

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

Ministry of Foreign Affairs

LIBERIA

November 2024

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LIST OF ACRONYMS

AP	Official Passport
ARREST	Agriculture, Road, Rule of law, Education, Sanitation & Tourism
DPL	Diplomatic Passport
EXP	Express / Expedited
FY	Fiscal Year
IB	International Bank
LIS	Liberia Immigration Service
LRA	Liberia Revenue Authority
MFA	Ministry of Foreign Affairs
OP	Ordinary Passport
PAC	Policy Advisory Council
PACs	Passport Application Centers
REG	Regular
RL	Republic of Liberia
SP	Service Passport

FOREWARD

Dear Customers,

We are pleased to present to you the Ministry of Foreign Affairs Charter for the forthcoming three years 2025-2027. The Service Delivery Charter (SDC) will guide the public on the quality and conditions of the services 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. We'll do our best to ensure the effective implementation of the Charter. We welcome feedback from the public so that we can continuously improve these standards and, by extension, the quality of our services for the betterment of the people of Liberia.

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

H.E. Mme Sara Beysolow Nyanti

MINISTER

Ministry of Foreign Affairs

ACKNOWLEDGEMENT

A document like this requires the collective effort of numerous stakeholders, who tirelessly contribute to its initiation, information-gathering processes, completion, and, most importantly, effective implementation.

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. Paul Koryon Ngafua, at the institutional level.

Our appreciation also goes to H.E. Sara Beysolow Nyanti, Minister of Foreign Affairs; Hon. Gabriel H. Salee, Deputy Minister for Administration; Cllr. Hon. Jeddi M. Armah, Deputy Minister for Legal Affairs, and Hon. Eva N. Koon, Assistant Minister for Administration, for their valuable contributions 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 Ministry of Foreign Affairs 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.

Hon. Gabriel H. Salee

DEPUTY MINISTER FOR ADMINISTRATION
Ministry of Foreign Affairs

1 INTRODUCTION

1.1 Background

The Ministry of Foreign Affairs is an arm of the Government of Liberia (GOL), formerly known as the State Department, which was established by constitutional provision in 1848 and approved by an act of the National Legislature in 1911, 1945, 1951, and 1972, respectively. It is responsible for conducting Liberia's relations with other states and international organizations.

It protects and advances the nation's economic, political, cultural, and social interests abroad and renders services for Liberians overseas and foreigners who want to travel to Liberia. The Ministry of Foreign Affairs provides policy guidance and administrative support necessary for the Minister of Foreign Affairs to execute the responsibilities placed on her by the laws of the Republic of Liberia.

Therefore, this Service Delivery Charter (SDC) for the Ministry of Foreign Affairs constitutes a social contract, commitment, and agreement between the Ministry of Foreign Affairs and the citizens of Liberia. It sets out our services and responsibilities to continuously improve the 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 the Ministry of Foreign Affairs and citizens.

1.2 Rationale

The rationale for developing 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 the Ministry of Foreign Affairs is supposed to provide in terms of services and eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the Ministry of Foreign Affairs' performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Ministry of Foreign Affairs to:

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

1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the Ministry of Foreign Affairs 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, providing feedback mechanisms, and redressing 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 Ministry of Foreign Affairs 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 Ministry of Foreign Affairs operates with transparency, reliability, and a focus on citizen-centered service.

1.4 Scope of Application

This Service Delivery Charter (SDC) applies to all departments, offices, and Ministry of Foreign Affairs staff members, 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 Ministry of Foreign Affairs.

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:

- The Ministry of Foreign Affairs offers each service 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 Ministry of Foreign Affairs.

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

2 WHO WE ARE

The **Ministry of Foreign Affairs** 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 Ministry of Foreign Affairs is a government institution established to conduct Liberia's relations with other states and international organizations. It protects and advances the national interest of the Republic of Liberia and renders services to Liberians overseas and foreigners who want to travel to Liberia.

2.1 Vision

The **Ministry of Foreign Affairs' vision** is to represent and manage the country's external relations, including maintaining diplomatic ties with other nations, promoting national interests abroad, navigating international organizations, and safeguarding the country's sovereignty through strategy policies.

2.2 Mission

The Ministry of Foreign Affairs, under the direction of the President, has primary responsibilities to implement Liberia's foreign policy. It also provides consular-related services to Liberians and Aliens abroad.

The Ministry is charged with handling Liberia's relations with other states and its citizens abroad. It seeks to promote Liberia's interests in matters ranging from global peace and security to regional integration and economic development. Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Values

Our core values are:

Confidentially

Order of precedence

Probity

Promote peace and tranquillity.

3 OUR CUSTOMERS

The **Ministry of Foreign Affairs** 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 Ministry of Foreign Affairs

2. Residents and Non-Citizens

- Individuals residing in Liberia who may require access to certain public services offered by the Ministry of Foreign Affairs

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 Ministry of Foreign Affairs 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 that rely on our services and information for project planning, implementation, and policy support.

6. Civil Society Organizations (CSOs)

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

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

4 OUR COMMITMENT TO YOU

The Ministry of Foreign Affairs is dedicated to providing 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 **Ministry of Foreign Affairs** 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 share your experiences so we may continue to improve and serve you better.

5 FEEDBACK AND COMPLAINTS MECHANISM

The **Ministry of Foreign Affairs** 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 **Ministry of Foreign Affairs** office, where a representative can assist you in submitting feedback.
- **Online Form:** You can access our online feedback form on our website, www.liberiapassports.com, to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at complaints@mofa.gov.lr or passports@mofa.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

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

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 +231-779206365 / +231-555711453 to speak directly with a representative who will document your complaint and assist you with the next steps.
- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to Ministry of Foreign Affairs Capitol Hill, Monrovia, Liberia.
- **Complaint Form:** Access and fill out our online complaint form on our website at mofa.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 update you regularly.
4. **Follow-up:** After the resolution, we may follow up with you to ensure your satisfaction and to 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 **Ministry of Foreign Affairs**. We are committed to diligently addressing escalated complaints 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 Ministry of Foreign Affairs 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
Administration	Capitol Hill	+231-770131496	dma@mofa.gov.lr	+231-880945245
Legal Department	Capitol Hill	+231-886554035 /+231-77554035	jmarmah@mofa.gov.lr	+231-77554035 +231-886554035
Department of Passport & Visas	Capitol Hill	+231-770385577	passports@mofa.gov.lr	+231-886408333
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Liberian Embassies abroad				

7 OVERVIEW OF OUR SERVICES

The **Ministry of Foreign Affairs** is dedicated to providing a range of services to meet the needs of Liberia’s citizens. This section outlines our specific services, including eligibility requirements, timelines, and contact information for each department.

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

7.1.1 Department of Passports, Visas, and Diplomatic Intelligence

1. Passport Processing

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	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
MFA-001	Processing of Passports	All Liberian Citizens	Regular US \$ 40 Express US \$ 80 Recall US \$ 160	<ul style="list-style-type: none"> 1 Passport-sized photo Passport Application Form Birth Certificate Expired Liberian Passport 	Regular 7 work Days Express, 24 Hrs. Recall, 73 Hrs.	Division of Passports	Paul K. Ngafua ngafuapaulk@mofa.gov.lr	J. Henric Pearson jhpearson@mofa.gov.lr	<ul style="list-style-type: none"> Suggestion box Email passports@mofa.gov.lr WhatsApp 231779206365 231555711453
MFA 002	Visa	Foreign Nationals	US \$ 100-250	Valid Passport	7 working Days	Embassies & Immigration	Geneva S.K. Togba Passport@mofa.gov.lr	J. Henric Pearson jhpearson@mofa.gov.lr	<ul style="list-style-type: none"> Suggestion box Email passports@mofa.gov.lr

7.1.2 Department of Legal Affairs

2. Filing of Articles of Incorporation and Issuing Laissez-Passer

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	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
MFA-003	Filing of Articles of Incorporation	Legal Businesses in the Republic of Liberia	US \$ 5	Application	15 working days	Legal Department	Aletha B. Crawford jmarmah@mofa.gov.lr	Jeddi M. Armah jmarmah@mofa.gov.lr	<ul style="list-style-type: none"> • Suggestion box • Email jmarmah@mofa.gov.lr
MFA-004	Laissez-Passer	All Liberian Citizens	US \$ 10	Application	24 Hrs	Legal department	Margaret M. Karngar jmarmah@mofa.gov.lr	Jeddi M. Armah jmarmah@mofa.gov.lr	<ul style="list-style-type: none"> • Suggestion box • Email jmarmah@mofa.gov.lr

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:

**Ministry of Foreign Affairs
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):	