

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER for the **NATIONAL PORT AUTHORITY** **LIBERIA**

December 12, 2024

Table of Contents

Table of Contents	1
LIST OF ACRONYMS	2
FOREWARD	3
ACKNOWLEDGEMENT	4
1 INTRODUCTION	5
1.1 Background.....	5
1.2 Rationale.....	5
1.3 Objectives	5
1.4 Scope of Application	6
2 WHO WE ARE.....	7
2.1 Vision	7
2.2 Mission	7
2.3 Values.....	7
3 OUR CUSTOMERS	8
4 OUR COMMITMENT TO YOU	9
4.1 Service Guarantee.....	9
4.2 Service Standards	9
5 FEEDBACK AND COMPLAINTS MECHANISM	10
5.1 Providing Feedback	10
5.2 Submitting a Complaint.....	10
5.2.1 How to File a Complaint:	10
5.2.2 Complaint Handling Process:.....	11
5.3 Escalation Process	11
5.4 Confidentiality and Anti-Retaliation	11
6 WHERE WE ARE LOCATED.....	11
7 OVERVIEW OF OUR SERVICES	12
7.1 List of Services, Eligibility Conditions, and Timelines By Department	7-- 13 -
8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER	8-- 18 -
8.1 Your Rights as a Service User	8-- 18 -
8.2 Your Obligations as a Service User	8-- 18 -
9 ANNEXES	9-- 19 -
9.1 Sample Feedback Form:	9-- 19 -

LIST OF ACRONYMS

APM Terminals	A.P. Moller-Maersk Terminals
NPA	National Port Authority
PMCS	Performance Management and Compliance System
GOL	Government of Liberia
SDC	Service Delivery Charter
MD	Managing Director
CPA	Certified Public Accountants
ED	Executive Director
GTMS	Global Tracking and Maritime Solutions
LRA	Liberia Revenue Authority
LMA	Liberia Maritime Authority
MOCI	Ministry of Commerce and Industry
NCBAL	National Custom Brokers of Liberia
NPTAL	National Port Truckers Association of Liberia
CSOs	Civil Society Organizations
NGOs	Non-Governmental Organizations

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the National Port Authority (NPA) for the forthcoming three years 2025-2028. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards and would We'll do our best to and sure effective implementation of the Charter. we welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

The Institution also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff and retrain them on a continuous basis. By outlining its commitments to you, the is seeking to match its quality of service to customers' needs. The Institution, therefore, looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Hon. Sekou A. M. Dukuly

Managing Director

National Port Authority

ACKNOWLEDGEMENT

A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation, information gathering processes, document completion, and most importantly, to the effective implementation of this all-important document.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS), this requirement for service excellence was instituted. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their guidance and support with this noble initiative.

The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor, at the national level, and Mr. Rechline Van Ross, Executive Director, NPA of Liberia, at the institutional level.

Institution providing technical services as part of their concession's agreement include:

1. APM Terminals
2. GTMS
3. MDTECH Scientific
4. Liberia Maritime Authority (LMA)
5. Liberia Revenue Authority (LRA)
6. Ministry of Commerce and Industry (MOCI)
7. National Custom Brokers Associations (NCBAL)
8. National Port Trucker Association (NPTAL)
9. Etc.

Our appreciation also goes to the Mr. Varney Bafalie/CPA, Comptroller, Mr. Charles B. Massaley, ED for Procurement, etc. for their valuable contribution and inputs to the development of this Charter. Your consistent focus and efforts have brought remarkable progress with the successful completion of this project.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the NPA in interfacing with our valued customers and providing quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this Service Delivery Charter.

Mr. James Richard Bernard

Deputy Managing Director for Administration

National Port Authority

1 INTRODUCTION

1.1 Background

The NPA is an arm of the Government of Liberia (GOL), is [mandated to plan, construct, and manage Liberia's public ports, comprising four main facilities: the Freeport of Monrovia, Port of Buchanan, Port of Greenville, and Port of Harper. Among these, the Freeport of Monrovia serves as the largest and primary gateway, facilitating commerce, navigation, and promoting economic development with a focus on environmental sensitivity, safety, and security].

This Service Delivery Charter (SDC) for the NPA therefore, constitutes a social contract, commitment and agreement between the NPA and citizens of Liberia. It sets out our services and responsibilities to continuously improve performance and quality of services to citizens. It enhances and fast tracks the delivery of services to improve the lives of our people. The SDC enables service beneficiaries to understand what they can expect from us and forms the basis of engagement between NPA and citizens.

1.2 Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what NPA is supposed to provide in terms of services, as well as eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the NPA's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the NPA to:

- Define the services offered by us to the citizens of Liberia
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specify needs of the public.

1.3 Objectives

The objectives of this SDC are to establish clear service commitments and enhance the relationship between the NPA and the citizens of Liberia. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.
2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.

3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.
5. **Strengthen Public Trust:** Build and maintain public confidence in the NPA by demonstrating commitment to service excellence and addressing public needs with integrity and fairness.
6. **Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and citizen engagement.
7. **Combat Corruption and Promote Ethical Standards:** Reinforce ethical standards in public service, reduce opportunities for corruption, and promote fair and equitable treatment for all citizens.

This Service Delivery Charter serves as a framework to fulfill these objectives, ensuring that the NPA operates with transparency, reliability, and a focus on citizen-centered service.

1.4 Scope of Application

This SDC applies to all departments, offices, and staff members of the NPA, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

1. **All Service Locations:**

- This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the NPA.

2. **All Service Personnel:**

- The SDC applies to all staff, from frontline service providers to senior management, who interact with the public or contribute to service delivery.

3. **All Public Services Provided by the Institution:**

- Each service offered by the NPA falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and customer care practices for all public-facing services.

4. Interactions with All Service Users:

- The Charter governs the institution's interactions with all clients, including citizens, businesses, and organizations that seek or utilize services from the NPA.

This Charter establishes a unified approach to service delivery across all levels and locations of the NPA, ensuring that every citizen receives the same high standard of service, regardless of location or point of contact.

2 WHO WE ARE

The National Port Authority is a key institution within the Government of Liberia, dedicated to providing essential services to the public. Our mission is to enhance the well-being of citizens through effective service delivery, accountability, and a commitment to excellence.

The National Port Authority (NPA) is the gateway to Liberia's economy responsible for 95% of the Country's GDP per annual. We are mandated by an act of the Legislature by 1967 to facilitate trade and commerce, navigation, and promoting economic development with a focus on environmental sensitivity, safety, and security to enhance a more active and proficient private sector.

2.1 Vision

To recognize its workforce on merit base as the greatest asset and key to success in its pursuit to be the GATEWAY to the Liberian Economy & to the Mano River Union countries.

2.2 Mission

In partnership with the public and private sectors, the strategic vision is for the National Port Authority to become a premier port in West Africa. In parallel, NPA will strengthen the economy, improve international trade, and spur tourism and community development by marking its ports of entry and surrounding areas the most efficient and effective for generations to come.

2.3 Values

Our core values are indicating the core value of your institution, like the example below

- ❖ **Respect:** We treat all individuals with dignity and respect, valuing diverse perspectives and fostering an inclusive environment.
- ❖ **Integrity:** We adhere to the highest standards of honesty, ethics, and accountability in all our interactions and decisions.
- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.
- ❖ **Responsiveness:** We strive to address the needs and concerns of the public promptly, ensuring timely and effective service delivery.

- ❖ **Professionalism:** We uphold professionalism in all our duties, delivering services with expertise, reliability, and a focus on quality.
- ❖ **Equity and Fairness:** We ensure impartiality in our services, providing equal treatment and opportunities for all individuals, regardless of background or status.
- ❖ **Continuous Improvement:** We are committed to innovation and continuous improvement, **seeking** feedback and regularly evaluating our processes to enhance service quality.

3 OUR CUSTOMERS

The NPA is committed to serving a wide range of customers who rely on our services for various needs. Our customers include:

1. Citizens of Liberia

- All Liberian citizens, regardless of background, who seek services provided by the NPA.

2. Residents and Non-Citizens

- Individuals residing in Liberia who may require access to certain public services offered by the NPA.

3. Government Entities

- Other national, regional, and local government agencies, ministries, and commissions that collaborate with or depend on our services for public administration and governance.

4. Businesses and Private Sector Organizations

- Companies, non-profits, and other private sector entities that engage with the **NPA** for permits, licenses, compliance, or other regulatory services.

5. Development Partners and International Organizations

- International organizations, NGOs, and development partners working with the Government of Liberia who depend on our services and information for project planning, implementation, and policy support.

6. Civil Society Organizations (CSOs)

- Advocacy groups, community organizations, and other CSOs that partner with or engage with the NPA to support transparency, accountability, and citizen rights.

4 OUR COMMITMENT TO YOU

The NPA provides high-quality, efficient, and transparent services to all our customers. We are committed to upholding the following standards to ensure that every interaction is productive, respectful, and responsive to your needs.

4.1 Service Guarantee

Our service guarantee ensures that we will:

- **Listen and Respond to Your Needs:** Actively listen to your questions, concerns, and feedback, and respond promptly.
- **Provide Friendly and Professional Service:** Approach every interaction with courtesy, professionalism, and a focus on helping you achieve your goals.
- **Deliver Accurate and Timely Services:** Strive for precision in all services provided and adhere to published timelines, minimizing delays whenever possible.
- **Ensure Confidentiality:** Safeguard your personal information and handle all inquiries with the utmost respect for privacy.

4.2 Service Standards

The NPA upholds specific standards of service excellence to ensure that our commitments are met consistently. These standards include:

- **Timely Responses:**
 - Answer phone calls within three rings.
 - Respond to emails and written inquiries within five business days.
 - Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.
- **Professional Conduct:**
 - Treat every customer with respect, fairness, and dignity.
 - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
 - Adhere to best practices in customer service, including follow-ups to confirm satisfaction.
- **Accessibility and Inclusivity:**
 - Make services available to all citizens, including provisions for individuals with disabilities or special needs.

- Provide information through multiple channels (e.g., online, in person, by phone) to ensure accessibility for all.
- **Commitment to Continuous Improvement:**
 - Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
 - Conduct periodic assessments and seek customer input to refine and improve our services over time.

Our commitment to you is a promise of quality and reliability. We invite you to hold us accountable to these standards and to share your experiences so that we may continue to improve and serve you better.

5 FEEDBACK AND COMPLAINTS MECHANISM

The NPA values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism is designed to ensure that every citizen has a voice in improving our services. We welcome both positive feedback and constructive criticism to help us continuously enhance the quality of our service.

5.1 Providing Feedback

We encourage you to share your experiences with us, whether positive or negative, so that we may understand your needs and expectations better. You can provide feedback through the following channels:

- **In-Person:** Visit our customer service desk at any NPA office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website <https://npa.gov.lr> to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at info@npa.gov.lr, and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of our service locations to submit anonymous feedback.

5.2 Submitting a Complaint

If our services do not meet your expectations or if you encounter any issues, please feel free to file a complaint. We are committed to addressing all complaints with urgency and transparency.

5.2.1 How to File a Complaint:

- **By Phone:** Call us at +231-772-360-477 to speak directly with a representative who will document your complaint and assist you with next steps.

- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to info@npa.gov.lr
- **Complaint Form:** Access and fill out our online complaint form on our website at <https://npa.gov.lr>

5.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 48 hours.
2. **Investigation:** Your complaint will be assigned to the relevant department for investigation. We will contact you if additional information is needed.
3. **Resolution:** We aim to resolve complaints within 21 days. If a resolution requires more time, we will provide you with regular updates.
4. **Follow-up:** After resolution, we may follow up with you to ensure satisfaction and receive any additional feedback.

5.3 Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the NPA. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

5.4 Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for citizens to voice their concerns.

This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and are dedicated to providing the best possible service to the public.

6 WHERE WE ARE LOCATED

The NPA is committed to providing accessible services to all citizens, with multiple locations to serve the public effectively. Below are the main locations, contact information, and operating hours where our services can be accessed.

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL

Planning Research Department	and	Corporate Office	0886819370	rvanross@npa.gov.lr	0770819370 0886819370
		Corporate Office		vbafalie@npa.gov.lr	0778474307
Finan Department					
Procurement Department		Corporate Office		cmassaley@npa.gov.lr	0886501319
Concession Department	M&E	Corporate Office		pbollie@npa.gov.lr	0777212121
Customer Service		Corporate Office			0777517627
Income Unit		Corporate Office		hgbanjah@npa.gov.lr	0886501844
		KEY CONTACT ADDRESSES AT REGIONAL LEVEL			
Buchanan Port					
Greenville Por					
Harper Port					

7 OVERVIEW OF OUR SERVICES

The NPA provides a range of services to meet the needs of Liberia's citizens. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information for each department.

12

We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

7.1 List of Services, Eligibility Conditions, and Timelines By Department

CODE	SERVICES PROVIDED TO THE GENERAL PUBLIC	ELIGIBILITY & CONDITIONS	Rate/Unit Price	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
45503 - 1000	Container Thru Port Fees	All Liberian & Foreign Nationals	22.80%	Concession/ Royalty	A day	APMT/NP A	APMT/NP A	APMT/NP A	
45504 - 1000	General Cargo Thru Port Fees	All Liberian & Foreign Nationals	18.80%	Concession/ Royalty	A day	APMT/NP A	APMT/NP A	APMT/NP A	
4430 - 1000	Container Storage Fees	All Liberian & Foreign Nationals	22.80%	Concession/ Royalty	A day	APMT/NP A	APMT/NP A	APMT/NP A	
4430 - 1000	General Cargo Storage Fees	All Liberian & Foreign Nationals	18.80%	Concession/ Royalty	A day	APMT/NP A	APMT/NP A	APMT/NP A	
4483 - 1000	Weigh Bridge Fees	All Liberian & Foreign Nationals	37.50%	Concession/ Royalty	A day	APMT/NP A	APMT/NP A	APMT/NP A	
45502 - 1000	Marine Services	All Liberian & Foreign Nationals	20.00%	Concession/ Royalty	A day	APMT/NP A	APMT/NP A	APMT/NP A	
46601 - 1000	License Fee	All Liberian & Foreign Nationals		Concession	A day	GTMS/NP A	GTMS/NP A	GTMS/NP A	
46601 - 1000	Thru Port Fees	All Liberian & Foreign Nationals		Concession	A day	GTMS/NP A	GTMS/NP A	GTMS/NP A	
4441 - 1000	Port Due	All Liberian & Foreign Nationals	0.05	Vessel Particulars	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4442 - 1000	Anchorage Due	All Liberian & Foreign Nationals	0.03	Vessel Particulars	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4443 - 1000	Dockage Due	All Liberian & Foreign Nationals	0.005	Vessel Particulars	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4444 - 1000	Light And Buoys	All Liberian & Foreign Nationals	50.00	Vessel Particulars	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	

4445-1000	Dreadging & Maintenance	All Liberian & Foreign Nationals	0.015	Vessel Particulars	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4400 - 1000	Stevedoring Permit Fees	All Liberian & Foreign Nationals	1,000.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4547 - 1000	Gate Pass Booklets	All Liberian & Foreign Nationals	20.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4547 - 1000	Casual Pass	All Liberian & Foreign Nationals	1.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4500 - 1000	Auction Sales	All Liberian & Foreign Nationals	-	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	Committee Description
4485 - 1000	Light Duty Vehicle Stickers	All Liberian & Foreign Nationals	100.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4485 - 1000	Regional Service Charge	All Liberian & Foreign Nationals	0.10	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4547 - 1000	Individual Access Pass	All Liberian & Foreign Nationals	15.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4547 - 1000	Essential Access Pass	All Liberian & Foreign Nationals	12.50	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4485 - 1000	Vehicle Overnight Fees	All Liberian & Foreign Nationals	20.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4485 - 1000	Tow Fees Light Duty	All Liberian & Foreign Nationals	10.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	

7-- 14 -

We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

4485 - 1000	Tow Fees Heavy Duty	All Liberian & Foreign Nationals	15.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4472 - 1000	Harbour Rental	All Liberian & Foreign Nationals	-	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	Depends on the vessel size
4483 - 1000	Waace (weigh Bridge)	All Liberian & Foreign Nationals	-	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	Depends on the Container
4485 - 1000	Bidding Fees	All Liberian & Foreign Nationals	50.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4544 - 1000	Container Handling Fees	All Liberian & Foreign Nationals	-	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4544 - 1000	Contract Access Pass	All Liberian & Foreign Nationals	12.50	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4544 - 1000	Heavy Duty vehicle Stickers	All Liberian & Foreign Nationals	150.00	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4544-2000	Penalty/Fines	All Liberian & Foreign Nationals	-	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	Depends on security description
8540 - 1000	Donation/Contribution	All Liberian & Foreign Nationals	-	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4482 - 1000	Documentation	All Liberian & Foreign Nationals	1.50	Require Documentations	A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4401 - 1000	General cargos	All Liberian & Foreign Nationals	5.00		A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	
4413 - 1000	Frozen Food	All Liberian & Foreign Nationals	3.00		A day	NPA/Billing Section	NPA/Billing Section	NPA/Billing Section	

7-- 15 -

We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

4408 - 1000	Gasoil	All Liberian & Foreign Nationals	1.50		A day	NPA/Billi ng Section	NPA/Billi ng Section	NPA/Billi ng Section	
4470 - 1000	Undeveloped Land	All Liberian & Foreign Nationals	-		Depe nds of the proce ssing	NPA/Billi ng Section	NPA/Billi ng Section	NPA/Billi ng Section	Depends on the square foot
4471 - 1000	Warehouses	All Liberian & Foreign Nationals	-		Depe nds of the proce ssing	NPA/Billi ng Section	NPA/Billi ng Section	NPA/Billi ng Section	Depends on the square foot

7-- 17 -

We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

8.1 Your Rights as a Service User

As a service user, you have the following rights:

- **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.
- **Right to Information:** Access clear information regarding services, requirements, and timelines.
- **Right to Privacy:** Have your personal data handled with confidentiality and in accordance with data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

8.2 Your Obligations as a Service User

To help us serve you better, we ask that you:

- **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.

9 ANNEXES

9.1 Sample Feedback Form:

[Name of Institution]
Republic of Liberia
Customer Service Feedback Form

We value your feedback and are committed to improving our services. Please use this form to share your experience with us. Your comments help us serve you better.

Name:	
Date of Service:	
Service Department:	
Feedback/Comments:	
Suggestions for Improvement:	
Contact Information (optional for follow-up):	