

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

Governance Commission
LIBERIA

November 13, 2024

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LIST OF ACRONYMS

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

CENV	Civic Engagement and National Visioning
CSOs	Civil Society Organizations
GC	Governance Commission
GOL	Government of Liberia
M& E	Monitoring & Evaluation
MACs	Ministries, Agencies and Commissions
MFR	Mandate and Function Review
NGOs	Non-Governmental Organizations
NIS	National Integrity System
PLR	Political & Legal Reform
PMCS	Performance Management and Compliance System
PSR	Public Sector Reform
RSL	Revenue Sharing Law
SDC	Service Delivery Charter

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the Governance Commission for the forthcoming three years 2022-2025. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards and we will 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 Governance Commission also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff and retrain them on a continuous basis. By outlining its commitments to you, the GC is seeking to match its quality of service to customers' needs. The Commission therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.



Prof. Alaric K. Tokpa

Acting Chairman

Governance Commission

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.

Creating a document of this nature requires the dedicated effort of many stakeholders, who work tirelessly through in different aspects which include but not limited to, information-gathering stages, and completion, and, most crucially, ensure its successful 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.

Accordingly, we would like to express our heartfelt appreciation to His Excellency, President Joseph N. Boakai Sr., and the President of the Republic of Liberia. Through his signature initiative, the Performance Management and Compliance System (PMCS), the requirement for service excellence was established. We also extend our deep gratitude to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat for their guidance and support in this commendable endeavour.

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. Joe F. Binda, Mr. Momolu Pewu and Mrs. Bernice Boateng, PMCS Focal Persons at the institutional level.

Our appreciation also goes to all Commissioners for their valuable contribution and inputs to the development of this Charter; as their 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 Governance Commission 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.

Finally, we would like to express our heartfelt gratitude to our dedicated and hardworking staff, especially our frontline employees. Each day, they represent the Governance Commission by engaging with our valued customers and delivering quality services to meet our needs. Their efforts and professionalism truly embody the spirit of this Service Delivery Charter.

Gebeh S.M. Dotch
Acting Executive Director
Governance Commission



1 INTRODUCTION

1.1 Background

- The Governance Commission is an arm of the Government of Liberia (GOL), responsible to Promote good governance by advising, designing, and formulating appropriate policies and institutional arrangements and frameworks required for achieving good governance, and
- Promoting integrity at all levels of society and within every public and private institution.

This Service Delivery Charter (SDC) for the Governance Commission therefore, constitutes a social contract, commitment and agreement between the Commission 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 Commission and those we seek to serve (the 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 the Governance Commission 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 Commission's performance, as defined by our mandate and the GOL's developmental agenda.

The SDC shall allow the Governance Commission to:

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

1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the Governance Commission and the citizens of Liberia. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, to the objectives set forth herewith:

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

3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.
5. **Strengthen Public Trust:** Build and maintain public confidence in the Governance Commission 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 fulfil these objectives, ensuring that the Governance Commission 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 staff members of the Governance Commission, 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 Governance Commission.

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 Governance Commission 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 Governance Commission.

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

2 WHO WE ARE

The Governance Commission 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 general mandate or purpose of the Commission shall be to:

- Promote good governance by advising, designing, and formulating appropriate policies and institutional arrangements and frameworks required for achieving good governance, and
- Promoting integrity at all levels of society and within every public and private institution.

2.1 Vision

The vision of the **Governance Commission** is to attain rapid, sustainable socio-economic development through good governance principles and practices.

The mission of the Governance Commission is to support the Government of Liberia in meeting its constitutional responsibilities and to improve the performance and accountability of governing institutions for the benefit of the Liberian people. Through this mission, we aim to address public needs with professionalism and dedication.

2.2 Values

Our core values are: To promote awareness, acceptance and observance of good governance within both the public and private sectors;

- To identify and promote understanding and consensus on policies and programs;
- To foster a sense of common national identity, shared national vision, and one democratic nationhood;
- To promote reforms, efficiency, and transparency in the Liberia public sector;
- To promote integrity in the public sector;

- To promote the awareness of the need for equality opportunities as established by the Liberian Constitution;
- To develop policies and programs to promote civic education within the context of good governance;
- To collaborate, cooperate or coordinate with other agencies of government in designing programs to promote good governance and combat corruption;
- To monitor and evaluate the impact of good governance programs through research and publication

3 OUR CUSTOMERS

The **Governance Commission** 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 **Governance Commission**.

2. Residents and Non-Citizens

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

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 **Governance Commission** 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, **Governance Commission** to support transparency, accountability, and citizen rights.

4 OUR COMMITMENT TO YOU

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

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

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

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

5 FEEDBACK AND COMPLAINTS MECHANISM

The **Governance Commission** 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 **Governance Commission, 16th street Sinkor Monrovia, Liberia** office, where a representative can assist you in submitting feedback.

Online Form: Access our online feedback form on our website: www.governancecommission.org

to submit your comments, suggestions, or experiences at your convenience.

- **Email:** Send us an email at info@governancecommission.org / goodgovernanceliberia@gmail.com / alarictokpa@aol.com / geb2000us@gmail.com , and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of our service locations to submit anonymous feedback.

5.2 Submitting a Complaint

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

5.2.1 How to File a Complaint:

By Phone: Call us at [+231886499201/ +231777291511/+231887291468] 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@governancecommission.org / goodgovernanceliberia@gmail.com
- **Complaint Form:** Access and fill out our online complaint form on our website at www.governancecommission.org.

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 **Governance Commission**. 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 **Governance Commission** 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
Governance Commission	16 th Street Sinkor	+2318864992 01	info@governancecommission.org/ goodgovernanceliberia@gmail.com	077729151 1/0887291468
Public Sector Reform				
Civic Engagement and National Visioning				
Political and Legal Reform and Decentralization				
National Integrity Systems				
Monitoring and Evaluation				

	KEY CONTACT ADDRESSES AT REGIONAL LEVEL			
Regional office at XXX	NA	NA	NA	
Regional office at XXX				
Regional office at XXX	NA	NA	NA	
Regional office at XXX				

7 OVERVIEW OF OUR SERVICES

The Governance Commission 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

- 1. Public Sector Reform (PSR):** Enhance responsiveness, effectiveness, and efficiency in public sector service delivery by completing mandates and functions reviews, restructuring of public institutions, establishing a Civil Service Commission, and developing a policy and implementation strategy on the privatization of state-owned enterprises.

CODE	Services provided to the general public	Eligibility conditions and conditions	Cost of service	Other Requirements	Time it takes to get service	Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
001	Mandate and function review (MFR) to restructure identified MAC's in order to enhance public sector efficacy and productivity.	Selected Ministries Agencies and Commissions of Liberia	100,000	Conduct MFR on selected MAC's	Annual	PSR	Bill Q. Togba. Huge Bladee, Alexandra Tody Nawa et.al billtogba@gmail.com info@governancecommission.org/goodgovernanceliberia@gmail.com +231886499201/ +231777291511/+231887291468	Danroy J. Dixon// danroyj.dixon@yahoo.com	info@governancecommission.org/goodgovernanceliberia@gmail.com +231886499201/ +231777291511/+231887291468

- 2. Civic Engagement and National Visioning** National Identity and Visioning: Strengthen government-civil society relations by developing a Government-CSO policy and a CSO directory; support the establishment and capacity development of a CSO National Council and an independent CSO secretariat; contribute to the development of a civic education policy and implementation strategy; and contribute to the development of a “shared” long-term development vision and sequel national identity and reconciliation plans.

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
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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
002	Promote civic education and enhance national reconciliation	Civil society, development partners, relevant government ministry, commissions, and agencies.	\$55,000.00	1. Conduct policy dialogue on peace and reconciliation; 2. Develop peace messages to be aired on community radio; 3. conduct assessment to identify and facilitate mediation dialogues between conflicting communities	Annual (2025)	CENIV	Rameses A. Porte 0777202194 rporte2016@gmail.com Enoch N. Bartuah 0777812747 bartuahenochn@gmail.com +231886499201/ +231777291511/+231887291468 Tannie Bartekwa-Ajavon 0886667675 tbartekwa@gmail.com info@governancecommission.org/ goodgovernmentceliberia@gmail.com	Cecelia N Flomo Cecelia_n_flomo@yahoo.com 0775878256	info@governancecommission.org/ goodgovernmentceliberia@gmail.com +231886499201/ +231777291511/+231887291468

Political, Legal Reform and Decentralization Consolidate and deepen democratic governance and promote people-centered development by implementing a program of decentralization over a ten-year period, commencing with the de-concentration of functions of central ministries and agencies to the counties.

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
003	Engagement with relevant actors on the implementation of the Revenue Sharing Law (RSL)	Meetings with relevant actors at the national and sub-national levels	\$60,000.00	Nationwide engagements with relevant actors	Annual	PLR	Jenkins W. Zuo Edwin Tarr Bartholomew Pokar et.al. Jenkinsjr1991@gmail.com info@governancecommission.org/goodgovernanceliberia@gmail.com +231886499201/ +231777291511/+231887291468	Actebeouson Nyema/ tanyema17@gmail.com	info@governancecommission.org/goodgovernanceliberia@gmail.com

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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

National Integrity Systems: Contribute to the institutionalization of transparency, integrity and accountability in governance at national, regional and local levels through the assessment of the anti-corruption strategy; work with CSOs and the National Legislature in the enactment of various anti-corruption instruments; develop and implement an integrity barometer system; and strengthen the National Integrity Forums and Policy Dialogues through the establishment of an independent Secretariat for the Forums as well as transmission to the relevant agencies reports of the conclusions and recommendations emanating from the Policy Dialogues.

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
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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
004	Implementation of National Integrity barometer/Survey regime	Public and private entities at all levels of society	162,703	Conduct of a National Integrity Survey and consultations with stakeholders	Annual	NIS	<p>Mannoh Martin-Kaba, Gilbert D. Craigwell, Edward Klah, Jorrietta M. Smith</p> <p>macdorcas2650mom@gmail.com</p> <p>info@governancecommission.org/goodgovernanceliberia@gmail.com</p> <p>+231886499201/ +231777291511/+231887291468</p>	<p>Netugba Wesseh netugbawesseh@yahoo.com</p>	<p>Written communication, etc.</p> <p>info@governancecommission.org/goodgovernanceliberia@gmail.com</p>

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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

Monitoring and Evaluation; Research and Publications: Activate the monitoring and evaluation mandate area within the Commission to support policy review and the development of policy options, the development of a government-wide M&E frame work, the institutionalization of monitoring and evaluation in governance, and the production of research and publication of annual governance reports and other policy studies.

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
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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
005	Policy Dialogue	Redefining the Monrovia City Limit for effective Social, Economic, and Political Administration	\$ 12,205	Interactive panel discussions with key stakeholders. Experts' presentations on key topics pertinent to the subject area.	1 st Quarterly	MERP	Harrison B. Waydon, Edith Deline, Joe F. Binda, <i>et. al</i> hbartuah2025@gmail.com info@governancecommission.org/goodgovernanceanceliabria@gmail.com +231886499201 / +231777291511 / +231887291468	McNeil Mani Wilson/ wilsonmcneilmani@gmail.com	info@governancecommission.org/goodgovernanceanceliabria@gmail.com
	Production of Annual Governance Report	All sectors including MACs and private institutions involved with	\$ 53,985	Conduct of a nationwide survey and stakeholders' engagement	Annual	MERP	Harrison B. Waydon, Edith Deline, Joe F. Binda, <i>et. al</i> hbartuah2025@gmail.com	McNeil Mani Wilson/ wilsonmcneilmani@gmail.com	

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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
		pertinent governance issues					mail.com		

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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

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 Feedback Form:



Governance Commission 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 will help us serve you better.

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