



# Land Administration Client Service Standards

The Department of Environment and Climate Change's (ECC) Land Administration Office offers client service standards that represent our commitment to provide efficient and effective service. Our client service standards are at the core of the decisions we make, the services we deliver, and how we ensure quality work. All services are also available in French.

## Timely Service: In-Person

Visit any of our offices and you can expect that:

- Our offices will be open during regular business hours (Yellowknife Headquarters: 9:00 AM to 12:00 PM and 12:30 PM to 4:00 PM Monday to Friday; Regional Offices: 8:30 AM to 12:00 PM and 1:00 PM to 5:00 PM). Our offices are closed on statutory holidays.
- You will be served on a first-come, first-served basis, unless you have a scheduled appointment.
- You will be given an expected wait time or offered an opportunity to schedule an appointment, where appropriate.

## Timely Service: By Telephone

Contact any of our offices by telephone and you can expect that:

- Your call will be answered promptly during regular business hours or go to voicemail if we are not immediately available.
- Phone messages will be returned within 2 business days.
- For general inquiries, please call our toll free line: 1-855-698-5263 or your [regional office](#).
- For spill emergencies, the 24-Hour Spill Report Line can be reached at 1-867-920-8130 or [spills@gov.nt.ca](mailto:spills@gov.nt.ca)

## Timely Service: Correspondence

Contact any of our offices by email, fax or mail and you can expect that:

- You will receive an acknowledgement within 2 business days to emails.
- You will receive an acknowledgement within 5 business days to letters received by fax or mail.
- Your individual request will be processed according to client service standards for the following services:
  - [Non-Commercial/Industrial Applications](#)
  - [Surrenders of Non-Commercial/Industrial Dispositions](#)
  - [Commercial/Industrial Applications](#)
  - [Surrenders of Commercial/Industrial Dispositions](#)
  - [Assignments or Amendments](#)
- Inquiries can be sent to:
  - Email: [Ima-gat@gov.nt.ca](mailto:Ima-gat@gov.nt.ca)
  - Fax: 867-669-0905
  - Mail: Environment and Climate Change Land Administration  
4923- 52 Street  
Box 1320  
Yellowknife, NT X1A 2L9
  - Or your [regional office](#)

## Quality Service

When you contact any of our offices, you can expect that:

- You will be welcomed and treated with respect and integrity.
- The GNWT Code of Conduct will be followed.
- All staff will have the skills, knowledge and abilities to provide quality service. We are committed to the ongoing professional development of our employees.
- There will be zero tolerance of disrespectful or inappropriate behaviour towards our staff.

Please contact any of our offices with concerns about our services.

## Protection of Personal Information

When you work with any of our staff, you can expect that:

- Your personal information is protected by the *Access to Information and Protection of Privacy Act*, which limits how your information can be collected, used and disclosed.
- You have the right to request records held on your individual parcel by ECC. If you would like this information, contact your regional office.

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Contact information:

Land Administration

Phone: (867) 767-9184

Toll-free: 1-855-698-5263

[Ima-gat@gov.nt.ca](mailto:Ima-gat@gov.nt.ca)

[www.gov.nt.ca/ecc](http://www.gov.nt.ca/ecc)