

# REPUBLIC OF LIBERIA



## SERVICE DELIVERY CHARTER

for the

## Liberia Petroleum Regulatory Authority

[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*

## LIST OF ACRONYMS

List of all acronyms used in this document in alphabetical order.

GOL	Government of Liberia
IOC	International oil Company
LPRA	Liberia Petroleum Regulatory Authority
PMCS	Performance Management and Compliance System
SDC	Service Delivery Charter

## FOREWARD

Dear Customers,

We are pleased to present to you the Service Delivery Charter (SDC) of the *Liberia Petroleum Regulatory Authority (LPRA)* for the years 2025-2028. The SDC serves as a guide for service providers and the public we serve on the quantity, quality, and conditions of services that the LPRA provides. The SDC also provides information about the rights of service providers and members of the public and the channels through which they can report and get redress when they believe that their rights are violated.

With the SDC, the LPRA recommit to serving everyone to the highest ethical and professional standards.

The LPRA also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. Accordingly, LPRA shall continue to invest in the training and retraining of its staff to ensure they remain up to date with professional and ethical best practices. In the delivery of services that meet the need of the public and service providers. The LPRA, look forward to continued support from the public as we embark on implementing this SDC and sincerely welcome feedback from the public to ensure we continuously improve and serve better.

Sincerely,

Marilyn T. Logan  
Director General  
Liberia Petroleum Regulatory Authority (LPRA)

## **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) is 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, at the national level, and Minister Wilmot Paye from the *Ministry of Mines and Energy*, at the institutional level.

Our gratitude goes to our outstanding Director General, Hon. Marilyn T. Logan without whose unwavering support the success of this Charter would not have been possible. We extend our appreciation to the PMCS Focal persons of the LPRA 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 LPRA 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.

Esther K. Ricks  
Head for Administration  
LPRA

# 1 INTRODUCTION

## 1.1 Background

The LPRA was established as an independent body of the Government of Liberia to administer the Petroleum (Exploration and Production) Act, 2014. The LPRA is endowed with specific duties and powers to regulate the upstream, mid-stream and downstream of the oil and gas sector in Liberia. The LPRA operates with full independence ensuring unbiased regulation and management of the petroleum sector. It is accountable directly to the President and provides reports on its operations to the National Legislature.

The SDC is part of H.E President Joseph N. Boakai Sr. commitment to delivering ethical and effective services to Liberians and friends of Liberia and is a major step forward in the government accountability drive.

## 1.2 Rationale

The rationale for the development of this SDC 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 LPRA 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 LPRA's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the LPRA 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 LPRA 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 LPRA 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 LPRA 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 LPRA, **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 LPRA.

##### **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 LPRA 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 LPRA.

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

## **2 WHO WE ARE**

The LPRA was established as an independent body of the Government of Liberia to administer the Petroleum (Exploration and Production) Act, 2014. The LPRA is endowed with specific duties and powers to regulate the upstream, mid-stream and downstream of the oil and gas sector in Liberia. The LPRA operates with full independence ensuring unbiased regulation and management of the petroleum sector.

It is accountable directly to the President and provides reports on its operations to the National Legislature.

The LPRA collaborates closely with key institutions, including the National Oil Company of Liberia, the Ministry of Finance and Development Planning, the Ministry of Lands, Mines, and Energy, the Ministry of Justice, the Environmental Protection Agencies, and the relevant standing committees in both the honorable Senate and House of Representatives.

Our Services are as follow:

- Do Technical Evaluation
- Do Pre-Qualification, Bidding, Direct Negotiation, and 'Executive Allocation'
- Petroleum Agreements
- Administer Rights and Compliance
- Work Program Approval
- State Representation
- Monitoring and Inspections
- Revenue and Data Management
- Petroleum Revenue Management Law

### **2.1 Vision**

The vision of the **LPRA** 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

### **2.2 Mission**

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

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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*



## 2.3 Values

### *Our core values are:*

- ❖ **Integrity:** We believe honesty and ethical behavior 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 channeled towards activities that promote national development and prosperity.

## 3 OUR CUSTOMERS

The **LPRA** 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 LPRA.

### 2. **Residents and Non-Citizens**

- Individuals residing in Liberia who may require access to certain information or services offered by the LPRA.

### 3. **Businesses and Private Sector Organizations**

- International Oil and Gas Companies (IOCs), Companies, and other entities that engage with the LPRA for permits, licenses, compliance, or other regulatory services.

#### 4. 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.

#### 5. Civil Society Organizations (CSOs)

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

#### 6. Government Institutions

- Government institutions that LPRA works with in the execution of its duties and responsibilities.

## 4 OUR COMMITMENT TO YOU

The LPRA is dedicated to providing ethical, 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 LPRA 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.

- Acknowledge receipt of emails and written inquiries within 48 hours and provide responds within five business days.
- Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.
- Acknowledge receipt of complaints within 48 hours and provide update 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 **LPRA** 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 **LPRA** office, where a representative can assist you in submitting feedback.
- **Email:** Send us an email at **info@lpra.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 **0777110110 / 0887111116** 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@lpra.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 **LPRA**. 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 LPRA is committed to providing accessible services to all citizens at our Head Office located on 18<sup>th</sup> Street Sinkor, Monrovia 10, Liberia to serve the public effectively.

## **7 OVERVIEW OF OUR SERVICES**

The **LPRA** 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**



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
LPRA-0001	Prequalify Liberian Companies for 5% share in the Production Sharing Contract (PSCs) of International Oil Companies (IOCs)	<ul style="list-style-type: none"> <li>• Must be natural persons of Liberian citizenship.</li> <li>• Must be able to source the money required for 5% share in the exploration program.</li> <li>• Legal Documentation &amp;</li> </ul>	Please check our website	<ul style="list-style-type: none"> <li>• Must be natural persons of Liberian citizenship.</li> <li>• Must be able to source the money required for 5% share in the exploration program.</li> <li>• Legal Documentation &amp; Ownership Information.</li> <li>• Document demonstrating Financial and Technical Capability.</li> <li>•</li> </ul>	TBA	TBA	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a></li> </ul>

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
		<p>Ownership Information.</p> <ul style="list-style-type: none"> <li>• Document demonstrating Financial and Technical Capability.</li> </ul>							
LPRA-0002	Award of Petroleum Rights	<ul style="list-style-type: none"> <li>• Technical Experience relevant</li> </ul>	Please check our website	<ul style="list-style-type: none"> <li>• Technical Experience relevant to qualifications</li> </ul>	1 month after prequalification	TBA	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<ul style="list-style-type: none"> <li>• Suggestion box</li> </ul>



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
		<p>nt to qualification as operator</p> <ul style="list-style-type: none"> <li>• Legal Documentation</li> <li>• Document demonstrating Financial and Technical Capability</li> </ul> <p>“See Tender Protocol</p>		<p>on as operator</p> <ul style="list-style-type: none"> <li>• Legal Documentation</li> <li>• Document demonstrating Financial and Technical Capability</li> </ul> <p>“See Tender Protocol for Operator”</p>					<ul style="list-style-type: none"> <li>• Email <a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a></li> </ul>

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
		for Operator”							
									•
LPRA - 0003	Award of Reconnaissance License	Prequalified as per Section 11 of the “Petroleum Law”	Please check our website	TBA	Please check our website	TBA	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a></li> </ul>
LPRA - 0004	Award of License for Petroleum Transportation System	Prequalified	Please check our website	TBA	Please check our website	TBA	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a></li> </ul>
LPRA - 0005	Award Goods & Services Contracts	Presidential & Legislative approval	Please check our website	TBA	Please check our website	TBA	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a> 0777110110 0887111116	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:info@lpra.gov.lr">info@lpra.gov.lr</a></li> </ul>

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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 Feedback Form:



**Liberia Petroleum Regulatory 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.

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