

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

Liberia Petroleum Refining Company

LIBERIA

March 6, 2025

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2 LIST OF ACRONYMS

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

LPRC Liberia Petroleum Refining Company

PMS Premium Motor Spirit

AGO Automotive Gas Oil

GOL Government of Liberia

SDC Service Delivery Charter

PST Product Storage Terminal

LPRC Liberia Petroleum Refining Company

PMS Premium Motor Spirit

AGO Automotive Gas Oil

GOL Government of Liberia

SDC Service Delivery Charter

PST Product Storage Terminal

3 FOREWARD

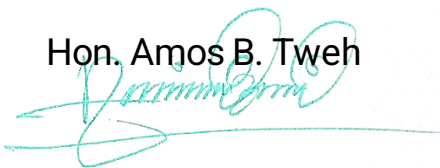
Dear Customers,

We are pleased to present to you the Charter of the Liberia Petroleum Refining Company (LPRC), for the forthcoming three years 2024 - 2026. 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 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 Liberia Petroleum Refining Company 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, the entity is seeking to match its quality of service to customers' needs. The Liberia Petroleum Refining Company, therefore looks forward to continuous support from the public as it embarks on implementing this Service Delivery Charter (SDC).

Hon. Amos B. Tweh



Managing Director

Liberia Petroleum Refining Company (LPRC)

4 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), 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 on the institutional level, Mr. Rufus Berry, Mr. Stanley M. Beain, Mr Moses G. Wee, and Mr. David Ricardo Sayuoh.

Our appreciation also goes to the Deputy Managing Director for Administration, Hon. Jacob Julius Smith, and the Deputy Managing Director for Operations, Hon. Eric Ceekay Sayee for their valuable contributions and inputs to the development of this Charter. Their 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 Liberia Petroleum Refining Company 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. Amos B. Tweh

Managing Director

Liberia Petroleum Refining Company (LPRC)

5 INTRODUCTION

5.1 Background

The Liberia Petroleum Refining Company (LPRC) is a state-owned entity, wholly owned by the Government of Liberia (GOL), responsible to procure and supply quality petroleum and petroleum related products to the Liberian Market.

This Service Delivery Charter (SDC) for the LPRC therefore, constitutes a social contract, commitment and agreement between the LPRC 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 the LPRC and citizens.

5.2 Rationale

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

The SDC shall allow the LPRC 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 specific needs of the public.

5.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the LPRC and the citizens of Liberia. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.
2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.
3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.

5. **Strengthen Public Trust:** Build and maintain public confidence in the LPRC 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 LPRC operates with transparency, reliability, and a focus on citizen-centered service.

5.4 Scope of Application

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the LPRC, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

1. **All Service Locations:**
 - o This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the LPRC.
2. **All Service Personnel:**
 - o 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:

- o Each service offered by the LPRC 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:

- o The Charter governs the institution's interactions with all clients, including citizens, businesses, and organizations that seek or utilize services from the LPRC.

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

6 WHO WE ARE

The LPRC 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 LPRC is a petroleum entity with a strategic focus on providing for the energy needs of the country by consistently procuring and supplying quality petroleum and petroleum related products to the Liberian market.

6.1 Vision

The vision of the LPRC is to ensure adequate and consistent supply of petroleum products as a sole agency authorized by the state to regulate the petroleum sector.

6.2 Mission

The mission of the LPRC is to support the industrialization and socio-economic development of Liberia by producing, refining, storing, supplying,

and distributing petroleum and petroleum products in a safe environment. Through this mission, we aim to address public needs with professionalism and dedication.

6.3 Values

Our core values are:

- **Dedication to Customers:** Consumers are the real customers of the company. The company commits itself to meeting the petroleum needs of consumers by making sure that quality petroleum products are always available, accessible, and affordable as much as possible.
- **High Ethical Standards:** Legitimacy is about acceptability. Acceptability is about relevance, and relevance is about meeting desired needs in ways that do not compromise moral principles. The company devotes itself to maintaining the highest ethical standards of the industry particularly as it relates to financial management, transparency, customer interaction and customer satisfaction.
- **Employee Personal Growth:** People are the most valuable assets of our corporation. Without them, the corporation can neither pursue its mission nor achieve its vision. The corporation commits to a sustained program of human resource development in the mutual interest of the corporation and employees.
- **Teamwork:** Teamwork is the practice of consolidating efforts towards a common purpose. We commit ourselves to working together continuously in the pursuit of our corporation's goals and objectives.
- **Corporate Social Responsibility:** We are mindful that we exist in communities and are an integral part of the broader Liberian society. An aspect of our primary responsibility to the government of Liberia is to be socially responsible by supporting various communities and national endeavours to the extent that our resources permit.
- **Growth and Profitability:** Although owned by the government on behalf of the people of Liberia, we pursue a private sector orientation. As such, our bottom line is to make profit. Accordingly, all of our policies, processes, programs, and activities are committed to optimizing services and maximizing profit.

7 OUR CUSTOMERS

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

1. Citizens of Liberia
 - o All Liberian citizens, regardless of background, who seek services provided by the LPRC.
2. Residents and non-Citizens
 - o Individuals residing in Liberia who may require access to certain public services offered by the LPRC.
3. 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.
4. Businesses and Private Sector Organizations
 - o Companies, non-profits, and other private sector entities that engage with the LPRC for permits, licenses, compliance, or other regulatory services.
5. 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.
6. Civil Society Organizations (CSOs)
 - o Advocacy groups, community organizations, and other CSOs that partner with or engage with the LPRC to support transparency, accountability, and citizen rights.

8 OUR COMMITMENT TO YOU

The LPRC 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.

8.1 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.

8.2 Service Standards

Uphold 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.

9 FEEDBACK AND COMPLAINTS MECHANISM

The LPRC values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism are 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.

9.1 Providing Feedback

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

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 the LPRC office located on Bushrod Island, where a representative can assist you in submitting feedback.
- Online Form: Access our online feedback form on our website <https://www.lprclib.com/> to submit your comments, suggestions, or experiences at your convenience. You can also visit our facebook page @ Inside LPRC to send messages or feedback.
- Email: Send us an email at Info@lprclib.com , and we will acknowledge receipt within 48 hours.
- Suggestion Boxes: Use suggestion boxes available at our Corporate Headquarters to submit anonymous feedback.

9.2 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.

9.2.1 How to File a Complaint:

- By Phone: Call us at +231777399150 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 wmorris@lprclib.com.
- Complaint Form: Access and fill out our online complaint form on our website at <https://www.lprclib.com/>.

9.2.2 Complaint Handling Process:

1. Acknowledgment: We will acknowledge receipt of your complaint

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

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.

9.3 Escalation Process

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

9.4 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.

10 WHERE WE ARE LOCATED

The LPRC 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.

CORPORATE HEADQUARTERS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
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Clara Town 077739915
0

0777399150

Info@prclib.com

Bushrod
Island

KEY CONTACT ADDRESSES AT REGIONAL LEVEL

Ganta City 077615766 Ganta City,
0 Nimba
County

Regional office
at XXX

Regional office
at XXX

9

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

Regional office
at XXX

11 OVERVIEW OF OUR SERVICES

LPRC 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 contacts information for each department. We also allocate ullage at our PST to importers to store their product.

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

11.1.1 Department 1

1. Storage & Handling Service provided by LPRC to Importers and Private Terminal Owners.

Service Codes 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
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LPRC-0001 Storage and Handling

All licensed Importers of petroleum and lubricant products, as well as Distributors

US 0.30 per gal. for Storage & Handling fees
US 0.03 for Royalty (Private Terminals)

Letter of Intent (LOI) Article of Incorporation
Current Tax Clearance
Business Registration
Proof of Gas Stations

Three (3) days for processing

Finance Department

Advertus Nagba
Email: anagba@lprclib.com

Moses G. Wee
Email: mwee@lprclib.com

LPRC-0002 Import License - All Legally registered Business

US 175,000 (100% foreign owned entity)
US 100,000 (mixed entity not exceeding

Letter of Intent (LOI) Article of Incorporation
Current tax clearance
Business Registration

Three (3) Days

Finance Department

Advertus Nagba
anagba@lprclib.com

Moses G. Wee
mwee@lprclib.com

- Suggestion box
- Email info@lprclib.com

2. Distributorship Service provided by LPRC to Importers and Private Terminal Owners.

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
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3. Lubricant Permit Service provided by LPRC to Importers and Private Terminal Owners.

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 staff and work-email
LPRC-0003	Lubricant Permit Service	All Legally Registered Businesses	US 8,000 for annual license fee	Letter of Intent (LOI) Article of Incorporation Current Tax Clearance Business Registration Proof of Gas Stations	Three (3) days for processing	Finance Department	Advertus N Email:anagm

13 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

13.1 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.

13.2 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.

14 ANNEXES

14.1 Sample Feedback Form:



[Name of Institution]
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):