



# MINISTRY OF INFORMATION, CULTURAL AFFAIRS AND TOURISM



## SERVICE DELIVERY CHARTER

### WHO WE ARE?

Ministry of Information, Cultural Affairs and Tourism (MICAT) is the government institution 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.

**OUR VISION:** "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."

**OUR MISSION:** To develop and disseminate information about the Government of Liberia, both domestically and internationally, while promoting cultural heritage and tourism to foster national unity and development".

**OUR CORE VALUES:** Transparency | Integrity | Inclusiveness | Accountability & Excellence

### OUR SERVICES TO THE PUBLIC

- ✓ Issues accreditation to local and foreign journalists
- ✓ Issues permits to media houses
- ✓ Issues permits for movies releases
- ✓ Issues permits for video clubs, video centers, play stations, and cinema
- ✓ Issue permits for hotels, guest houses, motels, resorts, travel agencies, beaches, restaurants
- ✓ Issues of sectoral clearances to communications, cultural and touristic stakeholders
- ✓ Provides permits for cultural events, pageants & festivals, showbiz etc
- ✓ Offers museum services and tour of historical sites
- ✓ Provides cultural education and research permits
- ✓ Ensures public access to information under the Freedom of Information Act

### RESPONSE TIME

- ✓ Press Releases & Press Statements: Released within 24 hours;
- ✓ Media Accreditation: Processed within 3 working days;
- ✓ Media Regulatory Permits: Issued within 10 working days;
- ✓ Tourism Permits: issued within 5 working days;
- ✓ Local Gamp; International Movie Permits: Processed within 5 working days;
- ✓ Certificate for Video Clubs, Video Centers, play stations, Cinemas. Issued within 5 working days upon payment

### SERVICE QUALITY

- ✓ All services are delivered with professionalism & courtesy
- ✓ Accurate information is provided in all interactions.
- ✓ Feedback is sought regularly to improve delivery service.

### CHANNELS FOR COMPLAINTS

- IN-PERSON:** Visit the MICAT office during working hours.
- EMAIL:** Send complaints to the official MICAT email address
- PHONE:** Call the MICAT helpline for assistance
- ONLINE:** Fill in complaint form through the MICAT website

### ACCESSIBILITY

- OFFICE HOURS:** Monday to Friday from 8:00 a.m. to 4:000 p.m.
- ONLINE SERVICES:** Available 24/7 through emails
-  [public@micat.gov.lr](mailto:public@micat.gov.lr)
-  0777545781, 0776558682, 0776223602

 Capitol Hill, Monrovia, Liberia adjacent Temple of Justice