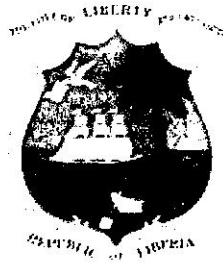


REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

For the

INDEPENDENT INFORMATION COMMISSION

LIBERIA

December 18, 2024

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

FOI	Freedom of Information
IIC	Independent Information Commission
IC	Information Commissioner
GOL	Government of Liberia
SDC	Service Delivery Charter
FOIA	Freedom of Information Act
MACs	Ministries, Agencies and Commissions
Commission	Independent Information Commission
ATI	Access to Information
RTK	Right To Know

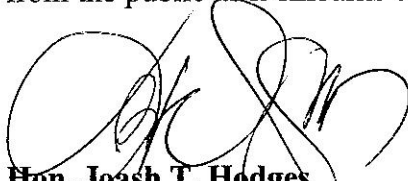
FOREWARD

Dear Members of the Public,

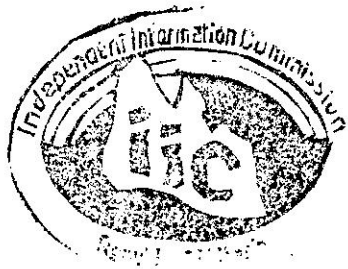
We are pleased to present to you the Charter of the IIC for the forthcoming three years 2025-2027. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the 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 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 IIC 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 retain them on a continuous basis. By outlining its commitments to you, we are seeking to match its quality of service to the public needs. The IIC therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.



Hon. Joash T. Hodges
Information Commissioner
Independent Information Commission



ACKNOWLEDGEMENT

A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation of information gathering processes, document compilation, and the completion of this important document.

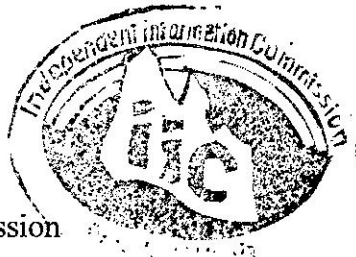
Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative the Performance Management and Compliance System (PMCS), for service excellence was instituted. Our profound appreciation also goes 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 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.

At the Commission, our appreciation also goes to the Comptroller, Mr. Nathaniel T Vonhm, Mr. Joseph F. Kollie, Acting Procurement Director, Mr. William Jeremiah Tunning, Program Officer, Mr. Simmie S. Nyanfor, Director for Sensitization and Outreach and Mr. Armah B. Johnson, Compliance Officer 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, who daily represent the Commission in interfacing with our valued customers and the provision of quality services to meet their needs.


Lorpu P. Page
EXECUTIVE DIRECTOR
Independent Information Commission



1 INTRODUCTION

1.1 Background

The IIC is an arm of the Government of Liberia (GOL), responsible for the Implementation of the FOI Act and its mandates includes:

- a) To receive, hear and decide all complaints as well as mediate disputes arising under this Act.
- b) To compel witnesses and evidence for the purpose of deciding appeal or otherwise determining compliance with this Act.
- c) To review information held by public bodies and covered private entities and, in connection therewith, including procedures for the internal reviews provided in Section Chapter (6) of this Act as well as the fees charged by public bodies and entities for reproduction of requested information.
- d) To issue cease and desist orders and other recommendations to any or all of such public bodies and relevant private entities relative to implementation and compliance with this law.
- e) To investigate, monitor, and promote compliance with this Act, including collecting statistics associated therewith.
- f) To order any public body or private body concerned to release requested information should it find that the information or record is not one that is exempted by this Act.
- g) To train and build the capacity of personnel of public bodies and private entities concerned to ensure (1) proper interpretation and application of this Act and (2) that the handling of information requests is consistent across all government bodies.
- h) To consult with and provide support to Information Officers and other relevant officials of public bodies and private entities covered under this Act.
- i) To develop access guidelines and procedures.
- j) To develop public awareness strategies and information dissemination campaigns to educate the public about their rights under the Act, and promoting necessary compliance with the Act.
- k) To evaluate existing laws and regulations relating to access to information, and to make recommendations for reform and harmonization of the laws.

This Service Delivery Charter (SDC) for the IIC therefore, constitutes a social contract, commitment and agreement between the IIC and citizens of Liberia. It sets out our services and responsibilities to continuously improve performance and quality of delivery to the 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. This set the basis of engagement between IIC 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 the IIC 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 development plan.

The SDC shall allow the IIC to:

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

1.3 Objectives

The general objective of this Service Delivery Charter (SDC) is to establish clear service commitments and enhance the relationship between the IIC 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 on-going 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 IIC 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.

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- 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 IIC 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, Staff, consultant, and volunteer of the IIC, 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 IIC.

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.
- The SDC applies also to consultant and volunteer providing this service on behalf of IIC

3. All Public Services Provided by the Institution:

- Each service offer by the IIC 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 IIC.

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

2 WHO WE ARE

The IIC 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 through access to information

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The IIC primarily is about ensuring the promotion and protection of the public right to know which encompasses the right to request, receive, reproduce and retain any information held by (1) a public authority or (2) private entity that receives public funds or engage in public functions or provision of public service; provided that in respect of private entities, the information shall relate to the public funds, benefit, functions or service.

As part of Commitment to the public duties, the IIC render the following services:

- a) Provide public education and sensitization on the use of the FOI Act to enable the exercise of public rights to access information.
- b) Provide Capacity Building and Training for Personnel of Public bodies and private institution covered under the Act to ensure the proper interpretation and application of the law
- c) Receive, hear and render decision on complaints from the public on infringements and violations of the right to access to information (The Right to Know)

2.1 Vision

The vision of the IIC is to ensure that all parties understand the FOI Law and are in compliance and enforce in keeping with statute. This vision reflects our commitment to long-term improvements in public service and to promoting an inclusive, responsive government.

2.2 Mission

The mission of the IIC is to receive, adjudicate and render decision on all complaints brought to the Commission and ensure compliance by all parties. Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Values

Our core values are: indicate the core value of your institution, like the example below

- ❖ **Independence and Impartiality:** the Commission will demonstrate high level of independence in its relationship with different actors, and will not engage in any form of double standard or discriminatory practice in dealing with the public.
- ❖ **Proactive:** The Commission will adopt a proactive stance in its ensuring full compliance with the act thereby significantly reducing the need of complaints, while at the same time striving to adjudicate complaints that are filed expeditiously.
- ❖ **Discipline and Professionalism:** One the hallmark of a successful team is the level discipline among its members. The Commission will ensure that discipline and professionalism are reflected in its work.

4 OUR COMMITMENT TO YOU

The IIC is dedicated to providing professional, 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 IIC 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 three business days.
 - Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.
- **Professional Conduct:**
 - Treat every member of the Public with respect, fairness, and dignity.
 - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
 - Adhere to best practices in Public 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 feedbacks and new best practices.
 - Conduct periodic assessments and seek Public 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 IIC 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 IIC office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website www.iic.gov.lk to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at, independent.info_commission@yahoo.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 0775 062-124 / 0887-289-434 to speak directly with a representative who will document your complaint and assist you with next steps.

- **Written Complaint:** Submit a written complaint by E-mail (independent.info_commission@yahoo.com) or at our receptionist counters, addressed to the Information Commissioner.
- **Complaint Form:** Access and fill out our online complaint form on our website at www.iic.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 15 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 IIC. 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 IIC 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 EMERGEN
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Administration & Management	Capital Bypass, Old Maternity Canter	0778090284	independent.info_commission@yahoo.com lorpupage9@gmail.com	077809028
Sensitization & Outreach	Capital Bypass, Old Maternity Canter	0770036707	<u>Ssnyanfor@gmail.com</u>	077809028
Compliance Department	Capital Bypass, Old Maternity Canter	0770204591	<u>armahbjohnson@gmail.com</u>	077809028
Document & Records Management	Capital Bypass, Old Maternity Canter	0775729789	<u>mbernardclarke@gmail.com</u>	077809028
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
FOI HUB	Bong County	0886846170	<u>eonharris264@gmail.com</u>	0778090284
FOI HUB	Bomi County	0775926770	<u>george0775926770@gmail.com</u>	0778090284
FOI HUB	Grand Bassa	0776612804	<u>leahegurialy@gmail.com</u>	0778090284

7 OVERVIEW OF OUR SERVICES

The IIC 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

1. Example Driver License and Vehicle Registration, provided by the Ministry of Transport (MoT)

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
IIC-01	Public Awareness & Information dissemination	Public	\$0.00	----0----	Quarterly	Sensitization & Outreach	Simmie S. Nyanfor	Lorpu P. Page lorpupage9@gmail.com	independent.info_commission@yahoo.com
IIC-02	Provide Capacity Building and Training	Personnel of Public and private bodies	\$0.00	----0-----	Quarterly	Sensitization & Outreach Compliance	Simmie S. Nyanfor Armah B. Johnson	Lorpu P. Page lorpupage9@gmail.com	independent.info_commission@yahoo.com
IIC-03	Adjudicate cases of complaints from the Public	Members of the Public who believe that his or rights to information have been violated	\$0.00	-----0---	30 days	Enforce Department	Joash T. Hodges	Joash Hodges joehusee5050@yahoo.com	Independent.info_commission@yahoo.com

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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:



**Independent Information 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 help us serve you better.

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