

**REPUBLIC OF LIBERIA**



**SERVICE DELIVERY CHARTER**

for the

**LIBERIA ANTI-CORRUPTION COMMISSION(LACC)  
LIBERIA**

December 11, 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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## 1 LIST OF ACRONYMS

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

GOL	Government of Liberia
SDC	Service Delivery Charter
LACC	Liberia Anti-Corruption Commission

## 2 FOREWORD

Dear Customers,

We are pleased to present to you the **Service Delivery Charter (SDC)** of the **Liberia Anti-Corruption Commission (LACC)** for the period commencing January 1<sup>st</sup>, 2025 and ending December 31<sup>st</sup>, 2025. This charter (SDC) serves as a transparent guide to the public, detailing the quantity, quality, and conditions of the services we provide in our ongoing efforts to combat corruption in Liberia.

At the Liberia Anti-Corruption Commission (LACC), we are committed to fostering integrity, transparency, and accountability in all facets of our operations. Our Service Delivery Charter (SDC) embodies this commitment, serving as a cornerstone for delivering efficient and effective services to the public.

This Charter outlines the standards of service that our stakeholders can expect and underscores our unwavering dedication to upholding the principles of good governance. It reflects our resolve to not only combat corruption but also to build trust through the provision of timely, equitable, and transparent services.

As custodians of public trust, we understand that our success depends on the confidence of the people we serve. This document represents a pledge to ensure that every interaction with the commission is guided by professionalism, responsiveness, and respect for human dignity.

We invite all stakeholders to use this Charter as a guide to hold us accountable and as a tool to engage constructively in the fight against corruption. Together, we can create a culture of integrity that paves the way for sustainable development and social justice.

Let this Service Delivery Charter be a living testament to our shared vision of a society free from corruption and grounded in the rule of law.

Thank you for your continued partnership in this journey toward a better future.

Cllr. Alexandra K. Zoe  
Executive Chairperson  
Liberia Anti-Corruption Commission

### 3 ACKNOWLEDGEMENT

Corruption is a multifaceted and concealed issue that can only be effectively addressed through the collective efforts of various stakeholders. Their continuous involvement in initiating processes, gathering information, completing documents, and most importantly ensuring the successful implementation of this critical document is essential.

In this regard we extend our heartfelt gratitude to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., for launching the Performance Management and Compliance System (PMCS), a signature initiative that established this framework for service excellence. We also express our deep appreciation to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the dedicated staff of the Cabinet Secretariat for their guidance and unwavering support throughout this noble initiative.

The development of this Charter would not have been possible without the invaluable technical assistance from our Consultant, Mrs. Doris Idahor, who provided crucial support both at the national and institutional levels.

Our sincere thanks also go to the Executive Chairperson, Cllr. Alexandra K. Zoe, Vice Chairperson for Education and Prevention, Hon. Ernest Hughes, and the five Commissioners from Monitoring and Investigation and Prosecution respectively for their leadership and contribution to this initiative. We also acknowledge the pivotal roles played by key focal persons: Paylay M. Halay, Comptroller, and Aaron Cholopray, Procurement Officer for their significant inputs and dedication to the development of this Charter. Your sustained focus and efforts have been instrumental in the successful completion of this project.

Finally, we offer our deepest gratitude to our hardworking and committed staff, who daily embody the mission of the Commission by engaging with our valued customers and providing high-quality services. Your professionalism and dedication are the cornerstone of the Service Delivery Charter, and your efforts will bring its spirit to life.

Ernest R. Hughes  
Vice Executive Chairperson

## **4 INTRODUCTION**

### **4.1 Background**

The Liberia Anti-Corruption Commission (LACC) was re-established in 2022 with a mandate to investigate, prosecute, and educate the public about the ills of corruption, as well as the benefits of its eradication. Guided by its core values of transparency, accountability, professionalism, integrity and confidentiality, the Commission is dedicated to combating corruption through investigation, prevention, prosecution, public education, and asset recovery.

Over the years, the Commission has spearheaded various initiatives to enhance good governance, strengthen accountability mechanisms, and foster a culture of zero tolerance for corruption. These efforts are underpinned by the belief that corruption undermines democratic governance, erodes public trust, and hinders sustainable development.

Recognizing that effective service delivery is fundamental to achieving its mandate, the Commission has developed this Service Delivery Charter to articulate its commitment to providing timely, accessible, and transparent services to citizens, stakeholders, and partners. This Charter serves as a guiding framework for ensuring quality, responsiveness, and accountability in all aspects of service provision.

Through this document, the Commission reaffirms its dedication to creating a corruption-free society by engaging citizens, fostering partnerships, and upholding the highest standards of ethical conduct. It is both a declaration of the institution's responsibilities and a call to action for all stakeholders to join hands in the collective fight against corruption.

### **4.2 Rationale**

The purpose of developing this Service Charter is to guide the delivery of high-quality services to the public while ensuring the efficient use of limited resources within the shortest time possible. This Charter outlines the nature of the services provided by the Commission, the expected turnaround times, and the eligibility criteria for accessing these services. Additionally, it serves as a benchmark for assessing the Commission's performance, as defined by our mandate and the Government of Liberia's development plan.

The SDC shall allow the Commission to:

- Define the services offered by the Commission
- Outline the service standards that underpin the services offered
- List our commitments towards meeting the general and specific needs of the public

### **4.3 Objectives**

The core objective of this Service Delivery Charter (SDC) is to establish clear service commitments and enhance the relationship between the Commission and the citizens of Liberia.

This Charter is designed to guide the Commission in delivering high-quality, accessible, and responsive services.

Specifically, other objectives are to:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the Commission, ensuring that public services are delivered effectively, efficiently, and professionally.
2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the Commission 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 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 Commission operates with transparency, reliability, and a focus on citizen-centered service.

#### **4.4 Scope of Application**

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the LACC, encompassing all levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens and residents 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, and any other regional branches, and/o sub-national offices may be opened in the future to provide public services on behalf of the 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 Commission:**

- Each service offered by the LACC 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 Commission’s interactions with all clients, including citizens, businesses, and organizations that seek or utilize services from the LACC.

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

## **5 WHO ARE WE?**

The Commission was established to address pervasive corruption that severely undermines good governance in Liberia. The Restated and Amended Act of 2022 reinforces the Commission's mandate, which encompasses investigating, prosecuting, and preventing corrupt practices while conducting public education initiatives to raise awareness about the detrimental effects of corruption.

### **5.1 Vision**

The vision of the LACC is to have a Corruption-free society that advances transparency, integrity, and accountability in Liberia.

### **5.2 Mission**

The mission of the LACC is to prevent, deter, and prosecute acts of corruption and promote good governance and the rule of law. Through this mission, we aim to address public needs with professionalism and dedication.

### 5.3 Values

*Our core values are:*

- **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.
- **Professionalism:** We uphold professionalism in all our duties, delivering services with expertise, reliability, and a focus on quality.
- **Accountability** We are committed to ensuring accountability of resources and authority entrusted to us and to all public servants.
- **Confidentiality-** We are committed to safeguarding official information by maintaining a high level of confidentiality without compromising the legality of the facts.

## 6 OUR CUSTOMERS

The LACC is committed to serving a wide range of customers who rely on our services for various needs. Our customers include:

- **Citizens of Liberia**
  - o All Liberian citizens, regardless of background, who seek services provided by the LACC.
- **Residents and Non-Citizens**
  - o Individuals residing in Liberia who may require access to certain public services offered by the LACC.
- **Government Entities**
  - o Other national, regional, and local government agencies, ministries, and commissions that collaborate with or depend on our services for public administration and governance.
- **Businesses and Private Sector Organizations**
  - o Companies, non-profits, and other private sector entities that engage with the LACC for permits, licenses, compliance, or other regulatory services.

- **Development Partners and International Organizations**
  - o 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.
- **Civil Society Organizations (CSOs)**
  - o Advocacy groups, community organizations, and other CSOs that partner with or engage with the LACC to support transparency, accountability, and citizen rights.
- **The Media**
- Watchdog, amplifier, and mobilizer in the fight against corruption, playing a pivotal role in promoting accountability and transparency in governance.
- **OUR COMMITMENT TO YOU**

The 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.

### **6.1 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.

### **6.2 Service Standards**

The 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 three 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.

## **7 FEEDBACK AND COMPLAINTS MECHANISM**

The Commission values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism are designed to ensure that everyone 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.

## 7.1 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 office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website [lacc.gov.lr](http://lacc.gov.lr) to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at [laccliberia@gmail.com](mailto:laccliberia@gmail.com) and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at g service locations to submit anonymous feedback.

## 7.2 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.

### 7.2.1 How to File a Complaint:

- **By Phone:** Call us at **0777682414/0881467835** 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:

Executive Chairperson,  
Liberia Anti-Corruption Commission,  
Oldroad, Tupee Taylor Junction  
Monrovia Liberia

- **Complaint Form:** Access and fill out our online complaint form on our website at [lacc.gov.lr](http://lacc.gov.lr).
- **Talky App:** Download the **TALKAY** application from Google Play or the Apple App Store to report allegations of corruption.

### 7.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 48 hours via phone, email, or a letter.

2. **Investigation:** Your complaint will be assigned to the relevant department for initial assessments. The Commission will contact you within one (01) week of receipt of the complaint of the next step(s) in the case.
3. **Resolution:** The Commission aims to resolve complaints within twenty-one (21) days. If a resolution requires more time, the Commission will provide you with regular updates.
4. **Follow-up:** After resolution, the Commission may follow up with you to ensure satisfaction and receive any additional feedback.

### **7.3 Escalation Process**

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the LACC. The Commission is committed to addressing escalated complaints with diligence to ensure a fair outcome.

### **7.4 Confidentiality and Anti-Retaliation**

The Commission manages all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. The Commission is committed to creating a safe environment for citizens to voice their concerns.

This feedback and complaints mechanism enables the Commission to hear from you, respond effectively, and improve services continuously. The Commission values your input and is dedicated to providing the best possible service to the public.

## **8 WHERE WE ARE LOCATED**

The Commission is committed to providing accessible services to all citizens across Liberia. While the main office is located in Monrovia, plans are underway to establish additional locations to better serve the public. 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
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LACC	Old road, Tupee Taylor Curve, God Give Comminuty	07763667 22/ 08814678 35	<a href="mailto:twelthel@gmail.com">twelthel@gmail.com</a> <a href="mailto:laccliberia@gmail.com">laccliberia@gmail.com</a> <a href="mailto:azoe@lacc.gov.lr">azoe@lacc.gov.lr</a>	Put the Hotline number(s) here 0886667439/0 777422226

KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Regional office	N/A			
Regional office	N/A			
Regional office	N/A			
Regional office	N/A			

## 9 OVERVIEW OF OUR SERVICES

The LACC 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.



## 9.1 List of Services, Eligibility Conditions, and Timelines by Department

### 9.1.1 Department 1- Education and Prevention

CODE	Services provided to the 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
LACC-123-01	Public Awareness on corruption prevention	Public officials, Civil Servants, and other Liberian, Private Sector Actors involved in the management of Public funds etc.	\$150,000USD	N/A	Conduct four public awareness services program in each quarter	Education and Prevention	John Tommy Email: johntommy68@gmail.com	James Kingsley Email: kingsley757@yahoo.com	<ul style="list-style-type: none"> <li>● Suggestion box: this will be located at the LACC maintain office</li> <li>● Feedback-oversight commissioner : <a href="mailto:ernest.hughes@hughesbas.com">ernest.hughes@hughesbas.com</a></li> </ul>
LACC-123-02	Risk Assessment	Public Entities	15,000 USD	N/A		Education and Prevention	John Tommy Email: johntommy68@gmail.com	James Kingsley Email: kingsley757@yahoo.com	<ul style="list-style-type: none"> <li>● Suggestion box: this will be location at the LACC maintain office</li> <li>● Feedback-oversight</li> </ul>

CODE	Services provided to the 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
									commissioner : ernest.hughes@hughesbas.com
									•

### 9.1.2 Department 2 Monitoring and Investigation Department (MID)

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
LACC-123-03	Investigation of corruption cases	Public officials, Civil Servants, and other Liberian, Private Sector Actors involved in the Mismanagement of Public funds etc.	US\$ 900,000USD	Conduct and conclude four investigations during each quarter or sixteen (16) cases annually	MID	Abraham Sheriff Email:abrahamsheriff99@gmail.com	Baba Borkai Email:bborkai@yahoo.com	<ul style="list-style-type: none"> <li>● Suggestion box: This will be located at the LACC</li> <li>● Email feedback-: miattahjeh@gmail.com</li> </ul>	

### 9.1.3 Department 3

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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*

## 10.YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

### 9.2 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.

### 9.3 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.

## 10 ANNEXES

### 10.1 Sample Feedback Form:



Liberia Anti-Corruption 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.

<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>	

