



Liberia Petroleum Regulatory Authority

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Service Delivery Charter

Our Vision:

The vision of the **LPRRA** is to become the leading model in sustainable petroleum resource management, ensuring that the benefits of the petroleum sector enhance the quality of life of all Liberians and contribute to the nation's sustainable development

Our Mission:

The mission of the LPRRA is to regulate and oversee Liberia's upstream, mid-stream and down-stream of the petroleum sector, ensuring sustainable exploration, production, and utilization of petroleum resources, while promoting compliance, transparency, and accountability in accordance with law.

Our Core Values:

- ❖ **Integrity:** We believe honesty and ethical behaviour make our work easier, more effective, and respected. We put integrity at the heart of everything we do and ensure our actions are not only legally compliant but also morally upright.
- ❖ **Transparency:** We are committed to openness in all our activities, allowing stakeholders to understand our operations, follow our progress, and hold us accountable. We ensure transparency across all our operations, including tendering, the granting of petroleum agreements, and the management of petroleum operations, thereby fostering an environment of trust and reliability.
- ❖ **Accountability:** We are fully answerable to the Liberian government, the Liberian people, and other stakeholders for every decision and action we take.
- ❖ **Sustainability:** We uphold the highest standard of safety, health, environmental stewardship, social responsibility, and governance; ensuring that our operations today do not compromise the ability of future generations to meet their own needs.
- ❖ **Stewards:** We take great care in managing the resources entrusted to us. Our investments maximize socio-economic benefits for Liberians, ensuring that the wealth derived from petroleum resources is channelled towards activities that promote national development and prosperity.

Our Key Services

Service	Highlight of Eligibility	Cost	Timeline	Contact Point
Prequalify Liberian Companies for 5% share in the Production Sharing Contract (PSCs) of International Oil Companies (IOCs)	<ul style="list-style-type: none"> • Must be natural persons of Liberian citizenship. • Must be able to source the money required for 5% share in the exploration program. • Legal Documentation & Ownership Information. • Document demonstrating Financial and Technical Capability. 	Please check our website	TBA	info@lpra.gov.lr 0777110110 0887111116
Award of Petroleum Rights	<ul style="list-style-type: none"> • Technical Experience relevant to qualification as operator • Legal Documentation • Document demonstrating Financial and Technical Capability • “See Tender Protocol for Operator” 	Please check our website	1 month after prequalification	info@lpra.gov.lr 0777110110 0887111116
Award of Reconnaissance License	Prequalified as per Section 11 of the Petroleum Law	Please check our website	N/A	info@lpra.gov.lr 0777110110 0887111116
Award of License for Petroleum Transportation System	Prequalified	Please check our website	1 month	info@lpra.gov.lr 0777110110 0887111116
Award Goods & Services Contracts	Presidential & Legislative approval	Please check our website	Please check our website	info@lpra.gov.lr 0777110110 0887111116

We Commit to:

- ✓ **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.

How You Can Reach Us:

We value your feedback and are committed to improving our services.

- **In Person:** Visit our Customer Service Desk at 18th Street Sinkor, Monrovia, Liberia .
- **Phone:** (+231) 0777110110 - 0887111116
- **Email:** info@lpra.gov.lr
- **Suggestion Boxes:** Available at our Headquarter. .
- **Online:** Website:lpra.gov.lr
<https://www.linkedin.com/company/75589279/admin/dashboard/>