

**Department of Land Management
Chamorro Land Trust Commission**

**Standard Operating Procedure:
Quality Control and Assurance for records or files of
residential, agricultural, and commercial leases.**

**SOP Number: 2015-01
Effective Date: July 23, 2015**

I. Scope

Records or files of applicants and applications with leases under the Chamorro Land Trust Commission.

II. Purpose

Maintain all records or files of residential, agricultural, or commercial leases under the Chamorro Land Trust Commission through a quality control system created by the Records Management Officer.

III. Definitions

1. Chamorro Land Trust Commission- also known as CLTC is responsible for administering Chamorro Homelands (public lands) through residential and agricultural lease programs and commercial license procedures. As stated under Title 21 of the Guam Code Annotated Chapter 75.
2. Native Chamorro- Any person who became a United States citizen by virtue of the authority and enactment of the Organic Act of Guam or descendants of such person.
3. Organic Act of Guam of 1950- is a United States federal law that redesignated the island of Guam as an unincorporated territory of the United States. As stated under Title 48 of the United States Code Annotated Chapter 14.
4. Department of Land Management- also known as DLM consists of several divisions. These are the Chamorro Land Trust Commission, Guam Ancestral Lands Commission, GIS/LIS, Land Administration, Land Planning, Land Survey, and Land Records.

IV. Responsibilities

1. The Records Management Officer also known as the RMO, implements a quality control system under the Chamorro Land Trust Commission. The Records Management Officer must track and locate the records or files and ensure they are protected and accessible.

2. The Land Agent researches and examines land records and land ownerships, schedules and coordinates property showings, assist with map processing, and prepares written reports of probable violations. The Land Agent gathers data for research and other information for land transactions and assists in the administrative functions of the Chamorro Land Trust Commission.
3. Employees under the Chamorro Land Trust Commission Division must utilize the quality control system. Employees must be able to have sufficient documentation to identify for audit purposes. Employees must adhere to the requirements mandated by the law in the government and other agencies.

V. Procedure

1. Any records or files requested by the clients under the Chamorro Land Trust Commission must be retrieved by the Records Management Officer.
2. Once the records or files are retrieved, the employee must document on a control log sheet provided for them. **See Appendix A**
 - 2.1 The control log sheet consists of the applicant, retrieval and relinquish date/time, employee initials, and purpose.
 - 2.2 The employee initials are to be documented with a check mark to indicate the records or files have been transferred to another employee.
3. Once completed, the employee must return the records or files with the status information updated to the Records Management Officer.
4. Ensure that all records or files are returned to the Records Management Officer.
5. Any records or files can only be contained by an employee upon current processing.
 - 5.2 Records or files not in current processing will be retrieved by the Records Management Officer at the end of the month.
6. In the absence of the Records Management Officer, a Land Agent will be assigned to monitor the CLTC records or files.
 - 6.1 The Land Agent assigned will follow the current monthly schedule of the front desk reception to coincide with the absence of the RMO.
 - 6.2 A control log sheet will be accessible for the Land Agent for documentation.
See Appendix B

6.3 The Land Agent must fill out their name, applicant, retrieval and relinquish date/time, and purpose on the log sheet.

7. An internal audit will be conducted monthly by the Records Management Officer to fulfill the requirements needed for a quality control system within the CLTC division.

7.1 Documentation

7.1.1 All records or files must be documented correctly.

7.1.2 Documentation must be legible.

7.1.3 Documentation must be in succinct order.

7.1.4 All records or files of an applicant must be consistent in documentation to qualify for a residential, agricultural, or commercial lease.

Refer to Title 21 of the Guam Code Annotated and Guam Public Laws

7.2 Traceability

7.2.1 Documentation must be traceable from retrieval to relinquish time.

7.2.2 Review documentation.

7.2.3 Keep documentation updated.

7.3 Integrity

7.3.1 All records or files must be documented with integrity to ensure the work produced is true to the clients.

7.3.2 Employees must follow a quality control system to maintain efficient documentation.

VI. Materials

1. Records or file folders

2. Employee control logbook

3. RMO control log sheet

IX. Approving Signatures

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