Tribunal for ALTA Lease and Arbitration TLTA for TLTA leases is obtained, the system must trigger and update tenant lease with New Rent in Case Type 2 and close the type 2 and case type 10 accordingly.

10.16. If tenants is non-compliance of the “Breach Notice “in Case Type 7, and if the Legal Officer decides to institute court action, case type 10 will be opened accordingly and case type 7 will remain open until the court litigation process is completed and breach is remedied

## Type 11 Complaints Procedure

11.1 The purpose of this case type is to address an expression of dissatisfaction relating to the services provided by the Board. In addressing complaints, excludes are the following:

11.1.1 A request for information or clarifications at Boards cost

11.1.2 The logging of appeals where it is not the Boards fault

11.1.3 Seeking enquiries

11.1.4 Criticism relating to the Board or the Board Policies

11.2 Complaints can be logged by tenants using the tenant mobile app

11.3 Other provisions accepted for logging complaints are:

11.3.1 Walk In (Face to Face)

11.3.2 Website

11.3.3 Viber

11.3.4 Messenger

11.3.5 Email

11.3.6 SMS

11.4 All complaints must be logged into the system and all staffs can log the complaints

11.5 All complaints must be assigned to an attendee

11.5.1 If the attendee is known, then selection can be directly applied, else assignment will be done by CMO

11.6 Automated email notifications or update will be sent by the system on the status of the complaint logged

11.7 When an officer completes the complaint, the status of the complaint is changed to complete and accordingly the CMO will be notified.
11.8 The CMO confirmation is required to ensure that the complaint is properly addressed before response is activated. When CMO confirms completion, the automated response will be sent by the system

***CMO/TCMU/All Staff***

11.9 Complaints are received through the platforms the Board is connected with which are:
11.10 TLTB Tenant App
11.11 Website
11.12 Viber
11.13 Messenger
11.14 Email
11.15 SMS
11.16 Face to Face
11.17 The received complaint is updated into the system
11.18 The complaint logged is reviewed
11.19 On review, if the user is familiar with the complaints, the responsible officer can be directly assigned
11.20 If the user is not familiar with the complaint, the complaint will then be managed by CMO who will then assign the complaint to the applicable officer

***System Automation***

11.21 The system will automatically generate and send acknowledgement of complaint to complainant

***Assignee (Responsible Officer)/CMO***

11.22 Assigned officers will address complaint and update the information into the system
11.23 And document or brief on complaint resolution will have to be uploaded into the system and if applicable for complainant to download, the officer can enable this provision
11.24 Notification will be sent to SM/SO/CMO when assignee closes the case.

***SM/SO/CMO***

11.25 Review the complainant resolution from the assignee and update relating comments
11.26 The final closure of the case will be updated by CMO after which an automated email will be sent to the complainant on the resolution to the complaint.

## Type 12 Lease Engrossment

12.1 Lease engrossment or lease documentation refers to the finalised signed copies of lease agreements. Lease documentation can be categorised as below:

| Legislation | Registered Lease (SURVEYED) | Un-registered (Un-Surveyed) |
|---|---|---|

| | | |
|---|---|---|
| **ALTA** | ITaukei Lease Registered at: Register of Titles | IOT Register at Register of Deeds |
| **TLTA** | | AFL |

12.2 Other Documents:
12.2.1 Surrender Documents- for all surrender documents
12.2.2 Variation Document- for all variation of Rent only.
12.2.3 Deed of Rectification- for all changes to be made in Registered Leases Only.
12.2.4 Correction of Name-correction or altering of name only.

12.3 How to apply Lease Engrossment in the following case types:

| | |
|---|---|
| Case Type 1- Subdivision | Which covers Subdivision of land wherein more than one lease is created and Case Type 1 is opened to accommodate all the new leases with new file numbers |
| Case Type 4-TLTA Lease Expiry | Which includes(TLTA) Lease expiry |
| Case Type- ALTA Lease Expiry | In ALTA expiry case wherein leases are subdivided and new residential leases or new agricultural leases are issued. This depends on each case since a Type 1 may be created than Type 12 |
| Case Type 1 Land Development | Which covers the development lease processed and individual purchase purchasers may be allocated a new Type 12 case for administration of the payments and lease engrossment. |

12.4 Lease Engrossment case will be similar to Type 1 lease documentation except that Lease Engrossment case involves either a Surrender or Expiry process to initiate lease engrossment case.

***REGIONAL MANAGER***

12.5 The tenant advises Manager that survey plan is approved by Director of Lands.

***Estate Officer (Services)***

12.6 EO(S) creates Lease Engrossment case
12.7 Prepares the offer letter and calculates the following fees and charges; Stamp Duty Fees, Registration Fees , Documentation Fees, Processing Fees and premium of 50 years lease to extend to 99 year lease.
12.8 Advise tenant to submit requirement :
12.9 Surrender original AFL, IOT or Approval notice
12.10 Registered (driving licenses, voter ID, passport etc.)

***Technical Team***

12.11 Prepare Lease plan
12.12 Case is forwarded to EO (S) to prepare Registered Lease/ Surrender documents

***EO Services***

12.13 Advise tenant to pay fees and charges

12.14 Forward case file to SEO CR for signing and witnessing of lease documents with Tenant.

***SEO COMPLIANCE RISK/ REGIONAL MANAGER***

12.15 Signs and witnesses the lease documents with Tenant.

12.16 Check the Lease documents/ special condition.

12.17 Forwards case file to EO(S) to dispatch documents to Board Secretary's office for endorsement of registered lease document.

***BOARD SECRETARY/ BOARD MEMBER***

12.18 Endorses registered lease document.

12.19 Forward case file to conveyancing team for conveyance purpose.

***CONVEYANCE***

12.20 Lodges surrender document for cancellation and registration of registered lease.

12.21 Once conveyancing is completed registration, Surrender/ Registered Lease document is forwarded to Regions for further actions

12.22 Updates and close conveyance status on Landsoft

***EO SERVICES***

12.23 Acknowledge receipt of registered document by signing off checklist.

12.24 Update Landsoft.

12.25 Inform Tenant to collect lease document if fully paid

12.26 The system should allow the user to select the case type as "Lease Engrossment".

12.27 The system should be identify the legislation (ALTA, TLTA) and type of un-registered lease it is for instance: IOT, AFL for Lease Engrossment Case.

12.28 The system should integrate with the LDVC portal to determine the type of lease (Commercial, Industrial, Residential) the Panel of Surveyors have received to survey the land.

12.29 The EO services must be notified by the Regional Manager to prepare the offer letter.

12.30 The system must allow the Estates Officer to automatically calculate the Fees and Charges once the Stamp Duty fees, Registration fees, Document Fees and Processing Fees are input in the system.

12.31 Possible Integration: To embed the fees and the Estates Officer can check the applicable fees and the total fees is calculated. The system must also display the breakdown of the fees.

12.32 The system must be amend and update the Premium of 50 years and 75 years to extend to 99 years.

12.33 The system should allow the Estates Officer to upload the Surrender original AFL,IOT or Approval notice of the Tenant.

12.34 The system should allow the Estates Officer to also upload Identification Requirements of Tenant( Registered Driving License, Voter ID, Passport)
12.35 The system should notify the GIO team to prepare Lease Plan, once the Plan is prepared the system must notify the Estates Officer to generate the Registered Lease/ Surrender documents.
12.36 The system must allow the GIO to sync the Lease Plan.
12.37 The system must notify the tenants with email address registered or through TLTB Mobile App notification for payment of fees. The system must also have provision to print the fees and charges and notify the tenant via letter to pay the fees and charges.
12.38 Upon full payment, the SEO Compliance(C) must be notified to sign and witness the lease documents with tenant.
12.39 The system must notify the RM to sign if lease document is Surrender document.
12.40 The system must automatically send notification from Regions to notify conveyancing coordinator to start with the conveyancing process.
12.41 The conveyancing team must recheck the documents as per the system generated checklist for lease engrossment case and if there are any amendment in the lease documents, the lease documents must be sent back EO services for amendment.
12.42 The Conveyance coordinator must be re-directed in the system to fill the conveyancing register after surrender document is cancelled and lease is registered and registered documents are received by the conveyancing department from the Titles Office. The following details must populated in the system for the conveyancing register

- Lease Number
- Lease Document Type
- Survey Plan
- Lot Number
- Upload document.

12.43 The conveyance coordinator must also be able to update the system and notify EO Services that case has been confirmed and documents are ready for dispatch to the tenants.
12.44 The stamped original document issued to the lessee initially and prior to the survey and the approval of the survey plan of the land i.e. Agreement for Lease, Instrument of Tenancy or Approval Notice, must firstly be surrendered to the Board for cancellation before the lessee’s copy of the newly registered lease is released .That is, the surrender document is prepared and stamped before  the Agreement for Lease, Instrument of Tenancy or Approval Notice is cancelled and new lease document is issued.

# 13 None

# Type 14 Geospatial Data

***Part A - Dereservation Process:***
1. Reserves Department:
Receives application from Regions to de-reserve if subject land is within iTaukei Reserve.
Records appropriate details in LOU consent case register and verifies all the signatures against TLC & VKB.
If all is in order, case is forwarded for further action.
2. Estates:
Estates teams in regions receives cases files then forwards to Technical for processing.
If information or details are incomplete, case file is forwarded to Estates for further processing of requirements.

3. Technical:
Upon receipt of case file, De-reservation plan is prepared showing:
Subject land with boundary within Reserves status & adjoining information.
Plan of location.
Projection compilation details (if needed).

4. Preparation of Dereservation Diagram:
On the lease plan, show the following:
Land Name.
Case reference.
LOU Name with connected details.
Reserve Claim Number.
Scale of Plan.
Date of Plan.
Officers Initial.
Area to De-reserve & Area to Lease.
Edge area to De-reserve in Purple.
Edge in yellow the boundary line.
Print De-reservation locality plan (2 copies).
Chart the De-reservation boundary on LIS data on the Regional De-reservation Layer (RDL).
Update the stage diary in landsoft.

5. Estates Team:
Receives the Case file from Technical, prepares precis& recommendation.
Re-checks to confirm the work carried out in order before re-submitting to Reserves Department.

6. Reserves Department:
Receives the files again from Regions.
Checks Precise, Recommendation, Verification of Consent.
Capture of Parcel/De-reserved Area on Mapinfo GIS Layer.

Update all Reserve Information on Landsoft& case forwarded to Estates for further processing of application.

***Part B - Lease Application Process:***

1. Technical: Step 1

Upon receipt of lease application from Estates, the following to be done by Technical:
Tenant/LOU/TLTB to identify subject land using LIS graphic data (Lease Master Layer).
Confirm the locality.
Confirm availability of subject land.
Confirm whether land is within Reserves or outside.
Confirm and note the LOU ownership with details.
Take note of any connected interest.
Print locality Diagram.
Highlight subject land in orange.
Attach locality diagram with application.
Record the work completed.

2. Technical Step 2:

Upon receipt of case file from EO(S), Technical to;
Locate subject area using LIS graphic Data.
Chart subject land on Regional Master Layer (RML).
Case file reference & Details to be inserted & updated on RML.

3. Technical re-checks to:

Confirm the location.
Confirm availability of subject land.
Confirm whether land is within Reserves or outside.
Note the area of subject land.
Note LOU status of land.
Update landsoft stage diary.
Case file send to Estates for inspection.

4. Technical Step 3:

Upon receipt of GPS Field Survey, Technical to do;
Download GPS field data using Pathfinder.
Apply differential correction.
Export differential correction.
Transform by over writing exported data with FMG projection data.
Import the transformed data in MapInfor& Save.
Carry out required editing of captured boundary data with existing LIS graphic’s data.
Note the area, LOU status & if any connected status.
Highlight the subject land in orange.
Print out GPS locality diagram & enclose in Case file.

Upon receipt of case file after field inspection & upon confirmation of Land Availability, Technical to:
Insert Land details in landsoft, name of land, name of road, rightful LOU, area in hectare, land available select & stage diary update.
Note on cover of case file.
Record the work completed.

5. Estates :
Case file is forwarded to Respective Estates Team for further action.

6. Technical:
Upon receipt of case file from Estates Team, Technical to:
Chart/insert TLTB lease master ID on spatial updated data.
Update Regional Master Layer.
Confirm the type of lease plan to be prepared – GPS date for AFL or IOT & approved survey plan for RL.
If AFL/IOT, then compile boundary lease plan from captured GPS data.
Show the subject land boundary with details & adjoining information.
On the Lease Plan, show, Land name, File reference, LOU Name, survey plan details, scale of plan, date of plan & officer initial.
If RL, then compile boundary lease plan from approved survey plan & show land name, file reference, survey plan details & scale of plan.
Edge in Yellow the boundary line.
Print 3 copies of lease plan.
Re-check to confirm lease boundary is updated on RML & TLTB Master Layer (Lease Master ID).
Record the work completed.
Updated landsoft& forward case file to Services Team for further action.

***Part C - Partial Surrender Process:***

1. Estates Team:
    - Receives request to surrender.
    - Confirms Surrender Area.
    - If whole surrender, then further action by Estates Team.
    - If Partial Surrender, then; checks for encumbrances such as Arrears, mortgage, etc.
    - Open case file for surrender.
    - Compile a comprehensive brief & encloses with case file.
    - Forwards original old lease file & new Surrender case file for surrender diagram to Technical.

2. GIO/GIA:
Upon receipt of case file, Technical to:
Prepare plan showing subject land boundary that is to be surrendered & adjoining information (Old Lease, Balance land, etc).
On lease plan format, show land name, File reference, LOU name status with connected details (New lease).
Show the area to be surrendered.

If New Application, then new application process to be followed.
Check if De-reservation is needed.
If Registered Lease, issue SI to survey partial surrendered area
If Not Surveyed, proceed with preparation of locality plans of partial surrender, print 3 copies of diagrams of old & new lease if necessary.
Edge the boundary line in Yellow, Print partial surrender plan, record the work completed, update the landsoft& forward the case file.

3. GIO/GIA
• Update the Landsoft by entering all the required data. Also update the case file accordingly.
• If leased, follow the lease application process & if not lease, then proceed to preparation of partial surrender.

4. Estates Teams:
Receives the Partial Surrender Case, re-checks to confirm the work done and forwards to respective Services Team for further action (Registration & Stamping of Documents).

***Part D - Survey Instruction Process:***

1. Counter:
Screen the Survey Instruction Agreement Form.
Informs of other requirements.

2. EO Services:
Check if Lessee has any outstanding fees or pending matters.
Invoice the required survey instruction fees, then forward the Survey Instruction Agreement Form plus the Fees to Administration for receipting.

3. Cashier:
Receipting the “Survey Instruction Fees of $230.00” & Stamp Agreement Forms.

4. EO Services:
Endorses the “Survey Agreement Forms” in triplicate.
Upon authorization, EO(S) opens case, folios is properly numbered and landsoft to be updated. EO(S) to check and:
Make sure lease account status is clear.
Make sure SI fees is Paid (sight receipt).
Confirm that 3 copies of survey agreement forms to be signed & filled properly by Tenant & registered Surveyor.
Enclose 1st page of lease doc & lease plan in file.

5. GIS:
Upon receipt of Survey Instruction Case & land file, Technical to:
Check if copy of lease document (1st page) & lease plan is enclosed with file.

Check & prepare locality plan showing FMG coordinates of boundary marks.
Edge in color orange all the boundaries that needs to be surveyed.
Generate SI Form from Landsoft.
3 copies of SI, locality plan, Survey agreement form, is prepared, 1 copy for tenant, 1 copy for file & original copy for surveyor.
Note on the SI case file for records.
Case file to be returned to Services Team for SI to be dispatched.

6. GIS

- Upon receipt of scheme plan & covering letter from RM, Technical to:
- Check lease account status & enclose scheme plan.
- Request from Services SI case file.
- Scheme plan to be checked in-line with SI issued.
- Scheme plan details to be used for plotting on LIS data & to compare with existing charted boundary data.
- Prepare a brief file note of compiled data.
- Print locality plan & comment on a minute sheets to the plotting.
- Send report to Estates for comments & preparation of development brief report.

7. Technical:

Upon receipt of survey plan from surveyor for endorsement, Technical to:
Ensure lease account status is clear without any outstanding.
Request from Services SI case file.
Make copies of original survey plan & survey coordinates.
Enclose survey plan copy in SI case file & survey coordinates.
Plot the surveyed lease boundary plan from supplied coordinate, compare plotting with charting data to confirm any encroachment/significant discrepancy.
Field inspection to be done by Technical to confirm pegs.
ENDORSE PLAN.
Survey plan to be endorsed by Technical.
Covering letter to be prepared & endorsed.
Surveyor to be notified to collect survey plan.
Dispatch plan to surveyor.

***Part E - Updating Master Layer Process***

## A. Republic Lease Master Layer

The process to follow to update Republic Lease Master Layer:
Finalised lease boundary with Lease Master ID is send to IT dept.
In absence of a Lease Master ID, finalised lease boundary with Lease Application Number is send to IT dept.
Lease Updates are added to the Republic Lease Master Layer.
Republic Lease Master Layer is Linked to LandSoft to update the details of leases.

***Stage 1: The process to follow to update Uncharted Reports*:**

- LeaseMasterIDs are extracted from the Republic Lease Master Layer and exported to landsoft.
- Update tables in Landsoft.
- Uncharted reports on Landsoft& on Intranet are updated.

***Stage 2: Intranet Updating:***

- Republic layer is zipped and put on Intranet.
- Technical staffs are informed to download copy of updated layer from Intranet.

***Stage 3: The process to follow to update Republic Lease Master Layer onto the QeleMaroroiView:***

- The Republic Lease Master Layer is exported into a Shape file.
- The Shape file is projected into FMG.
- The Shape file is imported in a geodatabase that the QeleMaroroiView reads from.
- The QeleMaroroiView map service is republished.

***B. De-reservation Master Layer:***

**Stage 1: Intranet Updating:**

- De-reservation layer is zipped and put on Intranet.
- Technical staffs are informed to download copy of updated layer from Intranet.

**Stage 2: The process to follow to update De-reservation Master Layer onto the QeleMaroroiView:**

Updated De-reservation layer is received from Reserves dept.

- The De-reservation Master Layer is exported into a Shape file.
- The Shape file is projected into FMG.
- The Shape file is imported in a geodatabase that the QeleMaroroiView reads from.
- The QeleMaroroiView map service is republished.

***C. Reserves Master Layer***

**Stage 1: Intranet Updating:**

- Reserve layer is zipped and put on Intranet.
- Technical staffs are informed to download copy of updated layer from Intranet.

- **Stage 2: The process to follow to update Reserves Master Layer onto the QeleMaroroiView:**
- Updated Reserve layer is received from the Reserve dept.
- The Reserve Master Layer is exported into a Shape file.
- The Shape file is projected into FMG.

- The Shape file is imported in a geodatabase that the QeleMaroroiView reads from.
- The QeleMaroroiView map service is republished.

***D. TLC Master Layer***

**Stage 1: Updating Intranet:**
TLC layer is zipped and put on Intranet.
Technical staffs are informed to download copy of updated layer from Intranet.

Stage 2: The process to follow to update TLC Master Layer onto the QeleMaroroiView:
Updated TLC layer is received from the Reserve dept.
The TLC Master Layer is exported into a Shape file.
The Shape file is projected into FMG.
The Shape file is imported in a geodatabase that the QeleMaroroiView reads from.
The QeleMaroroiView map service is republished.

***E. Cadastral Master Layer***

**Stage 1: Updating Intranet:**
- Cadastral layer is zipped and put on Intranet.
- Technical staffs are informed to download copy of updated layer from Intranet.

**Stage 2: The process to follow to update Cadastral Master Layer onto the QeleMaroroiView:**
- Updated Cadastral layer is received from Technical staff.
- The Cadastral Master Layer is exported into a Shape file.
- The Shape file is projected into FMG.
- The Shape file is imported in a geodatabase that the QeleMaroroiView reads from.
- The QeleMaroroiView map service is republished

## Type 16 Land Available for Online Leasing

16.1 The system must be able to create the case for Land Available.

16.2 Services team to ensure that the lease application tenant name is “Land Available online”.

16.3 Services team to also insert the land purpose type as per the lease and license structure.

16.4 A unique ID to create, generate and create new land available details to be filled, and also cater for existing lease such as Expiry, Services for Surrender and Re-entered cases.

16.5 Instead of Receipt No., the “GIS Ref no.” or the “Survey 123” can assist in the system after every LOU consultation to link and access the Land Available case type.

16.6 Click on the “Save and Close” tab to successfully generate a new Land Available Case Type.

16.7 For Land Available, the system should display the Applicant ID name as “Land Available ID.

16.8 The Applicant name must be changed to “Land Name”

16.9 All reports and documents to be paperless and system generated

16.10 LOU Consultation Meeting Minutes provided with a LOU Meeting Minute template.

16.11 Proposed Scheme Plan to be integrated with the GIS platform.

16.12 Create a Land Available Case Report to generate daily, weekly, monthly, half yearly, quarterly and yearly reports.

16.13 The report to be enhanced by capturing the market growth trends analysis/financial performance/future projections/investment market trends/ sales trend analysis etc.

# IV LAND & OWNERSHIP REGISTRATION

## A INTRODUCTION:

The ITaukei Lands Commission Final Report provides the fundamental record and index of iTaukei land within the hierarchy of communal ownership in Fiji. Five volumes contain the findings of the NLC inquiries from 1892 to 1939 covering the 14 Provinces. The volumes comprise detailed indexes to:

1. Register of ITaukei Lands
2. NLC Plans
3. Classification of Communal Units
4. Register of ITaukei Land Owners

This registration provides the basis for leasing and issue of licenses over iTaukei land where consultation is essential in most cases. Similarly the revenue derived from the land is distributed directly to the registered owners of these lands or their nominated bank account.

## B AIM:

To develop a system that can efficiently cross-reference the land indexes with ownership to provide more accurate and stable information that identify beneficiaries of revenue derived from the use of land and resources.

## C OBJECTIVES:

1. Capture all the records contained in the NLC Final Report with all its indexes
2. Establish status of payment to each of the beneficiaries as determined at source by the ITaukei Lands Commissioner through the Reserves Commissioner of the Board.
3. Link land indexes with the Spatial System to verify land leases and also provide planning information that can be used for strategic land development.

## D FUNCTIONAL RESPONSIBILITY

The system is under the authority of the Reserves Commissioner who will be responsible for the maintenance of land related aspects of the register. There are components beyond the control of the Reserves Department and will depend on outside authority to maintain the respective information such as the VKB.

Therefore efforts should be considered up front to secure an undertaking from appropriate authorities that this information is regularly updated and accessible to TLTB.

## E PRIMARY FUNCTIONS

1. Maintain the present land indexes that should remain constant with very little or no changes at all.
2. However additions may occur due to new lands being proclaimed and converted to iTaukei status from time to time.
3. Provide the name of title holders from the VKB who are entitled to receive trust revenue
4. Indicate the status of payout for each of the beneficiaries under corresponding categories of ownership
5. Beneficiaries will change from time to time as titleholders pass away therefore the appropriate status should be effected accordingly.

## *F PROCESS SPECIFICATIONS*

1. Classification of Communal Units
    a. All sub-levels within the hierarchy of land tenure must be valid within each province as specified in the NLC Final Report.
    b. All new entries or amendments must comply with existing procedures including the traditional requirements as determined by NLC and Reserves Commissioner with the appropriate forms endorsed and gazetted.
    c. The Gazette information should be captured for future reference.
    d. The associated head for each sub-level must be indexed to the rightful tokatoka reference in the VKB to verify and confirm existence of the person.
    e. Where the respective sub-level becomes extinct by virtue of no living members recorded under the corresponding tokatoka in the VKB, then an indicator should be set to prevent further transactions processed under the unit.
    f. Extinction applies to higher levels as corresponding tokatokas do not register living members.

2. Index to Registers of ITaukei Land

a. The index carries a unique number within each tikina and province that classifies the sub-level that communally owns land.
b. Communal land ownership can be from the tokatoka sub-level to the yavusa sub-level.
c. There are land parcels that are owned by individuals or their descendants as recorded in the corresponding registers.
d. Therefore ownership at higher levels comprise in most cases more than one totatoka to identify the land areas they communally own.
e. For each parcel of land there is a plan reference and a lot number with the area in acres rood and perches.
f. The plan reference and lot numbers are indexes to maps that show bearings to identify physical boundaries on the ground.
g. In addition to the land references an index of ITaukei Lands Commission Record No provides a link to the historic background on the actual decisions by the Commission pertaining to ownership and boundaries of each land parcel.

# V GEOSPATIAL SYSTEM

## A INTRODUCTION:

The core function of the Board is related to the administration of approximately 87% of land and related resources in Fiji. This function involves the issue of contracts and licenses to entities that need to use or develop these resources.

Most of this land related resources is currently available in digital form and can be accessed through secondary processes using geographic information mapping software known as MapInfo. The present structure of the database is adopted from schemas designed more than a decade ago.

There is a need to review the present structures to meet future business plans and strategies. Software developments have improved the features to more than just a reference tool but an integral part of the strategic planning and decision making process.

## B AIM:

To develop a system that can leverage on the spatial information being used at TLTB.

## C OBJECTIVES:

1. Enable integration with other corporate applications
2. Enhance access to geographic information that will assist in formulating work plans
3. Improve user interface with the system to use as a decision making tool
4. Develop provisions to electronically link with other mapping applications
5. Facilitate information for landowners/prospective leases

## D FUNCTIONAL RESPONSIBILITY:

The system is administered by Spatial unit which is responsible for data standards and verification of all data updates to the central database.

- Identify various datasets available and analyse these datasets to enhance decision making within the board
- There are technical units in each of the regions responsible for the verification of data captured in the field. These technical staff should be working closely with the Spatial staff responsible for these data.
- Supply up to date and accurate spatial information in a central database for effective use by the board for decision making
- Design an effective system eg. Intranet/Internet for access of these information from all users for marketing purposes, development purposes and any other queries and to allow interactive processes for data updates.
- Monitor access and update of spatial data for data integrity and run periodic backups of all spatial data.
- Provide data standards and ensure compliance, provide meta data to be used by all users of our data.
- The unit should be on its own with the capabilities available within the organisation. The best Department that it should work closely with is the IT Department and not any other departments. GIS is a technology of its own which is interchangeable with GIT – Geographic Information Technology. This unit should be responsible for all the capture of all GIS data within the board and also outside to enable the Board to function properly in as far as decision making is concerned. GIS is a decision making tool where the following are the by-products :

- Accurate issue of leases (avoiding duplication and encroachment of boundaries), monitoring/policing of leases (ensuring no future legal cases etc), reassessment of leases collection of arrears (work planning and minimising costs), land development according to landuse capabilities and suitability, zoning of iTaukei lands, reservation of iTaukei lands, de-reservation of iTaukei lands, calculation of land statistics, monitoring of changes in the landscape (change detection), calculation of socio-economic data vs the VKB data , 3D Viewing of data for development purposes, preservation/conservation of iTaukei lands and landuse planning

**E PRIMARY FUNCTIONS:**

1. Identify and design the best possible solution for access of spatial information by all users.
2. Ensure availabilities of various geographic information within the board to enable accurate, effective and efficient decision making by the decision makers of the board.
3. Ensure data integrity and provide easy access to required information depending on the functions of each unit
4. Integrate with other databases to provide users with comprehensive information that can assist in developing strategies and work plans

**F PROCESS SPECIFICATIONS:**

a. To be created depending on function of the Technical Staff

# VI LEASE MASTER

## A INTRODUCTION:

All land in Fiji that is classified iTaukei land is administered by TLTB under the ITaukei Land Trust Act (NLTA). This land category is further classified into land within reserve and land outside of reserve. Land within reserve is for the exclusive use of iTaukei landowners but can be issued under a tenancy only to ethnic Fijians provided there is written consent from majority of landowners above the age of 21 years at the time of application.

On the other hand use and access to land outside reserve may be granted in the form of tenancy, lease or licence under NLTA or the Agricultural Landlord & Tenant Act (ALTA) to any legal entity under the laws of Fiji. ALTA applies mainly to tenancies that are used predominantly for agricultural purposes with specific guidelines that determine the conditions of the lease.

All iTaukei land issued for use under a contract must be within the defined boundaries of the customary land tenure system recorded in the Register of ITaukei Lands. This relationship determines the proportionate sharing of revenue defined in the contract of use.

All details and correspondences relating to any specific contract are collated in a physical file.

## B AIM:

To effectively record the different uses of iTaukei land granted under the relevant legislation and maintain the details of these records in accordance with the contract terms to properly reflect developments undertaken on the ground. Crucial information should be constantly provided from this database at all times to prompt attention on specific contracts with exceptional conditions whenever applicable.

## C OBJECTIVES:

1. Capture all the records currently maintained by present systems
2. Reorganise the existing record structures to meet new specifications

3. Expand and encode the different land uses to best reflect primary uses of iTaukei land
4. Encode the key terms of contracts specified under the relevant Acts to ensure these conditions are effectively monitored.
5. Link the Register of ITaukei Lands with present contracts to maintain accuracy and proper line of authority for determining land ownership and recipient of trust revenue.
6. Extend these links to the Spatial System to verify and confirm land ownership with the ability to provide information for strategic planning.
7. Ensure all contract details are kept consistent with information on the physical land files as well as situations on the ground.
8. Provide the ability to link with electronic documents and images that are relevant to the monitoring of the contract conditions.

## *D FUNCTIONAL RESPONSIBILITY*

The issue and administration of these contracts falls under the responsibility of the Deputy General Manager Operations who has four regional managers under him to ensure there is optimum use of iTaukei land with equitable returns based on sound estate management principles and guidelines. A fifth manager in charge of legal services provides support to the operations of the regions.

## *E PRIMARY FUNCTIONS*

1. Verify all applications to utilise iTaukei land or extract resources against all standard requirements.
2. Confirm there are no encumbrances on the subject area and relate it to the ownership where the revenue derived is proportionately shared.
3. Determine and agree with the applicant all relevant terms and conditions under the contract before granting use or access to the area.
4. Encode all data for the efficient management of the contract.
5. Ensure all the specified conditions are complied with during the term of the contract
6. Ensure all transactions relating to the administration of the contract are correctly recorded with appropriate audit trails in place.
7. Maintain the history of all dealings with respect to the property.

## F PROCESS SPECIFICATIONS

1. Verification of Applications
   a. All applicants are assessed for their current debt levels and their ability to meet all the obligations during the term of the contract.
   b. Applicants may have more than one contract therefore their performance in current contract will be taken into consideration.
   c. After satisfactorily meeting all the requirements the area is entered into the spatial system to verify that the land is free from any other use.
   d. The NLC boundaries are overlaid to determine the ownership of the land and indexes are captured with the corresponding area and proportion.
   e. The usage applied for must be consistent with the landuse plans approved by the Board and other classifications specified by related authorities.
   f. There are primary usage types required for reporting and sub-categories that can be useful for micro-planning purposes.
   g. Inspections are carried out to determine the appropriate value of the property and rental that should be paid based on standard guidelines.
   h. If there are more than one ownership involved then appropriate computations are applied to determine the proportion of income that each ownership should receive.
   i. These details are normally constant throughout the term of the contract and are entered according to approved specifications.
   j. The present system of reference is converted to an indexing system to avoid duplication of records or files.

2. Contract Terms & Conditions
   a. These terms and conditions are contained in the contract document that is stamped with the Registrar of Titles office under the deeds or titles section.
   b. There are specific documents for different types of contracts and may be subject to other related legislation.
   c. However the system should be able to produce these documents with all the relevant details provided.

d. Specific conditions of the contract are recorded to highlight and monitor the required actions to be taken.
e. These details specify the guidelines to administer the contract and may vary during the term depending on accepted rules.
f. There are cases where rent is paid up front and therefore no rent is collected during the term of the contract.

3. Utilisation Categories to be Verified

4. Contract Agreements
   a. Registered Lease
   b. Instrument of Tenancy
   c. Agreement To Lease
   d. Tenancy At Will
   e. Licence

# VII FINANCIALS

## A INTRODUCTION:

All clients that owe money to the Board through a contract for utilising land and resources or for a service provided, are recorded and maintained through this system. Therefore it is essential that an efficient recording system is developed to keep track of what is owed or paid to the Board every day.

While all receivables are considered same there are two main categories where transactions are processed differently from the other.

## B AIM:

To efficiently post all financial transactions to their correct accounts and maintain them according to the rules specified for each account. At scheduled times or when requested, report on the status of each account and also analyse it for better information.

Provide an integrated link to all other applications that will automatically update related accounts to the transactions entered. Through this process the costs incurred for each expense type can be related to the budget as well as the staff and their respective operational units.

With new technology advances the system should directly link with financial institutions to take advantage of electronic banking services offered by the respective banks.

## C OBJECTIVES:

1. Reorganise all transactions into the redefined chart of accounts
2. Correctly record all debtors transactions into their relevant accounts structure
3. Index individual debtor accounts to their respective source of registration
4. Process all transactions posted according to the rules defined
5. Accept transactions created from other applications through online real time updates

6. Update all accounts at set schedules and report on the new status of accounts

***D FUNCTIONAL RESPONSIBILITY***

The Finance Department is responsible for administering the system and also defining the chart of accounts with all analysis codes. Regional offices are major users therefore the integrity of the database will depend on consistent and accurate data inputs.

***E PRIMARY FUNCTIONS***

1. Produce invoices on schedule in line with standard guidelines nominated for each account
2. Process all receipts efficiently and accurately into their correct accounts
3. Reconcile all receipts with bank deposits and invoices issued
4. Maintain the debtors financial transactions under a chart of accounts codified to represent the different types of reporting structures
5. Maintain the accounts for each type of debtor including tenants and staff
6. Provide an efficient reporting system under the different categories
7. Scheduled periodic reports are produced on time
8. Provide on-line update to the different ledgers via electronic data transaction updates
9. Facilitate the processing of TLTB as a mortgagee
10. Facilitate the processing of rent up front payments
11. Facilitate the processing of Direct Deductions and Standing Orders from Banks

***F PROCESS SPECIFICATIONS***

1. Chart of Accounts Setup
   a. Determine the chart of accounts in relation to the business structure of the Board.
   b. Codify all the accounts to meet all reporting requirements
   c. Reorganise present transactions under the revised chart of accounts

2. Transaction Verification
   a. All debtors must be registered to correctly show the nature of business they are in with their registered address

b. Transactions are verified against individual accounts based on the type of dealings with the Board
c. The system must check that transactions are not duplicated
d. An audit trail must be recorded for all transactions processed through the system
e. Bulk payment or multiple account payment across different account types must be processed electronically i.e FSC, Housing Authority and Lands Department
f. All abnormal transactions must be highlighted and interactively prompted for correction
g. The system must provide a log of all transactions processed during the day for viewing and analysis when required
h. The log is downloaded onto an electronic file at the end of each day before initialisation
i. Distribution of Rent Subsidy from government which does not follow the standard processing at TLTB

3. Invoice Processing
   a. Invoices are electronically raised from the different debtors sub-systems for any money owed to the Board
   b. Bar codes are imprinted on invoice statements to utilise scanning technology
   c. Rent Statements are easy to understand by Tenant and TLTB Staff
   d. Rent Statements are itemized by leases
   e. Depending on the type of invoice raised the standard codes are inserted by the system to minimise errors
   f. All tax calculations and standard fees are also inserted by the system
   g. Where fees or invoice amounts depend on unit costs an interactive screen is presented to enter the number of units or amount whichever is applicable
   h. Printing of invoices or standard letters are downloaded into a word document that can be reformatted and printed
   i. For scheduled calculations and printing of invoices consideration should be given to enable clients to choose the frequency of their invoices
   j. Any record that is inconsistent with the specified rules should be highlighted for verification before final processing

k. Where an invoice is raised against TLTB staff and salary deduction is approved a corresponding record is created in the payroll system
l. Provision should be given to reverse an invoice by an authorised user
m. A summary of all invoices is available to present the costs incurred for the different services provided
n. Outstanding invoices should be aged with the necessary penalties reflected against overdue accounts
o. Where litigation is initiated an index is flagged to cross reference status of the case at any point in time
p. Rules need to be defined to determine how the system will process such records

4. Receipt Processing
   a. Receivables are normally for contract agreements with the Board or for services provided by its officers
   b. Receivables can be processed at approved agencies who will directly deposit the amounts into a nominated account
   c. The system should take advantage of electronic banking services provided by the financial institutions
   d. All receivables are processed against an invoice that has predetermined the account to process the transaction
   e. However the system should differentiate invoices from receivables although classified under the same account
   f. Receipts may be processed without a corresponding invoice therefore the system must specify the account to hold the advance payment
   g. Advance payments will be withheld until an invoice is debited against it to activate subsequent postings in the ledgers
   h. When processing receivables the system should present outstanding invoices to be cleared based on set priorities
   i. Invoices or standard letters are downloaded into a word document that can be reformatted and printed except where bulk printing on special stationery is required
   j. Any record that is inconsistent with the specified rules should be highlighted for verification before final processing
   k. Where the amount received is in excess of the total invoices the system should maintain and track the overpayment against future invoices
   l. The system should note the various status of debtors when processing transactions

m. All deposits are electronically reconciled with bank statements at scheduled times
n. Narration on receipts should reflect the invoices that the receipt was allocated against.
o. The time it takes to process a receipt should be timely.
p. Invoice narration to be understandable by the tenants
q. VAT is reported as percentage of TLTB poundage at time of allocation of payment against invoice.
r. Control report that displays trail of receipts to Poundage, VAT and Landowners amount.

5. Systems Integration
   a. The system should be able to link with electronic banking services provided by the various financial institutions and other authorities e.g Data Bureau
   b. Posting to ledgers should be automated without editing the transaction file

# XII PERFORMANCE MANAGEMENT

## A INTRODUCTION:

At the end of every year the Board assesses its performance against the targets set for the year. To effectively measure its performance there is a need to have a system of comparing what was achieved against the initial target. Therefore the balance or outstanding work need to be highlighted as the critical measure of performance.

## B AIM:

To introduce the reporting tools to be able view information concerning TLTB's performance framework.

## C OBJECTIVES:

1. Access performance standards required of each post against the individual

2. Collate work targets from appropriate applications
3. Compare target achievement for individuals, teams and regions.
4. Compare work completed and highlight outstanding work for assessment
5. Analyse performance and evaluate against standards of the post

**D FUNCTIONAL RESPONSIBILITY:**

The system must be able to track and monitor staff usage of the system and have specific reports setup.

**E PRIMARY FUNCTIONS:**

1. Provide management with information to assess staff usage reports

**F PROCESS SPECIFICATIONS:**

1. Collating Information