

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

For the

NATIONAL AIDS COMMISSION LIBERIA

[December 19, 2024]

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LIST OF ACRONYMS

AIDS	Acquired Immune Deficiency Syndrome
CV	Core Value
ED	Executive Director
GOL	Government of Liberia
HIV	Human immunodeficiency virus
MS	Mission Statement
NAC	National AIDS Commission
NACA	National AIDS Commission ACT of 2010
SDC	Service Delivery Charter
VS	Vision Statement

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the National AIDS Commission for the forthcoming three years 2022-2025. 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.

With this Charter, we are making a commitment to providing our services at the highest possible standards and would we'll do our best to and sure 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 Commission 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, is seeking to match its quality

of service to customers' needs. The Commission therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Dr. Cecelia J. Nuta

Chairperson

National AIDS Commission of Liberia

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, and Mr. Solomon Hinneh, Joseph W. Nimely, Jr. William J. Trueh and Andrew J. Wleh, Jr., at the institutional level.

Our appreciation also goes to the Dr. Cecelia J. Nuta, Chairperson; Solomon Hinneh, Executive Director; Joseph W. Nimely, Jr. Comptroller; William J. Trueh, Procurement Director; Andrew J. Wleh, Jr. M & E Director, Zubah T. Mulbah, Sr. Director for Decentralization and Mrs. Jeneba K. Z Gribsey, Director for Program & Policy, 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 Commission 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.

Solomon Hinneh (**Head of Administration**)

Executive Director

National AIDS Commission of Liberia

1 INTRODUCTION

1.1 Background

The National AIDS Commission is an arm of the Government of Liberia (GOL), responsible for the following:

- Policies formulation
- Advocacy
- Resource mobilization and allocation
- Creating and Strengthening partnership
- Monitoring, Evaluation, and Research
- Advise national government on all matters pertaining to HIV and AIDS
- Finally, the Commission is also clothed with the authority to monitor compliance with the National AIDS Commission ACT of 2010

This Service Delivery Charter (SDC) for the National AIDS Commission therefore, constitutes a social contract, commitment and agreement between the Commission 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 Commission 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 Commission 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 Commission's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Commission 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 Commission 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 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 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 fulfill these objectives, ensuring that the Commission 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 Commission, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to Liberia's citizens, 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 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 Institution:

- Each service the Commission offers 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 seeking or utilizing the Commission's services.

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

2 WHO WE ARE

The **National AIDS Commission** 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 Commission is responsible partnerships authority for advising the national government on all matters about HIV and AIDS through policy formulation, advocacy, resource mobilization, and allocation, creating and strengthening partnerships, strategic information management, monitoring, evaluation, and research. It is also empowered to monitor compliance with the National AIDS Commission ACT of 2010.

2.1 Vision

The National AIDS Commission's vision is to provide "a well-coordinated and sustained National HIV response, with capacitated and empowered communities leading the way." This vision reflects our commitment to long-term improvements in public service and promoting an inclusive, responsive government.

2.2 Mission

The mission of the National AIDS Commission is to **"effectively coordinate and manage the national response to HIV and AIDS by ensuring multi-sectoral participation and greater community involvement, accountability, adequate resource mobilization, sustainability, and reduction of stigma and discrimination."** Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Values

Our core values are:

- **Confidentiality:** We uphold the quality or state of being private or confidential. All medical records are treated with complete confidentiality

- **Accountability:** We behaviour ensure that an individual or organization is assessed on its performance or behavior ensure that an individual or organization is evaluated on its performance or behavior related to something for which it is responsible. The term is related to responsibility but is regarded more from the oversight perspective.
- **Participation:** We participate in all HIV undertaking activities, or discussion activities, or discussions.
- **Professionalism:** We uphold professionalism in all our duties, delivering services with expertise, reliability, and a focus on quality.
- **Integrity:** We adhere to the highest honesty, ethics, and accountability standards in all our interactions and decisions.
- **Dignity** We adhere to the state or quality of being worthy of honor or respect to all those living with HIV & AIDS.
- **Quality:** We ensured that all HIV services provided are of high quality.

3 OUR CUSTOMERS

The Commission is committed to serving 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 Commission.

2. Residents and Non-Citizens

- Individuals residing in Liberia who may require access to certain public services offered by the Commission.

3. Government Entities

- Other national, regional, and local government agencies, ministries, and commissions that collaborate with or depend on our governance public administration and governance services.

4. Businesses and Private Sector Organizations

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

5. Development Partners and International Organizations

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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

- 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 Commission to support transparency, accountability, and citizen rights.

4 OUR COMMITMENT TO YOU

The National AIDS 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.

4.1 Service Guarantee

Our service guarantee ensures that we will:

- **Listen and Respond to Your Needs:** 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 **National AIDS 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 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.

Our commitment to you is a promise of quality and reliability. We invite you to hold us accountable to these standards and share your experiences so that we may continue to improve and serve you better.

5 FEEDBACK AND COMPLAINTS MECHANISM

The **National AIDS Commission** values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism ensure that every citizen has a voice in improving our services. We welcome 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 Commission office, where a representative can assist you in submitting feedback.
- **Online Form:** You can access our online feedback form on our website, www.nac.gov.lr, to submit your comments, suggestions, or experiences at your convenience.
- **Email:** email us at info@nacliberia.org, 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 +231772773320/880095789 to speak directly with a representative who will document your complaint and assist you with the next steps.
- **Written Complaint:** Submit a written complaint addressed to the legal counsel by mail or at our service counters.
- **Complaint Form:** Access and fill out our online complaint form on our website at www.nac.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 update you regularly.
4. **Follow-up:** After the resolution, we may follow up with you to ensure your satisfaction and to receive any additional feedback.

5.3 Escalation Process

If you are unsatisfied with the initial resolution, you may request an escalation to higher authorities within the Commission. We are committed to diligently addressing escalated complaints 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 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 Commission is committed to providing accessible services to all citizens, with multiple locations to serve the public effectively. Below are the central 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
National AIDS Commission	UN Drive, Monrovia	+231772773320 /880095789	info@nacliberia.org	9595
From 8am – 4pm Monday – Friday				
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Regional office at Buchanan Administrative building	Buchanan City, Grand Bassa County	+770730448/ 880281633	T. Francis M. Carbah	880281633
Regional office at Gbaraga Administrative building	Ggaraga City, Bong County	+2317707242 418	Byron Wilson	07707242418
Regional office at Kakata Administrative building	Kakata City, Margibi County	+2317752730 59	Abraham Dulleh	0775273059
Regional office at Saniquellie Administrative building	Saniquellie City, Nimba County	+2318864665 261	Amelia W. Barnie	08864665261
Regional office at Tubmanburg Administrative Building	Tubmanburg City, Bomi County	+2317704735 78	Foday Massaquoi	0770473578
Regional office at	Benton City,	+231775968986	Sam K. Wisseh	0775968986

Bensonville
Administrative
building

Montserrado County			

7 OVERVIEW OF OUR SERVICES

The Commission is dedicated to providing a range of services to meet the needs of Liberia's citizens. This section outlines our specific services, including eligibility requirements, timelines, and contact information for each department.

7.1 List of Services, Eligibility Conditions, and Timelines By Department

7.1.1 Department 1

1. Monitoring of services at health facilities by the National AIDS Commission (NAC)

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
NAC-001	Monitoring of services at health facilities	Business Registration, Sectoral Clearance, and MFDP Letter of Accreditation	Free	Tax Clearance	N/A	Partnership & Monitoring and Evaluation	Necus Andrews jkzgrisby@nac.gov.lr Andrew J. Wleh, Jr. ajwleh@nac.gov.lr	Tracy N. Pency-Kyne tnpency@nac.gov.lr Patrick K. Noah pknoah@nac.gov.lr	- Suggestion box - Email info@nacliberia.org
NAC-002	Coordination and Management of HIV Interventions	Business registration, Sectoral Clearance, and MFDP Letter of Accreditation	Free	N/A	N/A	Partnership & Decentralization	Necus Andrews nandrews@nac.gov.lr and Zubah T. Mulbah, Sr. zmulbah@nac.gov.lr	Tracy N. Pency-Kyne tnpency@nac.gov.lr Alexander Zogbaye	- Suggestion box - Email info@nacliberia.org

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
								azogbaye@nac.gov.lr	
NAC-003	Development of policies	Business registration, Sectoral Clearance, and MFDP Letter of Accreditation	Free	Tax Clearance	N/A	Program & Policy	Jenneba K. Grigsby, jkzgrisby@nac.gov.lr	Mohamed S. Swaray msswaray@nac.gov.lr	• Suggestion box • Email • info@nacliberia.org

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
NAC-004	Capacity building	Business registration, Sectoral Clearance, and MFDP Letter of Accreditation	Free	Tax Clearance	N/A	Program & Policy, Partnership, M&E and Administration	Jenneba K. Grigbsy, jkzgrisby@nac.gov.lr Necus Andrews, nandrews@nac.gov.lr Zubah T. Mulbah, Sr., ztmlulbah@nac.gov.lr Andrew J. Wleh, Jr. ajwleh@nac.gov.lr Joe Nimely jwnimely@nac.gov.lr	Mohamed S. Swaray msswaray@nac.gov.lr Alexander Zogbaye azogbaye@nac.gov.lr Patrick K. Noah pknoah@nac.gov.lr Solomon Hinneh ed@nac.gov.lr	• Suggestion box • Email • info@nacliberia.org

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
							and William Trueh wjtrueh@nac.gov.lr		
NAC-005	Issuance of Sector Clearance (INGOs, LNGOs & IMPs)	Business registration, Sectoral Clearance, and MFDP Letter of Accreditation	Free	Tax Clearance	72 hours	Partnership	Necus Andrews nandrews@nac.gov.lr	Tracy N. Pency-Kyne tnpency@nac.gov.lr	• Suggestion box • Email • info@nacliberia.org
NAC-006	Advocacies	Business registration, Sectoral Clearance, and MFDP	Free	Tax Clearance	N/A	Program & Policy, Decentraliza	Jenneba K. Grigbsy, jkzgrisby@nac.gov.lr	Mohamed S. Swaray msswaray@nac.gov.lr	• Suggestion box • Email • info@nacliberia.org

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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

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		Letter of Accreditation				tion and Partnership	Necus Andrews, nandrews@nac.gov.lr and Zubah T. Mulbah, Sr. zmulbah@nac.gov.lr	Tracy N. Pency-Kyne tnpency@nac.gov.lr Alexander Zogbaye azogbaye@nac.gov.lr	

7.1.2 Department 2

2. Legal services provided by the National AIDS Commission (NAC)

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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

COD E	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
NAC-007	Legal Services for Vulnerable Population	All persons living with HIV and AIDS	Free	To be identified by any of the HIV Support Group (LIBNEP+, White Rose etc)	N/A	Legal office	Atty. Boniface Tweh btweh@nac.gov.lr	Dr. Cecelia J. Nuta cjnuta@nac.gov.lr	- Suggestion box - Email feedback@mot.gov
NAC-008	Resource Mobilization (LNGOs, CSOs, & IMPs)	Business registration, Sectoral Clearance, and MFDP Letter of Accreditation	Free	Tax Clearance	N/A	Partnership	Necus Andrews nandrews@nac.gov.lr and Jenneba K. Grigbsy, jkgzgrisby@nac.gov.lr	Tracy N. Pency-Kyne tnpency@nac.gov.lr Mohamed S. Swaray msswaray@nac.gov.lr	- Suggestion box - Email feedback@mot.gov

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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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We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

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:



**National AIDS 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.

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

