

Custom Land Management Office

Business Plan-2022

The prioritized activities and programs of The Custom Land Management Office are detailed in this document with approximate costing figures for the full implementation of this Plan. This Business Plan is subject to review from time to time, depending on government priorities and advice by the Director General of the Ministry of Justice & Community Services and the office of the National Coordinator, CLMO.

Strategy	Activities	Budget/Resources	Timeframe	Indicators
Strategic Objective 1: Strengthening Institutional capacity, policies, & Enforcement of Legislative Framework				
1.1. Review CLMO Organizational Structure	1.1.1 Ensure to complete reviews for all Job Description for proposed structure	HR, NC, SEO & TO	March 2022	Approved reviewed structure
	1.1.2 Ensure to complete implementation stages 1 & 2 of approved reviewed structure	HR, NC, SEO & TO	December 2022	Completed recruitment of positions within new structure
1.2 CLMO Infrastructure	1.2.1 Renovation of Office building	NC, SEO, FO	December 2022	1 Office space buildings renovated (Penama)
	1.2.2 Develop standard building design plan	NC, SEO, PCLO, CLO	July 2022	Approved building design
	1.2.3 Liaise with Provincial Government to identify space to build Office building block	NC, SEO, PCLO, CLO	December 2022	4 land space secured (Torba, Tafea, Malampa, Sanma)
	1.2.4 Negotiate for funding for Office building	NC, SEO, PCLO	December 2022	Funds for 2 Office building secured
	1.2.5 Purchase Vehicle	NC, SEO, FO	July 2022	1 vehicle purchased (Malampa)
1.3 Legislation processes	1.3.1 Complete reviews of the CLMA & LRA (2013)	NC, SEO, PCLO	July 2022	New CLMA & LRA legislation
1.4 Standard Operational Procedure (SOP)	1.4.1 Review CLMO Draft Practice Guide (SOP)	ALL CLMO staff	July 2022	Approved reviewed draft of SOP

1.5 CLMO Administration process	1.5.1 Provision of professional client services	All CLMO staff	Ongoing	At least 500 clients served
	1.5.2 Proper filing of personal staff files	Administration officer	Ongoing	All personal Files in order
	1.5.3 Proper filing of hard copy case files and documents	Administration Officer, CLOs, Registry staff	Ongoing	At least 100 case files in order
	1.5.4 Proper resourcing of Provincial Administration Offices	SEO, NC, PCLO, FO, CLO	Ongoing	All (6) provincial Office resourced
	1.5.5 Proper adequate operational funds for Provincial Offices per quarter	FO, SEO, NC, PCLO	Quarterly	Quarterly release of Operational funds
	1.5.6 Production of reports	All CLMO staff	Ongoing	Monthly Quarterly Mid-Year Annual
	1.5.7 Consult and Liaise with Chief Registrar/Island Court Senior Administrator regarding Island Court (Land) matters	NC, SEO	July 2022	Report on meeting progress
	1.5.8 Conduct Performance Appraisal	NC, SEO, PCLO, DBO	December 2022	19 Performance Appraisal reports produced
Strategic Objective 2: Supporting the Decentralization policy and improving linkages with partners, stakeholders				
2.1 Stakeholders relationships	2.1.1 Establish MOU with appropriate stakeholders for close collaboration and resource sharing	NC, SEO, PCLO, CLO	July 2022	3 MOU signed with stakeholders

	2.1.2			
2.2 Educational program	2.2.1 Establish outreach and multimedia and communication program to raise community awareness	CLMO Staff	December 2022	At least 3 radio awareness for each Province
	2.2.2 Program Awareness for islands of Vanuatu	CLO, TO, PCLO, SEO, NC	December 2022	4 Awareness completed (Tanna, Part Santo, Epi, Shepard Group)
	2.2.3 Liaise with Ministry of Education for inclusion of Custom Land rules in the Educational Curriculum	NC, SEO, TO	December 2022	Report of Meetings on progress
	2.2.4 Carry out Human Resource Capacity building	NC, SEO, PCLO, TO	December 2022	At least 3 trainings
Strategic Objective 3: Ensuring the provision of Quality technical services				
3.1 Information Data Management System	3.1.1 Conduct trainings on CMRS	DBO, Registry team, FO	December 2022	At least 2 trainings on CMRS system operations
	3.1.2 Development of CLMO Website	DBO, OGCIO, DOL IT section	July 2022	Website developed and launched
	3.1.3 Cleaning and finalizing of case files	DBO, Registry team, CLO	Ongoing	At least 100 files <i>finalized</i> and/or <i>opened</i>
	3.1.4 Updating of Office Facebook Page	DBO, CLMO Page Facebook Administrators	Ongoing	At least 50 posts of CLMO information on page
	3.1.5 Install clock-in machine	DBO, OGCIO, DOL IT section, FO	December 2022	7 clock in machine installed

	3.1.6 Install video conferencing facility	DBO, OGCIO, DOL IT section, FO	December 2022	At least 10 teleconferencing facility installed
3.2 Mapping System for Custom Land Boundary	3.2.1 Negotiate and liaise for Custom Land Boundary Mapping System	NC, SEO, Surveyor General, DBO, FO	December 2022	Custom Land Mapping System in place
	3.2.2 Refresher training on use of GPS	Surveyor Generals Office, DBO	October 2022	At least 2 trainings
3.3 Adjudicator Process	3.3.1 Conduct trainings for Adjudicators on Land Laws	TO, CLOs, FO, NC	December 2022	At least 5 islands trained
	3.3.2 Finalize and certify all lists of Adjudicator	TO, CLOs, Area Councils of Chiefs	December 2022	At least 200 Adjudicators finalized trained and certified
	3.3.3 Review Adjudicator Training Booklet	TO, NC	July 2022	Training Booklet reviewed
Strategic Objective 4: Enhancing the interface between customary institutions and leasing procedures towards improving land Management				
4.1 Land Ownership Finality	4.1.1 Conduct Awareness on Pilot Project	NC, CLO, TO, PCLO, FO, DBO	December 2022	At least 2 Awareness conducted on pilot project sites (Mota & SW Bay, Malekula)
	4.1.2 Negotiate and Secure Funding for Pilot Project	NC, SEO, FO	December 2022	Funds secured (VUV20,000000)
4.2 Custom Land Management Practice	4.2.1 Implement Land Reform (amd) Act 2013 CLMO Obligations	NC, LRO, CLOs	December 2022	At least 50 reports produced to Land Management Planning Committee (LMPC)
	4.2.2 Conduct Custom Owner Listing and representative meeting	CLOs, LRO	December 2022	At least 40 Custom Owner representative listing

	4.2.3 Facilitate process of Certificate of Interest in land	CLO, LRO, PCLO, NC	December 2022	At least 40 Certificates issued
4.3 Custom Institution Court Procedures	4.3.1 Conduct review of claim forms	NC, SEO, PCLO, LRO, CLO	July 2022	2 reviewed Claim form approved
	4.3.2 Facilitate Nakamal Meetings	CLO, FO	December 2022	At least 50 Nakamal Meetings
	4.3.3 Facilitate Area Land Tribunal hearings	CLO, FO	December 2022	At least 15 Area Land Tribunal Meetings