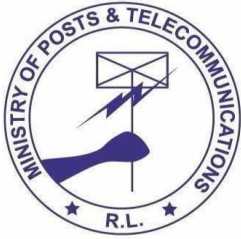


# REPUBLIC OF LIBERIA



## Ministry Of Posts and Telecommunications



## SERVICE DELIVERY CHARTER(SDC)

[December 1, 2024]

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**LIST OF ACRONYMS**

|             |  |
|-------------|--|
| <b>GOL</b>  | Government of Liberia                        |
| <b>ICT</b>  | Information Communication Technology         |
| <b>MoPT</b> | Ministry fo Post and Telecommunications      |
| <b>PMCS</b> | Performance Management and Compliance System |
| <b>SDC</b>  | Service Delivery Charter                     |
| <b>SC</b>   | Service Charter                              |
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## FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the Ministry of Posts and Telecommunications 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 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 Posts and Telecommunications 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 retrain them on a continuous basis. By outlining its commitments to you, we are seeking to match our quality of service to customers' needs. The Ministry of Posts and Telecommunications therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Minister Sekou M. Kromah

**Minister/Postmaster General, RL.**

Ministry of Posts and Telecommunications

## 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 Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat for their guidance and support with this noble initiative.

Our appreciation also goes to Hon. Nicholas N. Johnson, **Assistant Minister for Technical Services**; Hon. Sheik Sheriff, **Chief Information Officer**, Robert B. Walker, Jr. **Assistant Director, Planning and Research**; Patrick Paye-tee, **Procurement Director**; Francis Imode, **Comptroller**; Paul Thomas, **Director General of Post**, Gilbert Kollie, Jr., **Statistician** at the Ministry of Posts and *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. Names:

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the Ministry of Posts and Telecommunications 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.

Hon. Sekou M. Kromah  
**Minister & Postmaster General, RL**  
**Ministry of Post and Telecommunications**

# 1 INTRODUCTION

## 1.1. Background

The Ministry of Posts and Telecommunications is the arm of the Government of Liberia (GOL) that is responsible to provide Postal services to citizens and residents within and outside the borders of the republic of Liberia and set the agenda for the adaptation of new technologies and expansion throughout the country through the development Information Communication Technology (ICT) policies and strategies to facilitate easy access and affordability for all.

This Service Delivery Charter (SDC) for the Ministry of Posts and Telecommunications therefore, constitutes a social contract, commitment and agreement between the Ministry of Posts and Telecommunications and citizens 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 Ministry of Posts and Telecommunications 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 Ministry of Posts and Telecommunications 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 Posts and Telecommunications' performance, as defined by our mandate and the GOL's development plan.

The SDC allows the Ministry of Posts and Telecommunications to:

- Define the services offered to citizens and residents of Liberia
- Outline the service standards that underpin the services offered
- List our commitments towards meeting the general and specify needs of the public.

## 1.3. Objectives

The objectives of the service charter are set to:

- 1.3.1.** Improve service delivery culture of public institution (MoPT) to the general public,
- 1.3.2.** Clarify[explain the responsibility of each service provider and those that will be using the services],and the rights and obligations of each of the party,
- 1.3.3.** Reinforce the commitment between partners to service delivery improvement for the benefit of all,
- 1.3.4.** Acknowledge and reward good performance,

- 1.3.5. Professionalize and encourage excellence in our public service delivery,
- 1.3.6. Facilitate a process of defining service standards in various departments,
- 1.3.7. Strengthen processes and initiatives that prevent and combat corruption,
- 1.3.8. Strengthen the culture of transparency and equity, and
- 1.3.9. Ensure an effective, efficient and responsive Ministry of Posts and Telecommunications.

#### **1.4. Scope of Application**

This charter shall apply to the central, regional and decentralized employees under the Ministry of Posts and Telecommunications and the Liberian people.

## **2 WHO ARE WE**

*Ministry of Posts and Telecommunications is charged with the responsibility to develop and promote people-friendly postal industry and set the agenda for information communication Technology (ICT) Policy for the nation:*

### **2.1. Vision**

*To be leading institution that fosters and promotes accessible and trusted ICT and postal services, while providing social and economic benefits for all.*

### **2.2 Mission**

*Our mission is to ensure the provision of quality, reliable, affordable and accessible postal and Telecommunications/ICT services to the most remote parts of Liberia in alignment with universal human rights protocol on access to communications for all.*

### **2.3 Values**

*Our core values are:*

- ❖ *People-centered service delivery*
- ❖ *Experienced, knowledge-ability, skills and competence based;*
- ❖ *Respect for the dignity and impartiality for all in the delivery and expansion of our services to all citizens and residents alike.*
- ❖ *We execute our duties with transparency and accountability to all irrespective of who you are or where you come from.*
- ❖ *Our staff are encouraged to think and work without undue influence ethnicity, politics, color and tribe.*
- ❖ *Our selection of staff to provide services are based on knowledge-ability of tasks, skills and abilities rather than partisanship, religion, tribe or culture.*

- ❖ *We treat all our customers with the same level of care and attention, and conduct our business in an unbiased manner.*

### **3 OUR CUSTOMERS**

Our customers are essential to our success. They include: public institutions (ministries, agencies, commissions and corporations), private sector institutions (businesses, private citizens and residents within and outside the borders of the Republic of Liberia), development partners and diplomatic missions accredited to Liberia.

#### **OUR COMMITMENT TO YOU**

We are committed to respecting the rights of our customers, including:

- ❖ The right to make inquiries;
- ❖ The right to lodge a formal complaint against ill-practices;
- ❖ The right to privacy and confidentiality;
- ❖ The right to get full information (freedom of information)
- ❖ The right to access services, facilities and information in a manner which meets customer needs.

#### **5.1. Service Guarantee**

We will provide you with high quality service by:

- ❖ listening actively and acting responsively to your needs and request;
- ❖ Smiling to our customers to create a warm and friendly environment;
- ❖ Providing reliable, affordable, accessible and improved quality of services that enhances customers confidence and satisfaction;
- ❖ Paying indemnities timely when verified
- ❖ Ensuring timely delivery of parcel, packets, letter mail and all other conveyable items in the confines of the law.

#### **5.2. Service Standards**

We undertake to provide improved quality of service. In this regard we aim to:

- ❖ Attend to all inquiries promptly
- ❖ Customers' service hot-line



- ❖ Answer the telephone within 3 rings
- ❖ Acknowledge written complaints within 5 working days
- ❖ Deal with written request within 10 working days

***When you communicate with us at the Ministry of Posts and Telecommunications, we will:***

- ❖ *Be courteous*
- ❖ *Willing to assist you and be responsive to your needs*
- ❖ *Treat you fairly and professionally*
- ❖ *Be sensitive to diversity issues*
- ❖ *Be accountable and adhere to sound business practices*

***When we perform services for you, we will:***

- ❖ *Explain our services and deliverables to you*
- ❖ *Aim to exceed your expectations*
- ❖ *Demonstrate technical and professional competence in providing the services*
- ❖ *Respect and maintain customer confidentiality.*

***After we have performed our service, we will:***

- ❖ *Have a customers' feedback or concern box at our counter service area*
- ❖ *Use our customer survey to seek feedback on our performance*
- ❖ *Review the feedback you provide to measure our performance and initiate further improvements*
- ❖ *Maintain our customer confidentiality beyond the term of our commitment*

## **4 DEALING WITH COMPLAINTS**

We respect the right of our customers to complain if our services are poor or unsatisfactory.

In this regard;

- ⊕ Your letter must be addressed to the Quality-of-Service Coordinator with a subject "Letter Complaint";
- ⊕ Based upon the nature of complaint, we will undertake an investigation in collaboration with our mail security department and respond to your complaint within 21 days of receipt;
- ⊕ If we are found liable, we will endeavor to apologize and take corrective measures to avoid reoccurrence;
- ⊕ We will maintain your complaint in the complaint registry and utilize our follow-up mechanism to providing redress;
- ⊕ Our investigative team will treat any information on fraud and corruption very seriously

- ⊕ You may use our hotline or official Contact details on our website to report fraud, corruption and any unusual treatment by employees

**When you call us, we undertake to:**

- ⊕ Answer calls as promptly as possible
- ⊕ Identify ourselves by name and department
- ⊕ Assist you in polite and helpful manner
- ⊕ If you cannot be helped, you will be referred to the appropriate department within the institution responsible,
- ⊕ We will maintain a complaint register and follow-up mechanism and work towards reducing service complaints in the future.

## 5 WHERE WE ARE FOUND

| CENTRAL DEPARTMENTS                            | PHYSICAL LOCATION                              | CONTACT PHONE                            | CONTACT EMAIL  | PHONE NUMBER FOR EMERGENCY CALL |
|--|--|--|--|---------------------------------|
| Head Office                                    | McDonald and Carey Streets                     | 0770534274<br>0777430918                 | liberiapost@gmail.com<br>danielkoboijohnson1978@gmail.com    | 0887223074                      |
| Metro-Monrovia Sub-office                      | Randall Street post office, opposite LBDI Bank | 0777200627/088862856<br>7/<br>0777430918 | kaihetowahzeah@gmail.com<br>danielkoboijohnson1978@gmail.com | 0887223074                      |
| Monrovia Extension Offices                     | James Spriggs Payne Airport, Sinkor-Monrovia   | 0770906308<br>0777430918                 | shawjsamyl@gmail.com<br>danielkoboijohnson1978@gmail.com     | 0887223074                      |
| <b>KEY CONTACT ADDRESSES AT REGIONAL LEVEL</b> |  |  |  |                                 |
| Grand Bassa County                             | Buchanan Regional Post Office, Buchanan        | 0770730494                               | N/A  | 0770730494                      |

|                         |  |                |     |              |
|-------------------------|--|----------------|-----|--------------|
|                         | City, Region 1   |                |     |              |
| Margibi County          | Kakata Post Office, Kakata City, Regional 1                | 0776-756-752   | N/A | 0776756752   |
| Bomi County             | Tubmanburg Regional Post Office, Tubmanburg City, Region 2 | 0776949783     | N/A | 0776949783   |
| Gbarpolu County         | Bopolu Post Office, Bopolu City, Region 2                  | 0777356475     | N/A | 0777356475   |
| Grand Cape Mount County | Robertsport Post Office, Robertsport City, Region 2        | Varney Kiazolu |     | 0886-544916  |
|                         | Bo-waterside Post Office, Bo-waterside                     | 0777929305     | N/A | 0777929305   |
| Bong County             | Gbarnga Regional Post Office, Gbarnga, City, Regional 3    | 0775-729073    | N/A | 0775-729073  |
| Nimba County            | Ganta Post Office, Ganta City, Regional 3                  | 0778-807-337   | N/A | 0778-807-337 |
| Nimba County            | Sanniquille Post Office, Sanniquille City, Region 3        | 0776-735-406   | N/A | 0776-735406  |
|                         | Saclepea Post Office, Seclepea City, Region 3              | 0880285-839    | N/A | 0880-285-839 |
| Lofa County             | Voinjama Post Office,                                      | 0777-089-770   | N/A | 0777-089-770 |

|              |       |   |              |     |              |
|--------------|-------|---|--------------|-----|--------------|
|              |       | VoinjamaCity, Region 3                            |              |     |              |
| Grand County | Gedeh | Zwedru Regional Post Office, Zwedru City-Region 4 | 0770-169-075 | N/A | 0770-169-075 |
| Sinoe County |       | Greenville Post Office, Greenville City, Region 4 | 0880-401219  | N/A | 0880-401-219 |

## 6 OVERVIEW OF SERVICE CHARTER

The SC should be reviewed once a year to update list of services, staff and supervisors' information as to maintain accuracy and keep our client in the loop.

6.1 List of Full Services, Eligibility Conditions, and Timelines by Department

6.1.1 Department 1:

**Expediated Mail Services Ministry of Posts and Telecommunications (MoPT)**

| 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 | channels |
|------|---|----------------------------|-----------------|--------------------|------------------------------|------------------------|--|-----------------------------------|----------|
|------|---|----------------------------|-----------------|--------------------|------------------------------|------------------------|--|-----------------------------------|----------|

| 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   | channels   |
|-----------|---|---|---|--|------------------------------|------------------------|--|---|--|
| MoPT-0001 | Letters /printed matters                | All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic mansions, public and private institutions | <p>\$56.00 -Zone 1 (West Africa)</p> <p>\$66.00 -Zone 2 (Europe, America &amp; the rest of Africa)</p> <p>\$71.00 -Zone 3 (ASIA, Australia, Antartica)</p> <p>Through DHL</p> <p>ZONE 1&amp;2 – US\$66.00</p> <p>ZONE 3&amp;4- US\$71.00;</p> <p>ZONE 5&amp; 6 US\$81.00;zone 7&amp;8 us\$100.00</p> <p>for additional Kg (US\$ 10.00- Zone 1, US\$ 10-Zone 2, US\$ 10-Zone 3</p> | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> <li>• Postage Stamp</li> </ul> | 20mins                       | Postal Operations      | AlathaYelagar<br>alathayelagar@gmail.com | Philip Jan Kiazolu<br>philipkiazolu@gmail.com<br><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a> | <ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:feedback@mopt.gov">feedback@mopt.gov</a></li> </ul> |
| MoPT-0002 | Parcel                                  | All Liberian citizens home  | 1kg-US\$60 + US\$1.00   | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> </ul>  | 20mins                       | Postal                 | AlathaYelagar                            | Philip Jan Kiazolu  | <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                                  | channels   |
|------|---|--|--|--|------------------------------|------------------------|--|--|--|
|      |   | and abroad, and foreign nationals, residents, diplomatic mansions, public and private institutions | <p>surcharge- Zone 1 (West Africa)</p> <p>\$75.00 + US\$1.00 surcharge Zone 2 (Europe, America &amp; the rest of Africa)</p> <p>\$80.00 + US\$1.00 surcharge - Zone 3 (ASIA, Australia, Antartica)</p> | <ul style="list-style-type: none"> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> <li>• Postage Stamp</li> <li>• Extra- fee for additional Kg (US\$ 17.00- Zone 1, US\$ 20- Zone 2, US\$ 20- Zone 3)</li> </ul> |                              | Operation              | alathayelagar@gmail.com                | <p>philipkiazolu@gmail.com</p> <p><u>liberiapost@gmail.com</u></p> | <ul style="list-style-type: none"> <li>• Email <a href="mailto:feedback@mopt.gov.lr">feedback@mopt.gov.lr</a></li> </ul> |

## 6.1.2 Department2

### 1. Regular Mail Services (Domestic and International) provided by the Ministry of Posts and Telecommunications (MoPT)

| 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  |
|-----------|---|---|---|--|------------------------------|------------------------|--|--|
| MoPT-0003 | Out-bound Ordinary Letters              | All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic missions, public and private institutions | L\$250.00 ( bulk letter mail) for Zones 1, 2 & 3                      | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> <li>• Postage Stamp</li> </ul> | 20-30mins for processing     | Postal Operations      | Obi Kumon<br>obkumon@gmail.com         | Daniel Johnson<br>danielkoboijohnson1978@gmail.com<br><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a> |
| MoPT-0004 | Outbound Registered Letter              | All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic missions, public and private institutions | 0.1 -0.9 grams- US\$11.00+1.00surcharge= (US\$12) for Zones 1, 2 & 3. | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> <li>• Postage Stamp</li> </ul> | 15-30mins for processing     | Postal Operations      | Obi Kumon<br>obkumon@gmail.com         | Daniel Johnson<br>danielkoboijohnson1978@gmail.com<br><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a> |
| MoPT-0005 | Outbound Small Packets                  | All Liberian citizens home and abroad,  | Zone 1,2& 3- 1kg-2kg- us\$16.19                                       | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> </ul>  | 15-30mins for processing     | Postal Operations      | Obi Kumon<br>obkumon@gmail.com         | Daniel Johnson<br>danielkoboijohnson1978@gmail.com   |



| 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  |
|-----------|---|--|---|--|------------------------------|------------------------|---|--|
|           |   | <i>and foreign nationals, residents, diplomatic mansions, public and private institutions</i>  |   | <ul style="list-style-type: none"> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> <li>• Postage Stamp</li> </ul>                                      |                              |                        |   | <a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a>   |
| MoPT-0006 | Outbound Parcels                        | <i>All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic missions, public and private institutions</i> | <i>Zone 1&amp;2, us\$30.38 per kilogram</i> | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> <li>• Postage Stamp</li> </ul> | 20mins                       | Postal Operations      | Famatta Eastman<br><a href="mailto:Famattaeastman99@gmail.com">Famattaeastman99@gmail.com</a> | Daniel Johnson<br><a href="mailto:danielkoboijohnson1978@gmail.com">danielkoboijohnson1978@gmail.com</a><br><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a> |

### 6.1.3 Department 3

#### 2. Subscription Services provided by the Ministry of Posts and Telecommunications (MoPT)

| 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  |
|-----------|---|---|---|---|------------------------------|------------------------|--|--|
| MoPT-0007 | Institutional Mail Delivery Services    | All Liberian citizens at home and foreign residents, diplomatic mansions, public and private institutions | Please indicate the actual cost<br><br>Ministry: us\$20.00 per month<br><br>Private:us\$40.00 per month | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> </ul> Postage Stamp | 20mins                       | Postal Operations      | Sylvia Nemah<br><br><a href="mailto:nemahsylvian@gmail.com">nemahsylvian@gmail.com</a><br><br><a href="mailto:jamesquadoe12@gmail.com">jamesquadoe12@gmail.com</a> | Daniel Johnson<br><br><a href="mailto:danielkoboijohnson1978@gmail.com">danielkoboijohnson1978@gmail.com</a><br><br><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a> |
| MoPT-0008 | Home Mail Delivery Services             | All Liberian citizens at home and foreign residents, diplomatic mansions, public and private institutions | US\$75.00 per month   | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> </ul> Postage Stamp | 20mins                       | Postal Operations      | Sylvia Nemah<br><br><a href="mailto:nemahsylvian@gmail.com">nemahsylvian@gmail.com</a><br><br><a href="mailto:jamesquadoe12@gmail.com">jamesquadoe12@gmail.com</a> | Daniel Johnson<br><br><a href="mailto:danielkoboijohnson1978@gmail.com">danielkoboijohnson1978@gmail.com</a><br><br><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a> |
| MoPT-0009 | Diplomatic Pouch Services               | Foreign diplomatic residents, diplomatic  | Zone1, 0.5kg – us\$10.00<br><br>Zone2, 0.5kg-   | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of</li> </ul>  | 20mins                       | Postal Operations      | Sylvia Nemah<br><br><a href="mailto:nemahsylvian@gmail.com">nemahsylvian@gmail.com</a>   | Daniel Johnson<br><br><a href="mailto:danielkoboijohnson1978@gmail.com">danielkoboijohnson1978@gmail.com</a>   |

| 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   |
|-----------|---|--|---|---|------------------------------|------------------------|--|---|
|           |   | <i>missions, ministry of foreign affairs</i>   | <i>us\$15.00<br/>Zone 3, 0.5kg- us\$20.00<br/>Every additional 0.5 kg is an additional amount of us\$5.00</i>   | <i>Destination and Return Address<br/><br/>• Contact Number of Receiver<br/><br/>Postage Stamp</i>  |                              |                        | <i>jamesquadoe12@gmail.com</i>   | <i>liberiapost@gmail.com</i>  |
| MoPT-0010 | Drop Bag Services                       | <i>All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic mansions, public and private institutions</i> | <i>MINISTRY:US\$100.00 per annual<br/>PRIVATE:US\$150.00 per annual</i>   | <i>• Full Name of the receiver<br/><br/>• Full Address of Destination and Return Address<br/><br/>• Contact Number of Receiver<br/><br/>Postage Stamp</i> | 20mins                       | Postal Operations      | <i>Sylvia Nemah<br/><br/><a href="mailto:nemahsylvian@gmail.com">nemahsylvian@gmail.com</a><br/><br/><a href="mailto:jamesquadoe12@gmail.com">jamesquadoe12@gmail.com</a></i>                | <i>Daniel Johnson<br/><br/><a href="mailto:danielkoboijohnson1978@gmail.com">danielkoboijohnson1978@gmail.com</a><br/><br/><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a></i> |
| MoPT-0011 | Lock Box Services                       | <i>All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic mansions, public and private</i>              | <i>Small box: us\$40.00 per annual<br/><br/>Medium box us\$50.00 per annual<br/><br/>Large box us\$80.00 per annual<br/><br/>Extra-large box us\$100.00 per</i> | <i>• Full Name of the receiver<br/><br/>• Full Address of receiver/subscriber<br/><br/>• Contact Number and address of Receiver</i>                       | 20mins                       | Postal Operations      | <i>Amelia Wilson<br/><br/><a href="mailto:awilsonwilson28@gmail.com">awilsonwilson28@gmail.com</a><br/><br/><a href="mailto:ophelijaackson935@yahoo.com">ophelijaackson935@yahoo.com</a></i> | <i>Daniel Johnson<br/><br/><a href="mailto:danielkoboijohnson1978@gmail.com">danielkoboijohnson1978@gmail.com</a><br/><br/><a href="mailto:liberiapost@gmail.com">liberiapost@gmail.com</a></i> |

| 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  |
|------------------|--|---|-----------------------------|--|------------------------------|------------------------|--|--|
|                  |  | <i>institutions</i>   | <i>annual</i>               | <i>/subscriber</i><br><br><i>Postage Stamp</i> |                              |                        |  |  |
| <i>MoPT-0012</i> | <i>National Digital &amp; Postal Address Service</i> | <i>All Liberian citizens at home, and foreign nationals residing in Liberia, diplomatic mansions, public and private institutions</i> | <i>To be determine soon</i> | <i>N/A</i>                                     | <i>20mins</i>                | <i>Administration</i>  | <i>Dixion Gwion</i><br><br><i>Dixongwion71@yahoo.com</i> | <i>Sekou M. Kromah</i><br><br><a href="mailto:smkromah@mopt.gov.lr"><i>smkromah@mopt.gov.lr</i></a><br><br><i>sekou.kromah@yahoo.com</i> |
|                  |  |   |                             |  |                              |                        |  |  |

## 6.1.4 Department 4

### 3. Courier Service provided by the Ministry of Posts and Telecommunications (MoPT)

| 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                |  |
|-----------|---|---|---|---|------------------------------|------------------------|---|--|--|
| MoPT-0013 | Large International Courier Service     | All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic mansions, public and private institutions | License fees, us\$1,500.00<br><br>Regulatory fees, letters us\$1.25<br><br>Parcel, us\$2.75 | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> </ul> Postage Stamp | 20mins                       | Postal Operations      | Paul W. Thomas<br><br>liberiapost@gmail.com | Moses S. Wright<br><br>Moseswright1977@gmail.com | Suggestion box<br><br>Moseswright1977@ |
| MoPT-0014 | Medium International Courier Service    | All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic mansions, public and private institutions | License fees \$850USD<br><br>Regulatory fees, letter, us\$0.75<br><br>Parcel us\$1.25       | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> </ul> Postage Stamp | 20mins                       | Postal Operations      | Paul W. Thomas<br><br>liberiapost@gmail.com | Moses S. Wright<br><br>Moseswright1977@gmail.com | Suggestion box<br>Moseswright1977@     |
| MoPT-0015 | Diplomatic Courier Service              | Foreign diplomatic  | License fees,   | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> </ul>   | 20mins                       | Postal                 | Paul W. Thomas                              | Moses S, Wright                                  | Suggestion box<br>Moseswright1977@     |

| 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            |   |
|-----------|---|---|---|---|------------------------------|------------------------|---|--|---|
|           |   | residents, diplomatic mansions, public and private institutions   | us\$750.00<br><br>Regulatory fees.<br><br>Letter, us\$0.75<br><br>Parcel us\$1.25 | <ul style="list-style-type: none"> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> </ul> Postage Stamp                                      |                              | Operations             | liberiapost@gmail.com                   | Moseswright1977@gmail.com                    |   |
| MoPT-0016 | Expedited Mail Service                  | All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic mansions, public and private institutions | License fees, us\$350.00  | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> <li>• Contact Number of Receiver</li> </ul> Postage Stamp | 20mins                       | Postal Operations      | Paul W. Thomas<br>liberiapost@gmail.com | Moses S. Wright<br>Moseswright1977@gmail.com | Suggestion box<br>Moseswright1977@gmail.com |
| MoPT-0017 | Domestic Courier Service                | All Liberian citizens home and abroad, and foreign nationals, residents,  | License fees, us\$350.00<br><br>Regulatory fees<br><br>Letter,                    | <ul style="list-style-type: none"> <li>• Full Name of the receiver</li> <li>• Full Address of Destination and Return Address</li> </ul>   | 20mins                       | Postal Operations      | Paul W. Thomas<br>liberiapost@gmail.com | Moses S. Wright<br>Moseswright1977@gmail.com | Suggestion box<br>Moseswright1977@gmail.com |

| 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                   |  |
|------------------|---|--|--|--|------------------------------|--------------------------|---|---|--|
|                  |   | <i>diplomatic mansions, public and private institutions</i>  | <i>us\$0.25<br/>Parcel,<br/>us\$0.50</i> | <ul style="list-style-type: none"> <li>• <i>Contact Number of Receiver</i></li> <li>• <i>Postage Stamp</i></li> </ul>  |                              |                          |   |   |  |
| <i>MoPT-0018</i> | <i>Barrel Service</i>                   | <i>All Liberian citizens home and abroad, and foreign nationals, residents, diplomatic mansions, public and private institutions</i> | <i>License fees, us\$350.00</i>          | <ul style="list-style-type: none"> <li>• <i>Full Name of the receiver</i></li> <li>• <i>Full Address of Destination and Return Address</i></li> <li>• <i>Contact Number of Receiver</i></li> <li>• <i>Postage Stamp</i></li> </ul> | <i>20mins</i>                | <i>Postal Operations</i> | <i>Paul W. Thomas<br/>liberiapost@gmail.com</i> | <i>Moses S.<br/>WrightMoseswright1977@gmail.com</i> | <i>Suggestion box<br/>Moseswright1977@</i> |
|                  |   |  |  |  |                              |                          |   |   |  |

## 6.2 YOUR RIGHTS

Our staffers owe you:

- Courteous behavior at all times.
- Full information.
- Prompt and efficient service provision.
- Redress and an apology for lapses in our service.

## 6.3 YOUR OBLIGATIONS

Our staffers also deserve:

- Respect from customers
- Good behavior
- Clear information
- Good mannerism from customers
- Dignity in public service



