



REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER
for the **LIBERIA**
MINISTRY OF JUSTICE

February 6, 2025

Table of Contents

Table of Contents.....	1
LIST OF ACRONYMS	3
FOREWARD	3
1 INTRODUCTION.....	5
1.1. Background	5
1.2. Rationale	5
1.3. Objectives	5
1.4. Scope of Application	6
2 WHO ARE WE.....	6
2.1. Vision	6
2.2. Mission	7
2.3. Values	7
3 OUR CUSTOMERS	8
4 OUR COMMITMENT TO YOU	8
4.1. Service Guarantee	9
4.2. Service Standards	9
5 FEEDBACK AND COMPLAINTS MECHANISM.....	9
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:	10
5.3 Escalation Process.....	10
5.4 Confidentiality and Anti-Retaliation	10
6 DEALING WITH COMPLAINTS	11
7 WHERE WE ARE FOUND	12
8 OVERVIEW OF SERVICE CHARTER.....	13
8.1 List of Full Services, Eligibility Conditions, and Timelines By Department	8-- 15 -
8.1.1 Department of Administration and Public Safety	8-- 15 -

8.1.2	Department of Prosecution	8-- 19 -
8.1.3	Department of Codification	8-- 20 -
8.1.4	Department of Economic Affairs	8-- 21 -
8.1.5	Bureau of Corrections and Rehabilitation	8-- 22 -
8.1.6	Bureau of Taxation	8-- 24 -
8.2	YOUR RIGHTS	8-- 25 -
8.3	YOUR OBLIGATIONS	8-- 25 -
9	ANNEXES	9-- 26
	-	
9.1	Sample Feedback Form:	9-- 26 -

LIST OF ACRONYMS

BCR	Bureau of Corrections and Rehabilitation
BoT	Bureau of Taxation
DAPS	Department of Administration and Public Safety
DoC	Department of Codification
DoEA	Department of Economic Affairs
DoP	Department of Prosecution
GOL	Government of Liberia
MoJ	Ministry of Justice
SDC	Service Delivery Charter
PMCS	Performance Management and Compliance System

FOREWARD

Dear all,

We are pleased to present to you the Service Delivery Charter (SDC) of the Ministry of Justice for the forthcoming three years (2025-2028). The Charter will serve as a guide to the public regarding the quantity, quality, and conditions of the services we provide. This Charter also outlines your rights and the channels available for reporting and obtaining redress when those rights are violated.

With this Charter, we commit to providing our services at the highest possible standards and will make every effort to ensure the effective implementation of its provisions. We welcome feedback from the public to continuously improve these standards and, by extension, enhance the quality of our services for the betterment of the people and resident of the Republic of Liberia.

The Ministry also recognizes that delivering quality service can only be achieved through a motivated and professional workforce. Therefore, we shall continue to invest in our staff and provide ongoing training and development opportunities. By outlining our commitments to you, we aim to align our quality of service with the needs of our customers. The Ministry looks forward to your continuous support as we embark on the implementation of this Charter.



Cllr. N. Oswald Tweh
Ministry of Justice & Attorney General, R.L.
Ministry of Justice

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, through whose signature initiative, the Performance Management and Compliance System (PMCS), this requirement for service excellence was instituted. Your profound appreciation also goes to the Director General of Cabinet, Hon. Jordan Sulonteh, 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 International Consultant, Mrs. Doris Idahor, at the national level.

Our appreciation also goes to the following staff: Boimah Gayflor, Chief Accountant, Prince N. Wonnawon, Director, Planning and Research Division, William T. Flahn, Procurement Director and Charles F. Johnson, Technical Coordinator & M&E Focal person, 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 Ministry 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.



Cllr. N. Oswald Tweh
Ministry of Justice & Attorney General, R.L.
Ministry of Justice

1 INTRODUCTION

1.1. Background

The Ministry of Justice is an arm of the Government of Liberia (GOL), responsible to, at all times provide effective, efficient, and excellent public safety and legal services which promote the Rule of Law, ensure the safety and security of the public and uphold the interest of the government, people, and residents of the Republic of Liberia.

This Service Delivery Charter (SDC) for the Ministry of Justice therefore, constitutes a social contract, commitment and agreement between the ministry 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 the Ministry of Justice 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 Ministry of Justice 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 ministry's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the ministry 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 the service charter are set to:

- 1.3.1.** Improve service delivery culture of public institution to the general public
- 1.3.2.** Clarify or explain the responsibility of each service provider and those that will be using the services. and the rights and obligations of each of the parties.
- 1.3.3.** Reinforce the commitment between partners to service delivery improvement for the benefit of all citizens
- 1.3.4.** Acknowledge and reward good performance
- 1.3.5.** Professionalize and encourage excellence in the public service

- 1.3.6.** Facilitate a process of defining service standards in various departments
- 1.3.7.** Strengthen processes and initiatives that prevent and combat corruption
- 1.3.8.** Strengthen the culture of transparency and equity.
- 1.3.9.** Ensure an effective, efficient and responsive Ministry of Justice.

1.4. Scope of Application

This charter shall apply to the central, regional and decentralized employees under the Ministry of Justice.

2 WHO ARE WE

Consistent with the Executive Law of 1972 Title 12, Section 22.1 of the Liberian Code of Laws Revised, June 9, 1972, the Ministry of Justice plays a vital role in ensuring justice, maintaining public safety, and upholding the rule of law in the country. Its responsibilities include providing legal advice to the President, government ministries, and agencies, as well as drafting and reviewing contracts and agreements on behalf of the government. It is also responsible for overseeing law enforcement agencies such as the Liberia National Police, Liberia Drug Enforcement Agency, Liberia Immigration Service and Liberia National Fire Service to maintain public order and safety.

The Ministry represents the state in prosecuting criminal cases and ensures that justice is applied fairly in all legal proceedings. Additionally, it works to protect human rights by addressing issues like human trafficking, gender-based violence, and child protection, in line with Liberia's Constitution and international treaties. The Ministry also supports the functioning of the judicial system, making sure that citizens have access to justice and collaborating with the courts to improve the delivery of justice.

Corrections and rehabilitation are also part of its duties, as it manages prisons and detention centers and implements programs to help inmates reintegrate into society. The Ministry is involved in developing policies and reforms to improve governance and update laws to meet international standards. It works to combat corruption by collaborating with other institutions to ensure accountability and prevent misuse of public resources. Additionally, it engages in conflict resolution through peaceful means such as mediation and alternative dispute resolution.

2.1. Vision

The vision of the Ministry of Justice is "To have a secured and peaceful Liberia where the rule of law prevails, and justice is accessible to all."

2.2. Mission

“The Ministry of Justice shall at all times provide effective, efficient, and excellent public safety and legal services which promote the Rule of Law, ensure the safety and security of the public and uphold the interest of the government, people, and residents of the Republic of Liberia.”

2.3. Values

The Ministry of Justice applies, through its officers and managers, five critical tenets of propriety. The are: integrity, professionalism, accountability and transparency, human rights and disciplines. It promotes non-discrimination and equity in access to and management of justice for all. It also encourages team spirit and cooperation through collaborative efforts within the Ministry and other governmental bodies. Finally, it strives for excellence in carrying out the Ministry of Justice’s strategic functions.

Figure 3: Core Values of the Ministry of Justice



Core Value	
Integrity	The MOJ employees will demonstrate the highest standards in ethical behavior. In addition, we will abide by the rule of law.

Professionalism	The MOJ shall uphold high ethical and quality standards in terms of services provided in the spirit of public service; and engage in these pursuits as part of a common calling to promote the rule of law, justice, and the public good.
Accountability and Transparency	The MOJ will be open in processes and communicate our actions and decisions. Foster public trust and confidence in the Ministry of Justice through enhanced accountability, community outreach, and high standards of professionalism.
Human Rights	MOJ employees will adhere to the principle of human rights as a prerequisite for the achievement of human dignity. Thereby, contribute to the growth of social progress and to the improvement of the quality of life of all Liberians, while also promoting and protecting human rights.
Discipline	MOJ employees will be held accountable for their conduct and performance at work in line with standing regulations.

3 OUR CUSTOMERS

Our customers are essential to our success. They include:

- † *Citizens of Liberia and people living in Liberia*
- † *National, regional and local governments ministries, commissions and agencies*

4 OUR COMMITMENT TO YOU

We are committed to respecting the rights of our customers, including:

- † *The right to review and appeal;*
- † *The right to lodge a complaint;*
- † *The right to privacy and confidentiality;*
- † *The right to get full information (freedom of information)*
- † *The right to access services, facilities and information in a manner which meets customer needs.*

4.1. Service Guarantee

We will provide you with high quality service by:

- † listening actively and acting responsively to your needs*
- † Smiling to create a warm and friendly environment*
- † Providing excellent and largely error-free services that assures the welfare of citizens and residents*

4.2. Service Standards

We undertake to provide service of a high quality. In this regard we aim to:

- † Attend to all inquiries promptly*
- † Acknowledge written complaints within 5 days*
- † Deal with written request within 14 days*

When you communicate with the Ministry of Justice, we will:

- † Be courteous*
- † Willingly assist you and be responsive to your needs*
- † Treat you fairly and professionally*
- † Be sensitive to diversity issues*
- † Be accountable and adhere to sound public service practices*

When we perform services for you, we will:

- † Explain our services and deliverables to you*
- † Aim to exceed your expectations*
- † Demonstrate technical and professional competence in providing the services † Respect and maintain confidentiality.*

After we have performed our service, we will:

- † Use our customer survey to seek feedback on our performance*
- † Review the feedback you provide to measure our performance and initiate further improvements*
- † Maintain our customer confidentiality beyond the term of our commitment*

5 FEEDBACK AND COMPLAINTS MECHANISM

The Ministry of Justice 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 our offices on UN Drive, Sekou Toure Avenue, Monrovia, where a representative can assist you in submitting feedback.
- **Email:** Send us an email at charles.helb@gmail.com and we will acknowledge receipt within 48 hours.

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 **0886517462** or **0886683305** 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 **Office of the Minister of Justice & Attorney General, UN Drive, Sekou Toure Avenue, Monrovia**
 - **Complaint Form:** Access and fill out our online complaint form on our website at www.moj.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 Justice**. 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.

NOTE: Complaint should be reported based on the services we provide herein.

6 DEALING WITH COMPLAINTS

The Ministry of Justice is committed to ensuring transparency, accountability, and quality service delivery. We respect the right of all citizens to express their concerns if they feel our services are inadequate, delayed, or unsatisfactory. Complaints provide an opportunity for us to improve and strengthen our operations.

If you wish to file a complaint, we have clear procedures in place to address your concerns promptly and fairly. Complaints can be made in person, in writing, or through our official communication channels. Every complaint will be acknowledged, reviewed thoroughly, and responded to within a reasonable timeframe. Our aim is to resolve complaints impartially while ensuring that the rights of all parties involved are respected. We value your feedback and view it as an essential part of building trust and improving our services for the benefit of all citizens. *In this regard;*

- ⊕ *Your writing must be addressed to the Office of the Minister of Justice & Attorney General;*
- ⊕ *The Minister of Justice & Attorney General will review, advise and forward to the relevant department for onward processing;*
- ⊕ *We undertake to investigate and respond to your complaint within 21 days of receipt;*
- ⊕ *We will endeavor to apologize and take corrective measures if it is our fault;*
- ⊕ *We will maintain a complaint registration and follow-up mechanism;*
- ⊕ *We undertake to treat any information on fraud and corruption seriously; and*
- ⊕ *You may use our official Contact details on our website to report fraud, corruption and any unusual treatment by our employee (s).*

When you call us, we undertake to:

- ⊕ *Answer calls as promptly as possible*
- ⊕ *Identify ourselves by name and department*
- ⊕ *Assist you in polite and helpful manner*
- ⊕ *If you cannot be helped, you will be referred to the appropriate department within the institution,*

7 WHERE WE ARE FOUND

Below are the full address and locations of our main office and other offices in and around the country where service delivery can be accessed and what level of service delivery is offered at each location, as well as processing time:

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Office of the Minister of Justice & Attorney General	UN Drive, Sekou Toure Avenue, Monrovia		kukuelcollins@gmail.com	+231886598746
Department of Administration and Public Safety	UN Drive, Sekou Toure Avenue, Monrovia		maraadukuly98@gmail.com	
Department of Prosecution	UN Drive, Sekou Toure Avenue, Monrovia		guscfayiah@yahoo.com	
Department of Economic Affairs	UN Drive, Sekou Toure Avenue, Monrovia		charlesdfkarmoi@gmail.com	
Department of Codification	UN Drive, Sekou Toure Avenue, Monrovia		codi24dept@gmail.com	
Bureau of Corrections and Rehabilitation	UN Drive, Sekou Toure Avenue, Monrovia		gabrielndupellar@gmail.com	
Bureau of Taxation			aaronkparkillen@yahoo.com	

KEY CONTACT ADDRESSES AT REGIONAL LEVEL

Regional office at Gbarnga, Bong County	Lofa road, Gbarnga	+231886512232	celehkesselly@yahoo.com	+231886512232
Regional office at Nimba County (County Attorney Office)				
Regional office at Grand Bassa				

County
Regional office at
Lofa County

--	--	--	--

8 OVERVIEW OF SERVICE CHARTER

The SC should be reviewed once a year to update list of services, staff and supervisors information as to maintain accuracy and keep our client on loop.

8.1 List of Full Services, Eligibility Conditions, and Timelines By Department

8.1.1 Department of Administration and Public Safety

1. Administration and Public Safety

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	Name of supervisor and work-email	Feedback channels
MOJ-001	Sector Clearance	<ul style="list-style-type: none"> Valid Business registration Article of Incorporation Letter of Application 	0.00 LRD	Annual activity/Performance report; Annual financial report/Audited statement; Workplan Updated list of staff, position, gender, nationality, national ID #; Resident permit number & salary, organizational structure, previous accreditation certificate	Five (5) working days	Administration/office of the Assistant of Justice for Administration & Public Safety	Siaka Sheriff	Atty. Edrick F. Noah	Atty. Edrick F. Noah Cell: 0777-533-176 / 0886-533-177 Siaka Sheriff Cell: 0888-823182 / 0776-175-139

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	Name of supervisor and work-email	Feedback channels
MOJ-002	Permit for parade, march and peaceful assembly	<ul style="list-style-type: none"> Letter of application 	0.00	The letter should indicate the starting and ending times; the routes (from & to); the applicant should meet the LNP to map out more details to maintain law and order	Five (5) working days	Department of Administration and Public Safety	Siaka Sheriff	Atty. Edrick F. Noah	Call: Atty. Edrick F. Noah Cell: 0777-533-176 / 0886-533-177 Siaka Sheriff Cell: 0888-823182 / 0776-175-139
MoJ-003	Contract private security licensing	<ul style="list-style-type: none"> Letter of Application Article of Incorporation & Business Registration CV of all Manager with Security Credential, two passport size photo, Police Clearance for all Manager. Training Syllabus & Code of Ethics. Prof of Nationality. Uniform sample. Verification of Security company office. Bill Form from the Division of Public. Make payment at LRA. Submit copy of LRA Receipt to MOJ for Certification. Submit operational activities monthly. 	\$400.00US	Training of all private security companies guard men must be done in the presence of Representatives from the Division of Public Safety	Maximum two working weeks	Division of Public Safety	Amara K. Metzger	Director Priscilla P. Kiljely & deputies	Director Priscilla P. Kiljely Cell#: 0770776389 E-mail Address priscillakiljely@gmail.com Amara K. Metzger Cell#: 0880654509/ 0776311826 E-mail address Pabrose23@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	Name of supervisor and work-email	Feedback channels
MoJ-004	<p><i>Exit Clearance with three categories.</i></p> <p>1. <i>When either of the parents/guardian are traveling.</i></p> <p>2. <i>When a child/children are traveling for a medical treatment</i></p> <p>3. <i>When you are traveling with a child/children you have adopted through the court.</i></p>	<i>The exit clearance is with no cost attach.</i>	0.00	<i>This is based on the categories you will be requesting for. However the requirements are as follows Child/Children birth certificate, Notarized letter from parents, Passport copies, 3 passport-size pictures of both the child/children .</i>	<p><i>Category one which is Normal takes two working days to process.</i></p> <p><i>Category two takes one day to process.</i></p> <p><i>While category three that has to do with adoption takes seven days to process.</i></p>	<i>The Child Justice Section</i>	<p><i>Mrs. Louise Macaulay Dweh</i></p> <p>louiseq.macaulay502@yahoo.com</p>	<p><i>Atty. J. Alben Greaves</i></p> <p>albegreav@gmail.com</p>	<p><i>Atty. J. Alben Greaves</i></p> <p>albegreav@gmail.com</p> <p>0776469524</p> <p><i>Mrs. Louise Macaulay Dweh</i></p> <p>louiseq.macaulay502@yahoo.com</p> <p>0777708443</p>

MoJ-005	Receive complaints of human rights	Citizens/Residents	0.00	File a letter to the Human Rights Division of	Five (5) working days	Department of Administration	Rosalita Beer - 08865	Kutaka D. Togba	Kutaka D. Togba
---------	------------------------------------	--------------------	------	---	-----------------------	------------------------------	-----------------------	-----------------	-----------------

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	Name of supervisor and work-email	Feedback channels
------	---	----------------------------	-----------------	--------------------	------------------------------	------------------------	-----------------------------	-----------------------------------	-------------------

	<p>violation/a buse and provide guidance in seeking redress</p> <ul style="list-style-type: none"> - handle cases of persistentnonsupport - issue Sector clearance for CSOs working in the area of human rights 	<p><i>Office Space and address</i> <i>Business Registration</i> <i>Previous activities report</i> <i>Contact Person</i></p>	<p>0.00</p>	<p><i>the Ministry of Justice</i></p> <p><i>File a letter to the Human Rights Division of the Ministry of Justice</i></p>	<p><i>Five (5) working days</i></p>		<p>29729 /0776 54670 3</p> <p>Rosali ta Beer - 08865 29729 /0776 54670 3</p>	<p>kutakat2005@gmail.com</p> <p><i>Kutaka D. Togba</i></p> <p>kutakat2005@gmail.com</p>	<p>kutakat2005@gmail.com</p> <p>Rosalita Beer - 0886529729/0776546703</p> <p><i>Kutaka D. Togba</i></p> <p>kutakat2005@gmail.com</p> <p>Rosalita Beer - 0886529729/0776546703</p>
									<p>.</p>

8.1.2 Department of Prosecution

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
MoJ-006	Prosecution of all cases to which the government of Liberia is a party to	State/Citizens and residents	0.00	Evidence submission for prosecution; Legal representation or appointment of a lawyer if applicable; Cooperation with law enforcement agencies in criminal investigations	<i>Depends on the circumstances surrounding each case</i>	Department of Prosecution	Dodeh Jones Special Assistant, SG Contact: 0770949519/0886837613 dodehjones@gmail.com	Cllr. August Fayia Solicitor General	Dodeh Jones, Special Assistant, SG Contact: 0770949519/0886837613 dodehjones@gmail.com
									.
									.

8.1.3 Department of Codification

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
MoJ-007	Codify laws/Supreme Court Opinion; Draft and review of laws and regulations	The State	0.00	The relevant public institution Requests for legal opinion or assistance with law drafting	<i>It depends on the circumstances</i>	<i>Department of Economic Affairs</i>	George Nyanfor 0886491776 gnyanfor69@gmail.com	<i>Cllr. Cora Hare Konuwa</i> codi24dept@gmail.com	<i>Cllr. Cora Hare Konuwa</i> codi24dept@gmail.com George Nyanfor 0886491776 gnyanfor69@gmail.com

8.1.4 Department of Economic Affairs

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
------	---	----------------------------	-----------------	--------------------	------------------------------	------------------------	--	-----------------------------------	-------------------

MoJ-008	Review contracts and concession agreements and provide legal and economic opinions on behalf of the State	All government entity/State	0.00	Requests for legal documents or assistance with law drafting; Compliance with government regulations on economic activities; Business registration documentation; Application forms for economic programs	<i>It depends on the circumstances</i>	Department of Economic Affairs	Fatu Darju fdarju@gmail.com	Cllr. Charles Karmo charlesdfkarmoi@gmail.com	Cllr. Charles Karmo charlesdfkarmoi@gmail.com Fatu Darju fdarju@gmail.com
									.
									.

8.1.5 Bureau of Corrections and Rehabilitation

CO DE	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		Feedback channels
-------	---	----------------------------	-----------------	--------------------	------------------------------	------------------------	--	--	-------------------

M 01- 00 9	Family visit @ prisons	Adult above 18yrs and in case of juveniles, they must be accompanied by an adult	Free of charge	• Modest dress code and good behavior along with any of the following: National ID; passport; working ID or Voter registration card	First come, first serve and based on the number of persons in the cube and the prevailing security situation	BCR but visitors are allowed to visit the prisons directly on Monday, Wednesday and Friday nationwide and Wednesday and Friday for Monrovia Central Prison without contacting BCR	Respective prison heads in each counties	Robert Baysah Boi Assistant Director of Prisons for Administration robertbaysah@gmail.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation • gabrielndupellar@gmail.com
M 01- 01 0	Program visit & Humanitarian Donation @ Prisons	Religious group; Humanitarian ; learning institution for project or internship	Free of charge	Business registration; tax clearance, and permit which can be acquired through request; and Only permit is required for donation and internship	Permit normally provided once request is received and takes no time	BCR	Robert Baysah Boi Assistant Director of Prisons for Administration robertbaysah@gmail.com	Atty. Saye C. Guinkpa Director of Prisons sguinkpa@yahoo.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation gabrielndupellar@gmail.com
M 01- 01 1	Embassy inquiry on citizens in detention	All embassies and charger d' affaire accredited to Liberia	Free of charge	Formal request through Foreign Affairs	24hrs once the request is received by BCR	BCR	Robert Baysah Boi Assistant Director of Prisons for Administration	Atty. Saye C. Guinkpa Director of Prisons sguinkpa@yahoo.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation • gabrielndupellar@gmail.com
	in Liberia						robertbaysah@gmail.com		

M 01 2	Community service Corrections program	Public facilities & institution	Free of charge	Formal request from government institution to the Assistant Minister for Rehabilitation	24hrs once the request is received by BCR	Probation Department	Joe Thomas Surveillance officer Joet97796@gmail.com	Prince S. Tumbey Director of Probation and Parole Services Tumbeyprince85@gmail.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation <ul style="list-style-type: none">gabrielndupellar@gmail.com
M 01 3	Rehabilitation Product (Pigs)	General Public	USD: 50:00150:00 based on the sizes	Informal request	First come, first serve and at most 10 mins	Kakata Central Prison Buchanan Central Prison Sanniquellie Central Prison National Palace of Corrections Greenville Central Prison Voinjama Central Prison	Joseph G. W. Sumo Rehabilitation Coordinator Josephsumo1970@gmail.com	Robert Baysah Boi Assistant Director of Prisons for Administration robertbaysah@gmail.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation <ul style="list-style-type: none">gabrielndupellar@gmail.com
M 01 4	Designed slippers, Purse, beads bag, table mat, basket, napkin box etc.	General public	USD: 2:0020.00	Informal request	First come, first serve and almost 10 mins	Monrovia Central Prisons Buchanan Central Prison Gbarnga Central Prison Tubmanburg Central Prison Sanniquellie Central Prison	Joseph G. W. Sumo Rehabilitation Coordinator Josephsumo1970@gmail.com	Robert Baysah Boi Assistant Director of Prisons for Administration robertbaysah@gmail.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation <ul style="list-style-type: none">gabrielndupellar@gmail.com

M 01 5	School Uniform	General Public	LD \$ 7501, 500 per suit (trouser/skirt and shirt/jumper)	Formal request and signing of MOU	Seven (7) days maximum based on the quantity	Gbarnga Central Prison, Kakata Central Prison Monrovia Central Prison. National Palace of Correction	Joseph G. W. Sumo Rehabilitation Coordinator Josephsumo1970@gmail.com	Robert Baysah Boi Assistant Director of Prisons for Administration robertbaysah@gmail.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation • gabrielndupellar@gmail.com
	Rehabilitation product (Laundry Soap, Clorax,	General Public	LD \$ 50100 based on variety	Informal request	First come, first serve and it takes not more than 10 mins	Prisons with rehabilitation product including Monrovia Central Prison Gbarnga Central Prison Sanniqueullie Central Prison	Prisons superintendents of respective prison	Joseph G. Sumo Rehabilitation Coordinator Josephsumo1970@gmail.com	Hon. Gabriel F. Ndupellar Assistant Minister for Rehabilitation • gabrielndupellar@gmail.com

8.1.6 Bureau of Taxation

CODE	Services provided to the general public	Eligibility and conditions	Requirement Cost of service	Other	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
------	---	----------------------------	-----------------------------	-------	------------------------------	------------------------	--	-----------------------------------	-------------------

MoJ-016	Enforce and adjudicate all tax cases to which Liberia is a party to, in-collaboration with Liberia Revenue Authority	The State, All Citizens and resident	0.00		Depending on the circumstances	Bureau of Taxation	Saturday Ducann duncan.Saturday94@gmail.com	Cllr. Aaron Karkpillen aaronkparkillen@yahoo.com	Cllr. Aaron Karkpillen aaronkparkillen@yahoo.com Saturday Ducann duncan.Saturday94@gmail.com
---------	--	--------------------------------------	------	--	--------------------------------	--------------------	---	--	---

8.2 YOUR RIGHTS

- *Access to Justice and rule of law*
- *Courteous behavior at all times.*
- *Full information.*
- *Prompt and efficient service.*
- *Redress and an apology for lapses in our service.*

8.3 YOUR OBLIGATIONS

- *Be courteous*
- *Be respectful*
- *Be disciplined*

9 ANNEXES

9.1 Sample Feedback Form:



**Ministry of Justice
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):	

9-- 26 -

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