

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

ENVIRONMENTAL PROTECTION AGENCY OF LIBERIA

Date of Approval: November 20, 2024

Table of Contents

Table of Contents 1

LIST OF ACRONYMS.....2

FOREWARD3

ACKNOWLEDGEMENT.....4

1 INTRODUCTION..... 5

1.1 Background..... 5

1.2 Rationale 5

1.3 Objectives 5

1.4 Scope of Application..... 6

2 WHO WE ARE 7

2.1 Vision..... 7

2.2 Values 7

3 OUR CUSTOMERS..... 8

4 OUR COMMITMENT TO YOU 9

4.1 Service Guarantee 9

4.2 Service Standards..... 9

5 FEEDBACK AND COMPLAINTS MECHANISM..... 10

5.1 Providing Feedback..... 10

5.2 Submitting a Complaint 11

5.2.1 How to File a Complaint..... 11

5.2.2 Complaint Handling Process 11

5.3 Escalation Process..... 11

5.4 Confidentiality and Anti-Retaliation 11

6 WHERE WE ARE LOCATED 12

7 OVERVIEW OF OUR SERVICES 13

7.1 List of Services, Eligibility Conditions, and Timelines by Department7 ---14 -

7.2. EPA Department of Intersectoral Coordination (EPA-IS).....7---23 -

8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER.....8 ---26 -

8.1 Your Rights as a Service User.....8 ----26 -

8.2 Your Obligations as a Service User8 ----26 -

9 ANNEXES.....9 ----28 -

9.1 Sample Feedback Form:.....9 ----28 -

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LIST OF ACRONYMS

PMCS	Performance Management & Compliance System
EPA	Environmental Protection Agency
GOL	Government of Liberia
SDC	Service Delivery Charter
ERRS	Environmental Research Radiation Standards
CSOs	Civil Society Organizations
NGOs	Non-Government Organizations
C&E	Compliance and Enforcement

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FOREWARD



Dear Customers,

We are pleased to present to you the Charter of the *Environmental Protection Agency of Liberia* for the forthcoming three years 2022-2025. The Service Delivery Charter (SDC) will serve as a guide to the public on the 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 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 Environmental Protection Agency (EPA) 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.

The Environmental Protection Agency therefore, looks forward to continuous support from the public as it embarks on implementing this Service Charter.

A handwritten signature in black ink, appearing to read 'Emmanuel King Urey Yarkpawolo', with a stylized flourish at the end.

Dr. Emmanuel King Urey Yarkpawolo
Executive Director/CEO
Environment Protection Agency of Liberia

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ACKNOWLEDGEMENT



A document like this takes the collective efforts 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 initiated the Performance Management and Compliance System (PMCS) and 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 EPA Managers, Assistant Managers and all those who contributed to this document.

Our appreciation also goes to the Dr. Emmanuel K. Urey Yarkpawolo, Executive Director, Hon. Dweh Siehwloh Boley, Deputy Executive, Mr. Christopher B. Kabah, Planning & Policy, for their valuable contributions 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 represent the Environmental Protection Agency 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.

Mr. George M. Kawah
Head of Administration
Environmental Protection Agency

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1 INTRODUCTION

1.1 Background

The Environmental Protection Agency of Liberia is an arm of the Government of Liberia (GOL), responsible for monitoring, coordinate and supervise the sustainable management of the environment in partnership with other line government Ministries and Agencies [provide your constitutional mandate.

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

The SDC shall allow the Environmental Protection Agency 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 Environmental Protection Agency 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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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 Environmental Protection Agency 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 Environmental Protection Agency 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 Environmental Protection Agency, 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:

- This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the Environmental Protection Agency.

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 Environmental Protection Agency 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.

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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 Environmental Protection Agency.

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

2 WHO WE ARE

The Environmental Protection Agency of Liberia 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 ENVIRONMENTAL PROTECTION AGENCY is the institution in Liberia that manages natural resources and the environment. The EPA is an institution that “monitor, coordinate and supervise sustainable management of the environment in partnership with other ministries and agencies”. The Agency also issues permit to project proponent and regular.

2.1 Vision

The vision of the Environmental Protection Agency of Liberia is to “To be a regulatory agency that ensures a clean, safe and healthy environment for all”.

Mission

The mission of the Environmental Protection Agency is to ensure that the environment is clean, safe and health by: Working with partners to create effective environment communication, education and public awareness; Developing laws, regulations, policies and standards; Effectively monitoring compliance to environmental laws and policies; Providing high quality information and advising on the state of the environment and related matters; Ensuring effective environmental planning and reporting. Through this mission, we aim to address public needs with professionalism and dedication.

2.2 Values

Our core values are: The EPA shall endeavour to achieve corporate.

- ❖ **Reliability:** We commit to our system or service adequately and operate in a defined environment without failure.
- ❖ **Accountability:** We commit to being answerable to all stakeholders for the decisions we make, the actions we take, and the results we achieve, as well as the resources we mobilize and utilize, in environmental governance and management

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- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.
- ❖ **Excellence:** We strive to address the needs and concerns of the public promptly, ensuring timely and effective service delivery.
- ❖ **Professionalism:** We commit to undertaking proficient and skilled actions that are proactive, responsive, and people-friendly in environmental governance and management
- ❖ **Efficiency:** We perform and function in the best possible manner with the least waste of time. We have the best requisite knowledge of employees, skilful and reliable.
- ❖ **Respect for all:** In the discharge of our duties and responsibilities, we commit, above all else, to respect the livelihoods, humanity, and dignity of our people.
- ❖ **Honesty:** We are sincere, passionate, real authentic, open, sharing and understanding to all of our customers
- ❖ **Responsibility:** We strive to help our customer in providing information, processing permit, problem and ensuring customers satisfaction.
- ❖ **Team work:** We are involved in collaborating and coordinating as a team to resolve customer issues, share knowledge, and support one another in delivering consistent and high-quality service.

3 OUR CUSTOMERS

The Environmental Protection Agency 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 Environmental Protection Agency

2. Residents and non-Citizens

- Individuals residing in Liberia who may require access to certain public services offered by the Environmental Protection Agency

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

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- Companies, non-profits, and other private sector entities that engage with the Environmental Protection Agency 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 Environmental Protection Agency to support transparency, accountability, and citizen rights.

4 OUR COMMITMENT TO YOU

The Environmental Protection Agency 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 Environmental Protection Agency 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.

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- 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 Environmental Protection Agency 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 Environmental Protection Agency office, where a representative can assist you in submitting feedback.

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- **Online Form:** Access our online feedback form on our website <https://epa.gov.lr> to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at info@epa.gov.lr , and we will acknowledge receipt within 48 hours.
- **Innovation Box:** Use this box to tell us areas that we need improvement to move the EPA forward
- **Grievance Box:** Use this box to tell us things that you do not like about the EPA. You do not have to write your name.

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 +231888608224/+231770126343 to speak directly with a representative who will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to Executive Director/CEO.
- **Complaint Form:** Access and fill out our online complaint form on our website at <https://form.jotform.com/242404391367557>

5.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 72 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 Environmental Protection Agency (EPA). 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.

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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 Environmental Protection Agency 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
Compliance & Enforcement (C&E)	Mamba Point Old CID Road, Monrovia, Liberia	0778-672-788	info@epa.gov.lr	0778-165-702
Environmental Research Radiation System (ERRS)	Mamba Point Old CID Road, Monrovia, Liberia	0775-764-953	rngumbu@epa.gov.lr	0778-165-702
Intersectoral Coordination and	Mamba Point Old CID Road, Monrovia, Liberia	0778-672-788	info@epa.gov.lr	0778-165-702
Department of Multilateral Environmental Agreements (MEAS)	Mamba Point Old CID Road, Monrovia, Liberia	0886556238	abecker@epa.gov.lr	0888608224
Department of Administration	Mamba Point Old CID Road, Monrovia, Liberia	0777523186	gkawah@epa.gov.lr	0888608224
Executive Department	Mamba Point Old CID Road, Monrovia, Liberia	0770126343	timyoko@epa.gov.lr	0888608224
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Regional office in Cape Mount	Robertsports	0777058342	info@epa.gov.lr	Not available

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Regional office in Bong County	Gbarnga	0886734058	info@epa.gov.lr	Not available
Regional office in Gbapolu	Bopolu	0776061846	info@epa.gov.lr	No available
Regional office in Grand Gedeh	Zwedru	0776161464	info@epa.gov.lr	0886496476
Regional office in Grand Bassa	Buchanan	0770862594	info@epa.gov.lr	0886487138
Regional office in Nimba	Saniquellie	0880535852	info@epa.gov.lr	
Regional office in Maryland	Harper	0776798239	info@epa.gov.lr	0880679179
Regional office in Lofa	Voinjama	0880960078	info@epa.gov.lr	Not available
Regional office in Montserrado	Bensonville	0776749088	info@epa.gov.lr	0886481003
Regional office in Margibi	Kakata	0775921482	info@epa.gov.lr	0886454519
Regional office in River Cess	Cesto City	0775205874	info@epa.gov.lr	Not available
Regional office in Grand Kru	Not yet available	Not yet available	info@epa.gov.lr	Not yet available
Regional office in River Gee	Not yet available	Not yet available	info@epa.gov.lr	Not yet available
Regional office in Sinoe	Greenville	0777077113	info@epa.gov.lr	0886525393
Regional office in Bomi	Tubmanburg	0886690984	info@epa.gov.lr	No available

7 OVERVIEW OF OUR SERVICES

The Environmental Protection Agency (EPA) of Liberia 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.

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

7.1.1 Department Compliance & Enforcement (EPA-C&E)

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
EPA-C&E 001	Issuing of Environmental Permits	All firms doing project with environmental and social impacts	Cost varies depending on the types of projects and types of licenses	ESIAs are conducted through third party that are accredited by the EPA	14 business days but sometimes take longer depending on the complexity of the project	Compliance and Enforcement	Targen P. Daye tdaye@epa.gov.l +231886842133/ +231770128650	John Jallah jjallah@epa.gov.lr +231888121715	Grievance Box Innovative Box info@epa.gov.lr
EPA-C&E 002	Enforcement of EPA Regulations	All residents of Liberia. All companies operating in Liberia	No fees collected	The EPA Inspectorate has environmental inspectors that inspect and investigate environmental issues	14 business days or may be longer due to the complexity of the environmental issues being considered	Compliance and Enforcement	R. Baiyezenah W. Brown rbrown@epa.gov.l +231776041998 +231886536831	John Jallah jjallah@epa.gov.lr +231888121715	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr
EPA-C&E	Accreditation of	All Environmental	\$3,000 for local firms and	Business registration and	14 business days if all requirements are met	Compliance and Enforcement	Targen P. Daye	John Jallah +231888121715	

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
003	Environmental Consultant firms	Consultants firms in Liberia	\$7,000 for internal firms	tax compliance if been in operation			tdaye@epa.gov.l r	jjallah@epa.gov.lr	https://epa.gov.lr
EPA-C&E 004	Imposing fines on environmental law violators	All violators of the Environmental laws of Liberia	Fines imposed varies depending on the type of violation	Sometime court actions may be necessary	Normally violators are given 72 hours deposit fines in the LRA account	Compliance and Enforcement	Targen P. Daye tdaye@epa.gov.l r +231886842133 +231770128650	John Jallah jjallah@epa.gov.lr +231888121715	https://epa.gov.lr

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7.1.2 Department Environmental Research and Radiation Safety (EPA-ERRS)

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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
EPA-ERRS 001	Chemical Registration License	All firms importing and using chemicals in Liberia	\$1,500 USD	<ul style="list-style-type: none"> Valid Business registration certificate Valid Tax clearance 	3 days from receipt of application letter/form along with the required documents	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu rngumbu@epa.gov.lr +231775764953 +231886610079	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr
EPA-ERRS 002	Chemical Importation License	All firms importing chemicals	Depending on the hazard index and quantity of chemicals	<ul style="list-style-type: none"> Valid Business registration certificate Tax clearance Valid Import permit declaration Valid Chemical Registration License 	3 days from receipt of application letter/form along with the required documents	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu rngumbu@epa.gov.lr +231775764953 +231886610079	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr
EPA-ERRS 003	Effluent Discharge License	All industries whose operations involve the discharge of effluents	\$3,050 USD (Class A)-large scale effluent discharge \$1,000 USD (Class	<ul style="list-style-type: none"> Valid Environmental Permit 	3 days from receipt of application letter/form along with the required documents	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu rngumbu@epa.gov.lr +231775764953 +231886610079	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr

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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			B)-small scale effluent discharge						
EPA-ERRS 004	Analytical Laboratory Accreditation License	All Analytical Laboratories	\$200 USD	<ul style="list-style-type: none"> Valid Business registration certificate Valid Tax clearance Standard operation Procedure CV of technical staff List of equipment and scope of work 	3 days from receipt of application letter/form along with the required documents	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu rngumbu@epa.gov.lr +231775764953 +231886610079	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr
EPA-ERR S005	Fumigation License	All firms involved in the use of Fumigants		<ul style="list-style-type: none"> Valid Business registration 	3 days from receipt of application letter/form	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr

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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				declarat ion <ul style="list-style-type: none"> • End user authoriz ation • Return to manufa cture authoriz ation 					
EPA- ERR S007	Radiation Source import license	All facilities importing radiation sources for medical, industrial and other practices	\$1000 USD (medical Sources) \$1500 USD (industria l sources)	<ul style="list-style-type: none"> • Valid Busines s registrat ion certifica te • Valid Tax clearanc e • Import permit 	3 days from receipt of application letter/form along with the required documents	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu rngumbu@ epa.gov.lr +231775764953/ +231886610079	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr

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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				declarat ion <ul style="list-style-type: none"> • End user authoriz ation • Return to manufa cture authoriz ation 					
EPA-ERS 008	Chemical (Hazardous materials) Transport license	All firms with registered trucks designed to transport hazardous materials	\$1500 USD	<ul style="list-style-type: none"> • Valid vehicle registrat ion license • Valid vehicle insuran ce certifica te 	3 days from receipt of application letter/form along with the required documents	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu rngumbu@epa.gov.lr +231775764953/ +231886610079	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr

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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
EPA-ERR S009	Chemical waste treatment and disposal license	All chemical disposal firms	\$500 USD	<ul style="list-style-type: none"> Valid Business registration license Valid tax clearance Standard Operation procedure CV of technical staff 	3 days from receipt of application letter/form along with the required documents	ERRS	Joseph F. Charles jcharles@epa.gov.lr +231777932238	Rafael S. Ngumbu rngumbu@epa.gov.lr +231775764953 +231886610079	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr

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7.2. EPA Department of Intersectoral Coordination (EPA-IS)

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
EPA-IS 001	Issuance of Accreditation licenses to Environmental NGO	All Environmental NGO operating in Liberia	\$225	Article of incorporation Business registration document	7 Business days if all requirements are met	Intersectoral	Tennema Coleman tcoleman@epa.gov.lr +231776530704 +231886530704	Frances B. Seydou fseydou@epa.gov.lr +231886554295 +231776199207	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr
EPA-IS002	Creating Environmental Awareness	Cross section of citizens and residents	No fees are collected for these services	We may sometimes partner with other institutions to carry on some of these activities	Varies depending on the local of the service and the people involved	Intersectoral	Tennema Coleman tcoleman@epa.gov.lr +231776530704 +231886530704	Frances B. Seydou fseydou@epa.gov.lr +231886554295 +231776199207	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr

7.4 EPA Department of Environmental Multilateral Agreements (EPA-MEAS)

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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
EPA-MEAS 001	Construction of coastal defence for west point in Monrovia	Gov component of funding required	25.6 million	Gov component of funding required	Ongoing & should be completed in 2027	PMU	Zienu Vamba-Kanneh Zkanneh@gmail.com +231777927655	Dr. Emmanuel K. Urey Yarkpawolo ureyyarkpawolo@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr Project Board https://epa.gov.lr
EPA-MEAS 002	Construction of coastal defence for Greenville, Sinoe County	Gov component of funding required	20.4 million	Gov component of funding required	Ongoing & should be completed in 2028	PMU	Salimatu Gilayeneh namutu1228@gmail.com +231777588284	Dr. Emmanuel K. Urey Yarkpawolo ureyyarkpawolo@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr Project Board https://epa.gov.lr
EPA-MEAS 003	Construction of a metalogical centre for climate reporting	Gov component of funding required	11.4 million	Gov component of funding required	Ongoing & should be completed in 2027	PMU	Nelson Jallah Jallah.nelson@yahoo.com +231886318407	Dr. Emmanuel K. Urey Yarkpawolo ureyyarkpawolo@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr
EPA-MEAS 004	Participate in Environmental Multilateral Agreements meetings	Gov component of funding required	Varies but Gov owe nearly all MEAS	Gov component of funding required	This goes on every year	MEAS	Arthur Becker abecker@epa.gov.lr +231777556238 +231886556238	Dr. Emmanuel K. Urey Yarkpawolo ureyyarkpawolo@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr https://epa.gov.lr

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7.5 EPA Executive Department (EPA-ED)

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
EPA-ED 001	Relocation of the EPA Main office	Finding a new rental building	200k	Funding availability	First quarter of 2025	Department of Administration	George Kawah gkawah@epa.gov.lr +231777523186 +231886523186	Dweh Boley dsboley@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr EPA Board https://epa.gov.lr
EPA-ED 002	Construct one EPA Regional office in Grand Cape Mount County	Land for the regional office	100k	Funding availability	2025	Department of Administration	George Kawah gkawah@epa.gov.lr +231777523186 +231886523186	Dweh Boley dsboley@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr EPA Board https://epa.gov.lr
EPA-ED 003	Construct modern laboratory at central office	Land for laboratory	200k	Funding availability	2025	Department of Administration	George Kawah gkawah@epa.gov.lr +231777523186 +231886523186	Dweh Boley dsboley@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr EPA Board https://epa.gov.lr
EPA-ED004	Build modern Headquarters for the EPA	Funding availability	5 million	Funding availability	To be completed by 2028	Department of Administration	George Kawah gkawah@epa.gov.lr +231777523186 +231886523186	Dweh Boley dsboley@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr EPA Board https://epa.gov.lr

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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work email	Feedback channels
EPA-ED 005	Have modern office in at least 7 of the 15 counties of Liberia	Funding availability	700k	Funding availability	To be completed by 2028	Department of Administration	George Kawah gkawah@epa.gov.lr +231777523186 +231886523186	Dweh Boley dsboley@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr EPA Board https://epa.gov.lr
EPA-ED 006	Development and Passage of Liberia's Climate law including Carbon Credits Regulation	Lawmakers' willingness to pass this bill	1.2 million	Funding availability	To be completed between Jan. 2025 and Dec. 2026	National Climate Change Secretariat	Z. Elijah Whapoe ewhapoe@epa.gov.lr +231886524657	Dr. Emmanuel K. Urey Yarkpawolo ureyyarkpawolo@epa.gov.lr	Grievance Box Innovative Box info@epa.gov.lr EPA Board https://epa.gov.lr

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

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

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.

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9 ANNEXES

9.1 Sample Feedback Form:



**Environmental Protection Agency
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):	

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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