

REPUBLIC OF LIBERIA



for the

Ministry of Agriculture

LIBERIA

January 28, 2025

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

MOA	Ministry of Agriculture
DAM	Department of Administration
DTS	Department of Technical Services
DPP	Department of Planning and Development
DRDRE	Department of Regional Development, Research and Extension
GOL	Government of Liberia
SDC	Service Delivery Charter
TBA	To Be Arranged
NADP	National Agriculture Development Plan

FOREWARD

Dear Farmers and Agro-business Entrepreneurs,

We are pleased to present to you the Charter of the Ministry of Agriculture for the forthcoming three years 2024-2025. 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 within the agriculture sector.

With this Charter, we are making a commitment to providing our services at the highest possible standards and would do our best to 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 Ministry of Agriculture 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 re-train them on a continuous basis. By outlining its commitments to you, the Ministry of Agriculture is seeking to match its quality of service to smallholder farmers as well as agri-business entrepreneurs' needs. The Ministry of Agriculture, therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Dr. J. Alexander Nuetah
Minister
Ministry of Agriculture

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, at the national level.

Our appreciation also goes to Mrs. Antoinette F. Dukuly, Deputy Minister for Administration, Mr. David K. Akoi, Deputy Minister for Planning and Development, Mr. Solomon C. Hedd-Williams, Deputy Minister for Technical Services, Mr. Moses Gbanyan, Mr. P. Folton Blasin, Assistant Minister for Administration, Mr. Boimah Lartey Kiadii, Procurement Director, and Mrs. Marietta S.J. Kolee, Deputy Comptroller, 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, particularly the frontline employees, who daily represent the Ministry of Agriculture 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.

Antoinette F. Dukuly
Deputy Minister for Administration
Ministry of Agriculture

1 INTRODUCTION

1.1 Background

The Ministry of Agriculture (MOA) is an arm of the Government of Liberia (GOL) and is tasked with ensuring food security, rural development, and the promotion of agricultural productivity in the country. The Ministry's constitutional mandate is aligned with Liberia's national development goals and the broader objectives of improving the livelihoods of farmers, ensuring sustainable agricultural practices, and reducing poverty.

This Service Delivery Charter (SDC) for the Ministry of Agriculture therefore, constitutes a social contract, commitment and agreement between the Ministry of Agriculture and citizens specifically farmers and agri-business entrepreneurs 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 the Ministry of Agriculture 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 Ministry of Agriculture 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 Ministry of Agriculture's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Ministry of Agriculture 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 Ministry of Agriculture 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.

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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

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 Ministry of Agriculture 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 Ministry of Agriculture 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 Ministry of Agriculture encompassing both central and county 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, county offices, and any sub-national offices that provide public services on behalf of the Ministry of Agriculture.

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 Ministry of Agriculture 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 Ministry of Agriculture.

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

2 WHO WE ARE

The Ministry of Agriculture 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 Ministry of Agriculture is responsible for overseeing the development and growth of the country's agricultural sector. Its primary goal is to promote food security, rural development, and economic growth through agriculture. The Ministry plays a key role in formulating policies, regulations, and programs that support the sustainable development of the agriculture sector.

2.1 Vision

The vision of the Ministry of Agriculture is to transform Liberia's agricultural sector into a modern, competitive, and sustainable industry that contributes to the nation's economic growth, food security, and social development, while improving the well-being of farmers and rural communities. The Ministry is committed to building a resilient agricultural economy by empowering farmers with the knowledge, resources, and services they need to thrive, thus contributing to national development and prosperity.

2.2 Mission

The mission of the Ministry of Agriculture is to promote sustainable agricultural practices and enhance the productivity of the agricultural sector through the formulation of effective policies, provision of support services to farmers, and the development of rural infrastructure, in order to ensure food security, improve livelihoods, and reduce poverty in Liberia. Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Value

The core values of the MOA are:

- ❖ **Integrity** - The Ministry emphasizes honesty, transparency, and accountability in all its actions and interactions. It seeks to ensure that resources are used effectively and responsibly to benefit the agricultural sector and the public.
- ❖ **Sustainability** - The Ministry is committed to promoting agricultural practices that are environmentally sustainable, socially responsible, and economically viable. This ensures the long-term health and growth of the agricultural sector and the wellbeing of future generations.
- ❖ **Collaboration** - The MOA believes in working together with various stakeholders, including farmers, local communities, government agencies, international partners, and the private sector, to achieve common goals in agricultural development and rural prosperity.
- ❖ **Innovation** - The Ministry encourages the adoption of innovative technologies, practices, and approaches in agriculture to improve productivity, address challenges, and increase competitiveness in both domestic and international markets.
- ❖ **Excellence** - The Ministry strives for excellence in service delivery, policy development, and implementation. It aims to continually improve its operations to better serve the needs of farmers and the agricultural community.
- ❖ **Empowerment** - Empowering farmers and rural communities is a central value. The Ministry focuses on providing farmers with the knowledge, skills, resources, and opportunities they need to succeed and improve their livelihoods.

3 OUR CUSTOMERS

The Ministry of Agriculture 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 Ministry of Agriculture

2. Residents and Non-Citizens

- ❖ Individuals residing in Liberia who may require access to certain public services offered by the Ministry of Agriculture.

3. 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.

4. **Businesses and Private Sector Organizations**

- ❖ Companies, non-profits, and other private sector entities that engage with the Ministry of Agriculture for permits, licenses, compliance, or other regulatory services.

5. **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.

6. **Civil Society Organizations (CSOs)**

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

4 OUR COMMITMENT TO YOU

The Ministry of Agriculture 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 Ministry of Agriculture 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 five 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.

5 FEEDBACK AND COMPLAINTS MECHANISM

The Ministry of Agriculture 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 Ministry of Agriculture office, where a representative can assist you in submitting feedback.

- **Online Form:** Access our online feedback form on our website at <https://www.moa.gov.lr/contact> to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at info@moa.gov.lr and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all 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 [+231555850279](tel:+231555850279) 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@moa.gov.lr.
- **Complaint Form:** Access and fill out our online complaint form on our website at <https://www.moa.gov.lr/contact>.

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 Ministry of Agriculture. 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 Ministry of Agriculture 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 EMERGENCY CALL
Monrovia	Ministerial Complex, Congo Town	+231555850279	info@moa.gov.lr	+231555850279
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Bomi	Tubmanburg			
Bong	Gbarnga			
Grand Bassa	Buchanan			
<u>Grand Gedeh</u>	<u>Zwedru</u>			
<u>Lofa</u>	<u>Voinjama</u>			
<u>Margibi</u>	<u>Kakata</u>			
Nimba	Saniquele			
Grand Cape Mount	Sanji			
Grand Kru	Barclayville			
Sinoe	Greenville			

County Agriculture Coordinators (CACs)

NO	NAMES	PHONE	COUNTY
1	E. Musu Tuah Younn	0777748395	MARGIBI
2	Famatta J. Kamara	0886428281	GRANDCAPEMOUNT
3	Jefferson G. Gegon	0776385062	NIMBA
4	J. Sheriff B. Tweh	0778770987	RIVERGEE
5	Nounou Sharty	0776169225	GRAND GEDEH
6	Abass Mark Biaty	0770433778	LOFA
7	Peter K. Klah	0880634515	MARYLAND
8	Alfred F. Ogunti	0886105049	GRANDKRU
9	P.Maxwell Saydee	0775691889	SINOE
10	A. Key Sumo	0776458155	GBARPOLU
11	Joseph G. Greeves	0770978780	GRANDBASSA
12	Robert B. Taylor	0886470508	BONG
13	Samuel Charles Smith	0886413216	BOMI
14	Chester H. Guarduard	0775517587	RIVERCESS
15	Fatu M. Canmu	0775319016	MONTSERRADO

7 OVERVIEW OF OUR SERVICES

The Ministry of Agriculture 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	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
MOA-0001	Issuance of Sectorial Clearances	All Liberian Citizens	Free	Telephone Number All documents etc.	2 days	Sector Coordination	xxxxx	xxxxxx	<ul style="list-style-type: none"> Email: www.moa.gov.lr Written communication
									•

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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:



**Ministry of Agriculture
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):	

