

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

Liberia Telecommunications Authority **LIBERIA**

[Date of Approval]

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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

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the *Liberia Telecommunications Authority* 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 would We'll do our best to and sure effective implementation of the Charter. we welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

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

Clarence K. Massaquoi

Chairman

Liberia Telecommunications Authority

ACKNOWLEDGEMENT

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

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

The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor & Mrs Jamama Harris at the national level, and *Kpanah Vivian Sao*, Corporate Planning Manager, at the institutional level.

Our appreciation also goes to the *Directors and Staff, Blidi Elliott, T. Regan Scott, Augustus P. Randall, Emmanuel Tomah, Henry Nah, Alexander Swen, Elijah Glay, Chrim Robinson, Abuakar Konneh, Lekpele Nyamalon, Beatrice Martol, Franniel Powell, Joe Kerkulah, Prince Goah and Kwatama Bettie* 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 Liberia Telecommunications Authority 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.

Clarence K. Massaquoi

Chairman

Liberia Telecommunications Authority

1 INTRODUCTION

1.1 Background

The Liberia Telecommunications Authority is an arm of the Government of Liberia (GOL), responsible for **regulating and promoting the development of telecommunications and ICT services in Liberia**. Its core responsibilities include **licensing operators, managing radio spectrum, protecting consumers, ensuring fair competition, enforcing quality standards, expanding universal access, and advising the government on ICT policy matters**.

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

The SDC shall allow the Liberia Telecommunications Authority 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 Liberia Telecommunications Authority and the citizens of Liberia. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

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

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

This Service Delivery Charter serves as a framework to fulfill these objectives, ensuring that the Liberia Telecommunications Authority 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 Liberia Telecommunications Authority, 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 Liberia Telecommunications Authority

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 Liberia Telecommunications Authority 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:**

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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

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

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

2 WHO WE ARE

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

The Liberia Telecommunications Authority (LTA) is the national regulatory body responsible for overseeing the telecommunications and ICT sector in Liberia. The LTA ensures that telecommunications services are accessible, reliable, affordable, and of high quality for all Liberians.

As an institution, the LTA licenses operators, manages the radio frequency spectrum, protects consumer rights, ensures fair competition, and monitors service quality. It also promotes universal access to communication services, particularly in rural and underserved areas, and provides guidance to the Government on ICT and digital development policies.

Through its work, the LTA serves the public by fostering a secure, innovative, and inclusive digital environment that supports national growth and connectivity for all.

2.1 Vision

The vision of the Liberia Telecommunications Authority is to **create a digitally inclusive society. This vision reflects our commitment to long-term improvements in public service delivery and to promoting an inclusive, transparent, and responsive government that leverages technology for national development.**

2.2 Mission

The mission of the Liberia Telecommunications Authority is to **“Leverage Information and Communication Technologies (ICT) for socio-economic development”, by promoting universal access, ensuring fair competition, and fostering innovation within the telecommunications sector.** Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Values

➤ *Our core values are:*

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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

- ❖ **Integrity:** We adhere to the highest standards of honesty, ethics, and accountability in all our interactions and decisions.
- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.
- ❖ **Compliance:** We adhere strictly to laws, regulations, and established standards, ensuring integrity, accountability, and responsibility in all our operations and decisions.
- ❖ **Non-Discrimination:** We uphold fairness and equality in all our actions and decisions, ensuring that no individual or group is treated unfairly based on race, gender, religion, disability, or any other characteristic.
- ❖ **Collaboration:** We promote teamwork and partnership, working collectively with stakeholders to achieve shared goals and deliver impactful results.
- ❖

3 OUR CUSTOMERS

The Liberia Telecommunications Authority 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 Liberia Telecommunications Authority.

2. Residents and Non-Citizens

3. Individuals residing in Liberia who may require access to certain public services offered by the Liberia Telecommunications Authority

4. 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.

5. Businesses and Private Sector Organizations

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

6. 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.

7. Civil Society Organizations (CSOs)

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

4 OUR COMMITMENT TO YOU

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

- **Timely Responses:**
 - Answer phone calls within two to three rings.
 - Respond to emails and written inquiries within maximum three business days.
 - Acknowledge receipt of complaints within **24 hours** and provide updates throughout the resolution process.
- **Professional Conduct:**

- Treat every customer with respect, fairness, and dignity.
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- 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 Liberia Telecommunications Authority 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 Liberia Telecommunications Authority office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website www.LTA.gov.lr to submit your comments, suggestions, or experiences at your convenience.

- **Email:** Send us an email at **chairperson@lta.gov.lr**, and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of our service locations to submit anonymous feedback.

5.2 Submitting a Complaint

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

5.2.1 How to File a Complaint:

- **By Phone:** Call us at **2244** 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 **chairperson@lta.gov.lr**.
- **Complaint Form:** Access and fill out our online complaint form on our website at **N/A**.

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

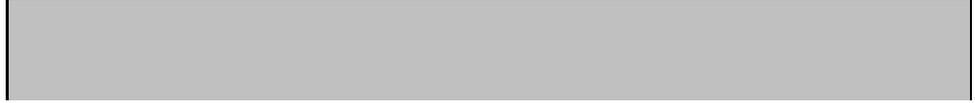
If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within Liberia Telecommunications Authority. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

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.

Regional office at
XXX



7 OVERVIEW OF OUR SERVICES

The Liberia Telecommunications Authority 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

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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N/A	Issuance of Licenses, Authorizations and Regulations; compliance monitoring; Subscriber support services	Telecom Service Providers; telecoms subscribers;	See Licensing Regulations	General Business, Technical and operational requirements as prescribed by the LTA (see applicable regulations)	Maximum 6 Weeks	LRD E & T AOL GCA IGS	Abubakar Konneh akonneh@lta.gov.lr Louise Cheah lclarke@lta.gov.lr Lekpele Nyamalon lnyamalon@lta.gov.lr Joe Kerkula Jkerkula@lta.gov.lr Napoleon Stewart nstewart@lta.gov.lr	Alexander Swen aswen@lta.gov ; Henry Nah hnah@lta.gov.lr	<ul style="list-style-type: none"> • Suggestion box • Email
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N/A									•

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
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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:



**Liberia Telecommunications Authority
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):	

