



REPUBLIC OF LIBERIA



# **SERVICE DELIVERY CHARTER**

for the

**Ministry of Information, Cultural  
Affairs and Tourism**

[January 30, 2025]

**Table of Contents**

Table of Contents ..... 1

LIST OF ACRONYMS ..... 2

FOREWARD ..... 4

ACKNOWLEDGEMENT ..... 5

1 INTRODUCTION ..... 6

    1.1 Background ..... 6

    1.2 Rationale ..... 6

    1.3 Objectives ..... 6

    1.4 Scope of Application ..... 7

2 WHO WE ARE ..... 8

    2.1 Vision ..... 8

    2.2 Mission ..... 8

    2.3 Values ..... 8

3 OUR CUSTOMERS ..... 9

4 OUR COMMITMENT TO YOU ..... 10

    4.1 Service Guarantee ..... 10

    4.2 Service Standards ..... 10

5 FEEDBACK AND COMPLAINTS MECHANISM ..... 11

    5.1 Providing Feedback ..... 11

    5.2 Submitting a Complaint ..... 11

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

        5.2.2 Complaint Handling Process: ..... 12

    5.3 Escalation Process ..... 12

    5.4 Confidentiality and Anti-Retaliation ..... 12

6 WHERE WE ARE LOCATED ..... 12

7 OVERVIEW OF OUR SERVICES ..... 13

    7.1 List of Services, Eligibility Conditions, and Timelines By Department ..... 7-- 14 -

        7.1.1 Communication Department ..... 7-- 14 -

        7.1.2 Freedom of Information 2 ..... 7-- 19 -

        7.1.3 Department 3 ..... 7-- 19 -

8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER ..... 8-- 33 -

1

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

8.1	Your Rights as a Service User .....	8-- 33 -
8.2	Your Obligations as a Service User .....	8-- 33 -
9	ANNEXES.....	<b>Error! Bookmark not defined.</b>
9.1	Sample Feedback Form: .....	<b>Error! Bookmark not defined.</b>

## LIST OF ACRONYMS

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

CSO	Civil Society Organization
DCT	Department of Culture and Tourism
DPPA	Department of Press and Public Affairs
DTS	Department of Technical Services
FOI	Freedom of Information
GOL	Government of Liberia
MICAT	Ministry of Information Cultural Affairs and Tourism
MPRD	Motion Picture Review Division
NBC	National Bureau of Communication
NBT	National Bureau of Tourism
NCC	National Cultural Center
NGO	Non-Governmental Organization
SDC	Service Delivery Charter



## FOREWARD

Dear Customers:



We are pleased to present to you the Charter of the Ministry of Information, Cultural Affairs and Tourism (MICAT) for the period 2024 to 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 through which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing high quality service and will do our best to ensure its effective implementation.

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.

MICAT 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, MICAT is seeking to match its quality of service to customers' needs. The ministry, therefore, looks forward to continuous support from the public as it embarks on implementing this Service Charter.



**Jerolinmek Matthew Piah**  
Minister of Information, Cultural Affairs and Tourism

## 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, the effective implementation of this all-important document.

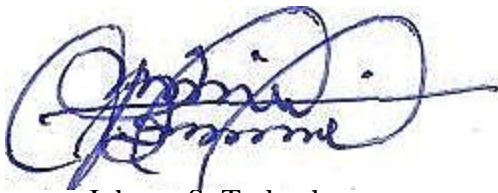
Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose flagship project, the Performance Management and Compliance System (PMCS), a requirement for excellent service, was instituted.

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.

At the MICAT level, we convey our appreciation to Mr. Ansu S. Konneh, Chief of Staff to the Minister; Mrs. Henrietta P. Wleh, Director Procurement; Mr. J. Allen Brich, deputy Financial Comptroller; Mr. Skirving S. Johnson, Director Planning Research & Library; Mr. Lawrence M. Fahnbulleh, Director for Press and Public Affairs; Mrs. Agatha T. Thompson-Venn, Director of the National Communications Bureau; Miss Juanita M. Yiah, Director of the National Bureau of Tourism; Mr. Jonathan Williams II, Director of the Freedom of Information Division and Mr. Tom F. Kamara, Director of the Motion Picture Review Board for their valuable contributions and inputs in the development of this Charter.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, the ministry's workforce who interfaces with our valued customers and provides quality services to meet their needs. Their efforts and professionalism will actualize the intent of this Service Delivery Charter.



Johnny S. Tarkpah

Deputy Minister of Administration, Ministry of Information, Cultural Affairs and Tourism

# 1 INTRODUCTION

## 1.1 Background

The Ministry of Information, Cultural Affairs and Tourism (MICAT) was created by an Act of the National Legislature in 1965 as the Department of Information and Cultural Affairs (DICA) and it was later renamed in 1972 under the New Executive Law of May 1972 as Ministry of Information, Cultural Affairs and Tourism (MICAT).

The 1972 Act was amended into Decree# 46 of the People's Redemption Council of July 13, 1981. Since then, the ministry has been operating under this PRC Decree and primarily responsible to develop and disseminate information about the Government of Liberia both at home and abroad, supervise the media landscape (media institutions and print houses among others); promote positive Liberian cultural values and regulate tourism programs.

This Service Delivery Charter (SDC) constitutes a social contract, commitment and agreement among MICAT and its stakeholders including the public. 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.

## 1.2 Rationale

The rationale for the development of this SDC is to guide the delivery of quality services to the people and ensure optimal utilisation of limited resources in the shortest time possible. It explains what MICAT 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 MICAT's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow MICAT to:

- Define the services its offers to the public
- Outline the service standards that underpin the services offered
- Inventory its commitments towards meeting the general and specified needs of the public.

## 1.3 Objectives

The objectives of the SDC are to establish clear service commitments and enhance the relationship between MICAT and the public. It 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 MICAT and service users by 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 while also 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 MICAT 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 SDC serves as a framework to fulfil these objectives, ensuring that MICAT operates with transparency, reliability, and a focus on public service.

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

This SDC applies to all departments, offices, and staff members of MICAT. 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 divisions within the MICAT central office that provide public services.

2. **All Service Personnel:**

- The SDC applies to all staff, from front-line 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 MICAT 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 the public, businesses, and organizations that seek or utilize services from MICAT.

This Charter establishes a unified approach to service delivery across all levels at MICAT, ensuring that the public receives the same high standards of service regardless of the point of contact.

## 2 WHO WE ARE

MICAT 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.

MICAT is also committed to disseminating accurate information, preserving and promoting Liberian cultural heritage, and developing the tourism sector.

Core functions of the Ministry include disseminating Government of Liberia's policies and programs through local and international media outlets via acceptable communications channels; regulating and managing cultural heritage activities, sites and programs as well as repositioning the country's tourism industry.

### 2.1 Vision

The vision of MICAT is “To be the leading institution in ensuring transparent and effective communication of government policies and programs, promoting and preserving Liberia's cultural heritage and enhancing tourism.”

### 2.2 Mission

The mission of MICAT is “Provide factual information about Government of Liberia, promote cultural heritage and tourism to foster national unity and economic development”.

Through this mission, we aim to address public needs with professionalism and dedication.

### 2.3 Values

*Our core values are:*

- ❖ **Transparency:** Ensuring open and honest communication with the public and stakeholders.
- ❖ **Integrity:** Upholding ethical standards in all operations and interactions.

- ❖ **Inclusiveness:** Promoting cultural diversity and ensuring that all voices are heard and respected.
- ❖ **Accountability:** Taking responsibility for the ministry's actions and commitments.
- ❖ **Excellence:** Striving for high standards in all services and initiatives.

### **3 OUR CUSTOMERS**

MICAT is committed to serving customers who rely on our services for various needs. Our customers include:

#### **1. Citizens of Liberia**

- All Liberian citizens, regardless of backgrounds, who seek services provided by MICAT.

#### **2. Residents and Non-Citizens**

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

#### **3. Government Entities**

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

#### **4. Businesses and Private Sector Organizations**

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

## 4 OUR COMMITMENT TO YOU

MICAT 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

MICAT upholds specific standards of service excellence to ensure that our commitments are met consistently. These standards shall include:

- **Timely Responses:**
  - Answer phone calls.
  - 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 Inclusiveness:**
  - 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

MICAT 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 the MICAT Office on Capitol Hill, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website [www.micat.gov.lr](http://www.micat.gov.lr) to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at [public@micat.gov.lr](mailto:public@micat.gov.lr), and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of 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 0777545781 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, address to:

Office of the Minister, Ministry of Information, Cultural Affairs and Tourism, Capitol Hill, Monrovia, Liberia

- **Complaint Form:** Access and fill out our online complaint form on our website at [www.micat.gov.lr](http://www.micat.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 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 MICAT. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

### 5.4 Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for citizens to voice their concerns.

This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and are dedicated to providing the best possible service to the public.

## 6 WHERE WE ARE LOCATED

The Ministry of Information, Cultural Affairs and Tourism 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
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Ministry Of Information Cultural Affairs and Tourism	Capitol Hill	0886557631	public@micat.gov.lr	0770105111
National Museum	Board and Buchanan Street	0770733418	Angelmoris900@gmail.com	0770105111
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Regional office at XXX	NA	NA	NA	NA
Regional office at XXX	NA	NA	NA	NA
Regional office at XXX	NA	NA	NA	NA
Regional office at XXX	NA	NA	NA	NA

## 7 OVERVIEW OF OUR SERVICES

The Ministry of Information, Cultural Affairs and Tourism is dedicated to providing a range of services to meet the needs of Liberia's citizens. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information for each department.

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

### 7.1.1 Communication Department

#### 1. Issuance of Media and Commercial Billboards Permits, provided by MICAT

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get	Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
MICA T-001	Issuance of Commercial Billboard Permits	All qualified Liberian and Non-Liberian Institutions	1,500 USD	<ul style="list-style-type: none"> <li>• Business registration</li> <li>• Revenue Tax receipt</li> <li>• Exact/proposed location of the billboard</li> </ul> Specimen of contents that will be placed on the billboard	1 Working week	National Communications Bureau/ Department of Technical Services	Roosevelt Zarwolo Paye zarwolopaye@yahoo.com	Agatha T. Thompson agatt82@gmail.com	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
MICA T-002	Issuance of Media Permits			<ul style="list-style-type: none"> <li>• Articles of Incorporation</li> <li>• Business Registration</li> </ul>		communication	Roosevelt Zarwolo Paye zarwolopaye@yahoo.com	Agatha T. Thompson agatt82@gmail.com	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get	Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				<ul style="list-style-type: none"> <li>• Complete list of essential staff, career Profile of Managing Editor &amp; Editor-In-Chief</li> <li>• Exact location of the proposed media facility</li> <li>• Presentation of Revenue Tax Receipt from Finance</li> <li>• Formal application US\$25.00</li> <li>• License for Frequency allocation from the</li> </ul>					631



CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get	Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				Liberia Telecommunications Authority					
	Annual Reg. & Licensing Fees		USD 200			National Communications Bureau/ Department of Technical Services	Roosevelt Zarwolo Paye zarwolopaye@yahoo.com	Agatha T. Thompson agatt82@gmail.com	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
	Newspaper, Magazine, Newsletter, other publication		USD 350						
	Radio Station (FM, Non commercial Station)		USD 500						
	Radio Station (FM Commercial Station)		USD 1,000						
	Television Stations		USD 1,500						
	Satellite TV Cable		USD 200						
	Community Radio Station		USD 1,000						
	Billboard Mounting		USD 400						
	Printing Press (a. High Tech, colt & other Machines)		USD 300						
	Printing Press (b. Sona Resograph Machines etc.)								
	Printing Press (c. Secretarial								

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get	Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	Desktop & T-Shirt printing etc.)		USD 200						
	Short Wave Commercial		USD 700						
	Short Wave Non Commercial		USD 500						
	Advertising Firm/ PRODUCT		USD 1,000						
	Online Radio/ Digital Service		USD 500						
	Internet Service Provider		USD 1,000						
	<b>❖ Non Liberian Institution Annual Registration &amp; Licensing</b>								
	Newspaper, Magazine, Newsletter, other publication		USD 500						
	Radio Station (FM, Non Commercial Station)		USD 700						
	Radio Station (FM, Commercial Station)		USD 1,000						
	Television Stations		USD 2,000						
	Satellite TV Cable		USD 2,500						
	Billboard Mounting		USD 1,500						

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get	Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	Printing Press (a. High tech, Colt & other Machines)		USD 600						
	Printing Press (b. Sona Resograph Machines etc.)		USD 400						
	GSM Company/ Internet Providers		USD 3,500						
	Advertising Firm		USD 2,000						
	Short Wave		USD 800						
	Violator will be fined		USD 500						

### 7.1.2 Freedom of Information 2

#### 2. Access to Information, provided by the MICAT

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
MICAT-003	Processing Information Request Advisory Services Publication of Proactive Disclosures Public Education Statistics and Reports Providing information to the public on the FOI law of exemption	The public (All Liberian Citizens and Foreigners)	Free of Charge	<ul style="list-style-type: none"> <li>Fill in the FOI Request Form</li> </ul>	1 day and not more than 30 working days for processing	FOI	Mariam Forkpah mariamforkpah@gmail.com	Jonathan Williams jonathamwilliamsii@yahoo.com	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a>  0886557631

### 7.1.3 Motion Picture Review Division (MPRD)

#### 3. Movies Production Permit, Clearance for the release of movies and Certificate, provided by the MICAT

7-- 19 -

*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	Time it takes to get	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
MICA T- 001	Issued permit to movies production groupings/ documentary to local and foreign groups. Studios, Play stations, cinema and video games	All qualified Liberian and Non-Liberian Business		<ul style="list-style-type: none"> <li>• Business registration</li> <li>• Revenue Tax receipt and TIN</li> <li>• Present detailed information about the kind of movies they want to produce and area of focus</li> </ul>	2 working Weeks for processing	Motion Picture Review Division/ Department of Technical Services	Tom Kamara	Titus Magonah magonahtitus@gmail.com	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
MICA T-002	Issue clearance for the release of movies in the market	All qualified Liberian and Non-		Fill in form Fill in the Movie	2 working				<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		Liberian Business		production group form at the dept.  Attached passport photo indicating group production name	days				0886557631
	<b>❖ Annual Regulatory/Reg.Fees &amp; requirement</b>  Reg./Regulatory Form Theater (Liberian) Theater (Foreign) Cinema (Liberian) Cinemas (Foreign) Large Video Culb Mini Video Rental Club		Lrd 500  Lrd 25,000  USD 200  Lrd 20,000  USD 200  Lrd 4,000  Lrd 2,500						

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Import takes to get	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	❖ <b>Movies Producers</b>								
	Reg./ Regulatory Form		Lrd 500						
	Movies Produces (Group) Liberian		Lrd 100						
	Movies Producers (Group) Foreign		USD 300						
	Documentary		USD 250						
	Importers of Movie		Lrd 7,200						
	Preview of Movies Produced		USD 25						
	Fine for violator (Depending on Violation)		Lrd 2,500-10,000						

#### 7.1.4 Public Affairs

##### 4. Accreditation for Local and Foreign Institutions or Journalists, provided by MICAT

7-- 22 -

*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	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
MICAT-01	Accreditation for local institutions or journalists	All Liberian media institutions or journalists	Free	<ul style="list-style-type: none"> <li>• Must be register member with the NBC</li> <li>• National ID Card</li> <li>• Evidence of Successful Driving Test</li> </ul>	2 working days for processing	Public Affairs	Lawerance Fahnbulleh	0777080795	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
MICAT-02	Accreditation for Foreign	Foreign Press or Individual journalist	\$100USD	Letter of application address to the Minister  One Passport size photo and copy of Passport  Application form along	2 working days	Public Affairs	Lawerance Fahnbulleh	0777080795	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631



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
				with guideline US \$25.00 Submit a written communication stating the purpose of visit and places needed to cover while in country					

**7.1.5 National Bureau of Tourism**

7-- 24 -

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

5. Dissemination of information on Liberia’s tourism attractions and destination, visitors’ guidance and assistance, issuance of permits or license.

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Department	Responsibility	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
MICAT-001	Dissemination of information on Liberia’s tourism attractions and destination	Open to all stakeholders	N/A	Request submitted via official channels	Response within 24-48 hours	Bureau of Tourism, MICAT	of	Tourism Bureau Staff, tourism@micat.gov.lr	Juanita Yiah, director.tourism@micat.gov.lr	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a>  0886557631
MICAT-002	Support for tourism-related events, partnerships, and promotional activities	Request submission required	N/A	Request submission required, Detailed request and relevant documentation	Timelines based on scope	Bureau of Tourism, MICAT	of	Tourism Bureau Staff, tourism@micat.gov.lr	Juanita Yiah, director.tourism@micat.gov.lr	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a>  0886557631
MICAT-003	Visitor guidance and assistance through airport information booths and tourist information	Open to visitors and	N/A	N/A	Immediate assistance	Bureau of Tourism, MICAT	of	Tourism Bureau Staff, tourism@micat.gov.lr	Juanita Yiah, director.tourism@micat.gov.lr	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</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	Feedback channels
	center	tourists			provided on-site		gov.lr	gov.lr	0886557631
MICAT-004	Issuance of permits or licenses related to tourism activities in Liberia	Documentation submission required	N/A	Compliance with licensing criteria	5-7 business days	Bureau of Tourism, MICAT	Tourism Bureau Staff, tourism@micat.gov.lr	Juanita Yiah, director.tourism@micat.gov.lr	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
MICAT-005	Tourism development consultancy for business and stakeholders	Request submission required	N/A	Meeting with assigned representative	Timelines based on request	Bureau of Tourism, MICAT	Tourism Bureau Staff, tourism@micat.gov.lr	Juanita Yiah, director.tourism@micat.gov.lr	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
	<b>❖ Annual Registration payment schedule for tourism entities</b> <ul style="list-style-type: none"> <li>● Hotel (Casino) All</li> <li>● Hotel 2<sup>nd</sup></li> <li>● Hotel 3<sup>rd</sup></li> <li>● Hotel All 1<sup>st</sup> Resort</li> <li>● Eco-lodge All</li> </ul>		All in USD						
			\$1,500						
			\$400						
			\$300						
			\$700						
			\$700						

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
	● Guest House	All	\$200						
	● Air bn b	All	\$700						
	● Motel	All	\$200						
	❖ <b>Beach Class A Recreation/Restaurant/Bar 1<sup>st</sup></b>		<b>\$500</b>						
	Class B Recreation/Bar		\$300						
	Class C Recreation		\$200						
	Underdevelop		\$100						
	❖ <b>Night Club/Disco</b>	<b>All</b>	<b>\$500</b>						
	Entertainment Center		\$200						
	Restaurant with/without bar		\$200						
	● Fast Food Center		\$200						
	● Coffee Shop		\$150						
	● Local (serving more than 5 dishes)		\$50						
	Airlines	All	\$300						

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
	Travel Agency	All	\$200						
	Tour Operator	All	\$200						
	<b>❖ Transportation</b>								
	Car Rental Services		\$100						
	Rail Services		\$300						
	Maritime Boat		\$200						
	● Park/Garden/Zoo		\$300						
	<b>❖ Mice Tourism (meetings/Incentives/Conference/Events)</b>		\$300						
	<b>❖ Tourism Association</b>								
	National Tourism association		\$500						
	Hotel Association		\$200						
	Restaurant Association		\$200						
	Transportation Association (Air/Land/Sea)		\$300						
	Beach Association		\$200						
	Tour Guide Association		\$200						
	Other Tourism Organization		\$150						

7-- 28 -

*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	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	(Nonprofit/NGO)  <b>❖ Beauty Pageants</b> <ul style="list-style-type: none"> <li>● Miss Liberia</li> <li>● Miss. Liberia United Nations</li> <li>● Miss Grand Liberia</li> <li>● Miss./Mr. Earth</li> <li>● Miss Malaika</li> <li>● Miss Supranational Liberia</li> <li>● Miss Tourism Liberia</li> <li>● Miss. Teen/Mr. Gentlemen</li> <li>● Miss. Cultural Liberia</li> <li>● Miss. Global Goals</li> <li>● Miss. Inter University</li> <li>● Miss. University</li> <li>● Miss. Inter High School</li> <li>● Miss High School</li> <li>● Miss. Inter District</li> </ul>		\$5,000     \$2,000   \$700  \$700  \$1,000  \$700  \$500  \$500  \$500  \$500  \$400  \$300  \$200  \$150						

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
	<ul style="list-style-type: none"> <li>● Miss. District</li> <li>● Counties Pageant</li> <li>● Communities</li> <li>❖ <b>Camp</b></li> </ul>		\$400 \$200 \$500 \$150 \$100						

**7.1.6 Bureau of Cultural Affairs**

7-- 30 -

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6. Provide Cultural Education and Performances for the public, acquire, preserve and manage the cultural heritage and historical artifacts, issuance of permits to Stakeholders ( Musicians, Tailors, Movie, Cultural institution, Arts & Crafts)

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
MICAT-001	To provide cultural education and performances for the public from the National Culture Troupe	National Government General Public	Free Negotiable	A written communication to the office of the Asst. Minister culture affairs	Response within one or two weeks	Bureau of Cultural Affairs	Mr. Emmanuel B. Laveleh ellavelahsir@gmail.com	Gabriel W. Toe	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
MICAT-002	To acquire, preserve and manage the cultural heritage and historical artifacts (Museum)	The general Public Students International guest/Tourists Research	200LRD 100LRD 5USD 650USD	Request submission required, Application to the office of the Assist. Minister	Response within two weeks	Bureau of Cultural Affairs	Director Albert R. Makeh	Director Albert R. Makeh	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631
MICAT-003	Offering program to support local creative artist or institutions	stakeholders	Free	Permit from the department of Cultural Affairs	Response within two weeks	Bureau of Cultural Affairs	Mr. Emmanuel B. Lavelah ellavelashir@gmail.com	Gabriel W. Toe	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631



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
MICAT-004	Issuance of permits to stakeholders (Musicians, tailors, movie, Cultural institution, Arts & Crafts)	Musicians Tailors Movie Cultural institution Arts & Crafts	60USD annually	Article of incorporation Business Registration	Response within two weeks	Bureau of Cultural Affairs	Mr. Emmanuel B. Lavelah ellavelashir@gmail.com	Gabriel W. Toe	<a href="mailto:public@micat.gov.lr">public@micat.gov.lr</a> 0886557631

## 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.

**Ministry of Information Cultural Affairs and Tourism**  
**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.

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

8-- 35 -

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