

1.1.1.1 *REPUBLIC OF LIBERIA*



SERVICE DELIVERY CHARTER

For the

MINISTRY OF INTERNAL AFFAIRS (MIA) LIBERIA

March 13, 2025

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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

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LIST OF ACRONYMS

[List all acronyms used in this document in alphabetical order. Some examples have been provided]

DMA	Deputy Minister for Administration
DMRDP	Deputy Minister for Research and Development planning
AMLA	Assistant Minister for Legal Affairs
GOL	Government Of Liberia
LGA	Local Government Act
SDC	Service Delivery Charter
PMCS	Performance Management and Compliance System
CSO	Civil Society Organization

FOREWARD

Dear Customers,

We are pleased to present to you the Service Delivery Charter (SDC) of the *Ministry of Internal Affairs* for the forthcoming three years 2025-2028. The Charter 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 we'll do our best to ensure 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 MIA 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 our commitments to you, we are seeking to match our quality of service to customers' needs. The Ministry of Internal Affairs, therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Sincerely,


F. Sakila Nyumalin, Sr.

MINISTER

Ministry of Internal Affairs

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 Nyuma 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 to 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 Mrs. Patricia C.F. Dawolo at the institutional level.

Our appreciation also goes to Hon. F. Sakila Nyumalin, Sr. Minister, Hon. Edward K. Mulbah, Deputy Minister for Research and Development Planning, and Hon. Losene F. Bility, Assistant Minister for Legal Affairs, 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 on a daily basis represent the Ministry of Internal 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.

Sincerely,



Samuel F. Brown
Deputy Minister for Administration
Ministry of Internal Affairs

2 INTRODUCTION

2.1 Background

The Ministry of Internal Affairs is an arm of the Government of Liberia (GOL) that is mandated to support democratic, effective and efficient local governance; to spearhead the implementation of decentralization processes, to promote participation in decision-making processes, to strengthen service delivery, and to maintain peace, harmony and social cohesion in the country.

This Service Delivery Charter (SDC) for the Ministry of Internal Affairs constitutes a social contract, commitment and agreement between the MIA and 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 Internal Affairs and citizens.

2.2 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 MIA 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 Internal Affairs' performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Ministry of Internal Affairs to:

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

2.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the Ministry of Internal 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, and by providing mechanisms for feedback and redress when standards are not met.

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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 Internal Affairs by demonstrating a 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 fulfil these objectives, ensuring that the Ministry of Internal Affairs operates with transparency, reliability, and a focus on citizen-centred service.

2.4 Scope of Application

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the Ministry of Internal Affairs, encompassing both at national and sub-national 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 and sub-national offices that provide public services on behalf of the Ministry of Internal 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:

- Each service offered by the Ministry of Internal Affairs 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 Ministry of Internal Affairs.

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

3 WHO WE ARE

The Ministry of Internal 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

3.1 Vision

The Ministry's vision is to create an enabling condition for an integrated, unified, prosperous, peaceful and reconciled society that fosters unity, coexistence, social cohesion and sustainable development that equitably serves the best interest of the people of Liberia

3.2 Mission

3.3 The Mission of the Ministry of Internal Affairs is to become an efficient and effective arm of government playing a central coordination role and providing oversight for inclusive local governance and decentralization in collaboration with other lines of ministries, agencies and commissions aimed at promoting good governance and socio-economic development of citizens of Liberia. The Ministry becomes an avenue to promote voice and accountability, as well as promote, preserve and protect positive Liberian culture and traditions. Through this mission, we aim to address public needs with professionalism and dedication.

3.4 Values

Our core values are:

Transparency and Accountability: The Ministry of Internal Affairs values transparency and accountability in dealing with citizens and non-citizens, such as foreign residents in the discharge of its duties and functions consistent with its mandate.

Partnership and mutuality: The Ministry of Internal Affairs values building and promoting partnership that mutually serves the best interests of all partners irrespective of region, class, location and height in context.

Coordination and collaboration: The Ministry values inclusive organization and alignment of individual efforts to achieve common goals and objectives, with clearly defined roles and responsibilities, working together to resolve challenges through shared decision-making, effective communication and respect for diversity.

Participatory governance: The Ministry values inclusive decision-making and participatory governance and leadership that cultivate positive relationships, tolerance and promote development.

Respect for diversity: The Ministry values diversity and teamwork.

3. OUR CUSTOMERS

The Ministry of Internal 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 Internal Affairs.

2. Residents and Non-Citizens

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

3. Government Entities

- Other national, regional, and local government ministries, agencies, 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 Internal 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 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 Ministry of Internal Affairs to support transparency, accountability, and citizen rights.

4 OUR COMMITMENT TO YOU

The Ministry of Internal 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 Services:** 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 Internal 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 living 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 **Ministry of Internal 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 services.

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 Internal Affairs** office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website www.mia.gov.lr to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at ftarpar@mia.gov.lr/ignateddyfree@mia.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:

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- **By Phone:** Call us at **0774499939 or 8484** 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@mia.gov.lr** **Complaint Form:** Access and fill out our online complaint form on our website at **www.mia.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 Ministry of Internal Affairs. 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 Ministry of Internal 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 LOCATIONS	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
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Ministry of Internal Affairs Central Office	Capitol Hill, Executive Mansion	+231778625169	ignateddyfree@gmail.com	+231886905395
	ground-Monrovia, Liberia	+231770210570	jnwarjolo@gmail.com	+231886429423
MIA Margibi County	Kakata Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	
MIA Bomi	Tubmanburg Administration building			
MIA Grand Bassa County	Buchanan Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	
MIA Montserrado County	Bentol Administration building			
MIA RiverCess County	Cestos Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	
MIA Grand Gedeh County	Zwedru Administration building			
MIA Sinoe	Greenville Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	
MIA Maryland County	Harper Administration building			
MIA RiverGee County	Fish Town Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	

MIA Grand Cape Mount County	Robertsport Administration building			
MIA Grand Kru County	Barclayville Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	
MIA Nimba County	Sanniquele Administration building			
MIA Bong County	Gbarnga Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	
MIA Lofa County	Voinjama Administration building			
MIA Gbarpolu County	Bopolu Administration building	Coordinators' numbers to be added when assigned	Coordinators' email will be added when assigned	
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Regional office at XXX				
Regional office at XXX				
Regional office at XXX				
Regional office at XXX				

7 OVERVIEW OF OUR SERVICES

The Ministry of Internal Affairs is dedicated to providing 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.

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

7.1.1 Department 1: ADMINISTRATION

7.1.2 Processing of Traditional Marriage, Divorce and other related Certificates

COD E	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
MIA-001	Processing of Traditional Marriage Certificate	All competent human beings of opposite sex (18yrs for females, 21yrs for males) Obtain an application form from the Bureau of Legal Affairs/County Service Centers	\$75 USD- (\$USD50 LRA revenue Account & (USD25 MIA's Special Project Account)	One Passport-sized photo each and either of the following Birth Certificate National ID Card or current passport	10 working days for processing after payment to LRA	Administration (Legal Affairs Bureau)	Nathaniel L. Banney Contact.: 0886409215/0776575265 Email:	Superintendent G. Dennison Wesseh Cont.: 0777222510/0886405177 Email: dennisonwesseh1982@gmail.com	<ul style="list-style-type: none"> • Suggestion box • Email feedback@mia.gov

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
MIA-002	Spinsterhood (female) certificate	All competent females, 18 years and above (where applicable) Obtain an application form from the Bureau of Legal Affairs/County Service Centers	USD 15- in the Ministry's account	One Passport-sized photo National ID Card or current passport	10 working days	Legal Affairs Bureau	Nathaniel L. Banney Cont.: 0886409215/0776575265	Superintendent Dennison Wesseh Cont.: 0777222510/0886405177 Email: dennisonwesseh1982@gmail.com	<ul style="list-style-type: none"> • Suggestion box • Email feedback@mia.gov
									•
MIA-003	Bachelorhood (male) certificate	All competent males 21 years and above. Obtain an application form from	\$15.00 USD payable in MIA's Account	<ul style="list-style-type: none"> • One Passport-sized photo • National ID Card 	10 working days	Administration- Legal Affairs Bureau	Nathaniel L. Banney Cont.: 0886409215/0776575265	Superintendent Dennison Wesseh Cont.: 0777222510/0886405177 Email: dennisonwesseh1982@gmail.com	

COD E	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
		the Bureau of Legal Affairs/County Service centers		or current passport					
MIA-004	Traditional Divorce Certificate	Hire the legal services of a Counsellor or Attorney-at-law who shall file a divorce pleading. Go through legal proceedings up to the final ruling/judgment	\$150.00 USD ((US\$ 100 payable to LRA revenue Account & (USD50 MIA's Special Account	One passport-size photo, proof of previous marriage, proof of intimacy or mail exchange, joint tendency or legal cohabitation, proof of joint-account or joint-	Contestable divorce is dependent on the cooperation of the party litigants. Non contestable (more or less one month)	Administration- Legal Affairs Bureau	Dennison Wesseh Cont.: 0777222510/08 86405177 Email: dennisonwesseh1982@gmail.com	Cllr. Losene F. Bility Assistant Minister for Legal Affairs Contacts: +231(770)888510 075 Email: cllrlfbility1966@gmail.com / fbility@gmail.com	

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
				titles, notarized affidavit of confirmation of marriage, etc....					
	Certified Statement (notarized)	A document that is audited & verified to make sure it is genuine	\$25.00 USD payable to Ministry's Special project account	Facsimile of previous document	3 working days	Administration- Legal Affairs Bureau	Dennison Weseh Cont.: 0777222510/08 86405177 Email: dennison_weseh1982@gmail.com	Cllr. Losene F. Bility Assistant Minister for Legal Affairs Contacts: +231(770)888510 075 Email: cllrlfbility1966@gmail.com / losene_bility@gmail.com	

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
MIA-005	Annotation	Brief summary of traditional procedures of previous cases	\$50.00 USD-in Ministry's Special project account		5 working days	Administration- Legal Affairs Bureau	Dennison Wesseh Cont.: 0777222510/08 86405177 Email: dennisonwesseh1982@gmail.com	Cllr. Losene F. Bility Assistant Minister for Legal Affairs Contacts: +231(770)888510 075 Email: cllrlfbility1966@gmail.com/losene	

COD E	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
								fbility@gmail.com	
MIA-006	Erratum	Correct Errors in writing	\$75.00 US \$50 payable to LRA's revenue account		5 working days	Administration-Legal Affairs Bureau	Dennison Wesseh Cont.: 0777222510/08 86405177 Email: dennisonwesseh1982@gmail.com	Cllr. Losene F. Bility Assistant Minister for Legal Affairs Contacts: +231(770)888510 075	

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
			& US\$25 to MIA's special project account				Contacts:+231 776748391/886 62637	Email: cllrlfbility1966@gmail.com / fbility@gmail.com	
MIA-007	True and Certified Correct Copy	Proof of original and/or mutilated document	\$75.00 (USD 50 payable LRA's		5 working days	Administration- Legal Affairs Bureau	Dennison Wesseh Cont.: 0777222510/08 86405177	Cllr. Losene F. Bility Assistant Minister for Legal Affairs	

COD E	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
			revenue account & US25 payable to MIA's Special project Account)				Email: dennisonwesseh1982@gmail.com	Contacts: +231(770)888510075 Email: cllrifbility1966@gmail.com / losenefbility@gmail.com	

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
MIA-008	Researching legal instruments	Missing documents found after thorough research	\$25.00 USD payable to the Ministry's special project account		5 working days	Administration- Legal Affairs Bureau	Dennison Weseh Cont.: 0777222510/08 86405177 Email: dennison.weseh1982@gmail.com	Cllr. Losene F. Bility Assistant Minister for Legal Affairs Contacts: +231(770)888510 075 Email: cllrfbility1966@gmail.com / losenebility@gmail.com	

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
MIA-009	Certificate of Separation	When there is stalemate in the relationship	\$75 \$50 payable to LRA's account & \$25 to MIA's account	You must have been traditionally married	After a hearing by the Legal Bureau & parties	Administration- Legal Affairs Bureau	Superintendent G. Dennison Wesseh Cont.: 0777222510/08 86405177 Email: dennison.wesseh1982@gmail.com	Cllr. Losene F. Bility Assistant Minister for Legal Affairs Contacts: +231(770)888510 075 Email: cllrlfbility1966@gmail.com / losenefbility@gmail.com	

7.1.3 Department 2: RESEARCH AND DEVELOPMENT PLANNING

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
MIA-010	Processing of Sectorial Clearance	Login into www.mfdp.gov.lr ngo.mfdp.gov.lr mfdp.ngo login and click MIA to begin your process	US40 (US25 payable to LRA's account & \$15 to MIA's Special project account)	N/A	5 working days for processing	Research NGO Unit	Jonathan K. Blamo Director, NGO Unit Call: 0777136572 /088698638 3 Email:jonathanblamo74@gmail.com	Hon. D. Emmanuel Wheinyue Call:077017875 5 Email:dweinyue@yahoo.com	<ul style="list-style-type: none"> Suggestion box Email feedback@mot.gov
MIA-011 (a)	Introductory Letter to the counties	LBR certificate and accreditation documents	Free of charge	N/A	3 working days for processing	Research NGO Unit	Jonathan K. Blamo Director, NGO Unit Call: 0777136572 /088698638 3 Email:jonathanblamo74@gmail.com	Hon. D. Emmanuel Wheinyue Call:077017875 5 Email:dweinyue@yahoo.com	<ul style="list-style-type: none">

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
MIA-012	Provide copies of Ordinances and Regulations for cities and towns	Request to the Ministry responsible for Local Government	US\$20 payable to MIA's Special project account	N/A	5 working days	Urban Affairs-City and town Planning	Eddie C. Dillah Director, City & Town Planning Call: 0770181579 Email: e.dillah96@gmail.com	Hon. Mike Jabateh Mobile: 0777536467 Email: mikejabeh849@gmail.com	<ul style="list-style-type: none"> • Suggestion box • Email feedback@mot.gov
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7.1.4 Department ADMINISTRATION (Culture and Traditions)

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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

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
MIA-013	Certificate – Practice of Traditional Healers and Herbalists	License provided if practitioners from different country, Fill out form provided by the MIA	\$100USD US\$60 payable to LRA's revenue account and US\$40 payable to MIA's special project account	N/A	15 working days	Bureau of Culture and Traditional Affairs	Ishmael Walker Mobile: 0777250705 Email:	Hon. William Jallah Mobile: 0770026368/0886110447 Email: williamjallah2017@gmail.com	•

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
			Foreign practitioner US\$250 payable to LRA's Account and US\$100 MIA's special project Account						
MIA-014	Certificate of Traditional Societies	Fill-out form Recommendation from community leaders	US\$150 US\$100 payable to LRA revenue account & US\$50 payable to MIA's special project Account		10 working days	Bureau of Culture and Traditional Affairs	Ismael Walker Mobile: 0777250705 Email:	Hon. William Jallah Mobile: 0770026368/ 0886110447 Email: williamjallah2017@gmail.com	•

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

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 Internal 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):	