

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

LIBERIA DRUG ENFORCEMENT AGENCY

LIBERIA

December 16, 2024

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LIST OF ACRONYMS

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

LDEA	Liberia Drug Enforcement Agency
FOI	Freedom of information Act
ASAIC	Assistant Special Agent In Charge
GOL	Government of Liberia
SDC	Service Delivery Charter
MOH	Ministry of Health
LNP	Liberia National Police
MGSP	Ministry of Gender and Social Protection

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FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the *Liberia Drug Enforcement Agency* (LDEA) for the forthcoming three years 2022-2025. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards and would We'll do our best to and sure effective implementation of the Charter. we welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

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

Hon. Anthony K. Souh

Director General

Liberia Drug Enforcement Agency (LDEA)

ACKNOWLEDGEMENT

A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation, information gathering processes, document completion, and most importantly, to the effective implementation of this all-important document.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS), this requirement for service excellence was instituted. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their guidance and support with this noble initiative.

The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor, at the national level.

Our appreciation also goes to the following Officers Precious Rue, Deputy Chief of Leeward; Abigail Y. Komah, Deputy Court Liaison; Ardelius W. Grice, Director Planning Research Statistics; G. Nimely Boye, Director Human Resource, Sylvester William, Director Procurement, Anthony G. Q. Clarke, Director Rehabilitation, Amb. Augustine K. Nyanfor, Deputy Chief for Prevention and Community Outreach; Fred G. Souh, Director of Training; Albert K. Hare, Deputy Chief of Investigation; Sampson G. Potter, Secretary to the Board of Internal Inquiry and Professional Standards (BIIPS); George K. Entsua, Consultant, Planning Research and Statistics; Philip K. Sayon, Advisor; Christian D. Badio, Chief of Court Liaison, Emmanuel G. Williams, Chief of Information and Communications Technology; Christopher C. Tokpah, Jr., Comptroller, Botoe O. Wallace, Chief of Women and Children for their valuable contribution and inputs to the development of this Charter. Your consistent focus and efforts have brought remarkable progress with the successful completion of this project.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the LDEA 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.

Anthony K. Souh

Director General

Liberia Drug Enforcement Agency

1 INTRODUCTION

1.1 Background

The Liberia Drug Enforcement Agency is an arm of the Government of Liberia (GOL), responsible for the formulation and enforcement of policies to disrupt, dismantle, and eliminate all threats posed to the Republic of Liberia by illicit drug trafficking and abuse.

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

The SDC shall allow the LDEA 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 LDEA 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 Liberia Drug Enforcement 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 fulfill these objectives, ensuring that the LDEA 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 LDEA 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 LDEA

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:**

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- Each service offered by the LDEA falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and customer care practices for all public-facing services.

4. Interactions with All Service Users:

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

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

2 WHO WE ARE

The **Liberia Drug Enforcement** 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 Liberia Drug Enforcement Agency (LDEA) was established December 23, 1998 and remains a semi-autonomous agency under the supervisory authority of the Ministry of Justice within the Government of Liberia. The LDEA has a functional structure, and is headed by a Director General, assisted by two deputies all of whom are appointed by the President. The Agency overall sensitive role is to implement measures to protect the territorial borders of Liberia from the importation and exportation of drugs and controlled substances. The LDEA, which is “responsible for the efficient and effective law enforcement of all the provisions on any controlled drugs and substances,” is also the Secretariat and implementing arm of the Controlled Drugs and Substances Board. In principle, the Board's functions are broader than law enforcement as it is mandated to “formulate, develop and establish comprehensive, integrated, unified and balanced national drug use prevention and control strategy.” As Secretariat, the LDEA is likely to press the Board to focus on enforcement and punitive approaches rather than public health.

2.1 Vision

The vision of the **LDEA** is to *become most proactive and one of the leading Drug Law Enforcement Agencies in West Africa and one of the best in the world through the provision of effective and efficient services to Liberians by cutting off supply of illicit drugs, reducing demand for illicit drugs and other substances of abuse, tracing and recovering drug related proceeds and contributing to the creation and maintenance of an enviable image of Liberia throughout the world.*

Mission

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The mission of the LDEA is *to disrupt, dismantle, and eliminate all threats posed to the Republic of Liberia by illicit drug trafficking and abuse. It shall deploy all resources at its disposal for a complete purge of illicit trafficking in narcotic drugs and psychotropic substances; suppression of demand for illicit drugs and other substances of abuse; retrieval of ill-gotten wealth acquired from proceeds of illicit drug trade; protection, enhancement and maintenance of the image of Liberia and Liberians in the diaspora.* Through this mission, we aim to address public needs with professionalism and dedication.

2.2 Values

Our core values are:

- ❖ **Fighting drug trafficking:** The LDEA is tasked with fighting drug trafficking at the country's borders.
- ❖ **Arresting traffickers and dealers:** The LDEA is responsible for arresting traffickers and dealers of illegal drugs.
- ❖ **Destroying illegal drugs:** The LDEA is responsible for destroying illegal drugs.
- ❖ **Respect:** We treat all individuals with dignity and respect, valuing diverse perspectives and fostering an inclusive environment.
- ❖ **Integrity:** We adhere to the highest standards of honesty, ethics, and accountability in all our interactions and decisions.
- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.
- ❖ **Responsiveness:** We strive to address the needs and concerns of the public promptly, ensuring timely and effective service delivery.
- ❖ **Professionalism:** We uphold professionalism in all our duties, delivering services with expertise, reliability, and a focus on quality.
- ❖ **Equity and Fairness:** We ensure impartiality in our services, providing equal treatment and opportunities for all individuals, regardless of background or status.
- ❖ **Continuous Improvement:** We are committed to innovation and continuous improvement, **seeking** feedback and regularly evaluating our processes to enhance service quality.

3 OUR CUSTOMERS

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

1. Citizens of Liberia

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- All Liberian citizens, regardless of background, who seek services provided by the **LDEA**

2. Residents and Non-Citizens

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

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

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

4 OUR COMMITMENT TO YOU

The **LDEA** 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.

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- **Ensure Confidentiality:** Safeguard your personal information and handle all inquiries with the utmost respect for privacy.

4.2 Service Standards

The **LDEA** upholds specific standards of service excellence to ensure that our commitments are met consistently. These standards include:

- **Timely Responses:**
 - Answer phone calls within three rings.
 - Respond to emails and written inquiries within five business days.
 - Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.
- **Professional Conduct:**
 - Treat every customer with respect, fairness, and dignity.
 - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
 - Adhere to best practices in customer service, including follow-ups to confirm satisfaction.
- **Accessibility and Inclusivity:**
 - Make services available to all citizens, including provisions for individuals with disabilities or special needs.
 - Provide information through multiple channels (e.g., online, in person, by phone) to ensure accessibility for all.
- **Commitment to Continuous Improvement:**
 - Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
 - Conduct periodic assessments and seek customer input to refine and improve our services 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 **LDEA** 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 **LDEA** office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website www.ldea.gov.lr to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at info@ldea.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.
- **Hotline Numbers:** Kindly contact us on the following hotlines numbers to provide your feedback, **+231888133133/+231777133133**

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 **+231 888 133 333 | 0777 133 333** 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 the Board of Internal Investigation & Professional Standard (**BIIPS**)
- **Complaint Form:** Access and fill out our online complaint form on our website at <https://ldea.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 **LDEA**. 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 LDEA 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
Public Relation Office	Headquarters, 21 st Street, Fiamah, Sinkor	+231776572778	ldeamojpro.gov.lr@gmail.com	+231888133333
		+231770583715		+231777133333

KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Regional office at Montserrado	Headquarters, 21 st Street, Fiamah, Sinkor	+231775118195 +231776083441	ldeamojhq.gov.lr@gmail.com	+231888133333 +231777133333
Regional office at XXX				
Regional office at XXX				
Regional office at XXX				

7 OVERVIEW OF OUR SERVICES

The **LDEA** 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

1. Department 1-General Operations

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
LDEA U-703 0001	<p>Prevention of the trafficking and smuggling of illicit drugs in and out of Liberia</p> <p>Deployment of officers at all international borders within Liberia</p> <p>Investigate all drug crimes, deploy intelligence to investigate all clandestine illicit drug trafficking, sale and use</p>	The public	Free	<ul style="list-style-type: none"> N/A 	Immediate upon detection	General Operations	<p>Assistant Director For General Operations</p> <p>Ldeamoj704.gov.lr@gmail.com</p>	Deputy Director General for Operations	<p>Comments on the Agency website, Social Media platform, email and hotline</p> <ul style="list-style-type: none"> www.ldea.gov.lr

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

7.2.1 Department 1-Human Resource

2. Minimum Requirements for Recruitment, Selection & Employment of the LDEA

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
LDEA U-703 0001	Recruitment, Selection, Employment and Human Resources Management	All qualified Liberian Citizens between the ages of 18 - 35 years in good health conditions and minimum a high school graduate with good conduct	Free	<ul style="list-style-type: none"> • Letter of application • 2 letters of recommendation • Curriculum Vitae • 2 Passport-sized photos • National ID Card • Must be drug free 	On a need basic	HR Department	ASAIC G. Nimely Boye HR Director gnimelyboye@gmail.com	Deputy Director General for Administration	<ul style="list-style-type: none"> • Office of the HR

7.2.2 Department 2-Prevention & Community Outreach

3. Providing Prevention and Community Outreach Services to the Public.

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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
LDEA U-712 0001	Provide relevant narcotic and psychoactive drug information about illicit drug use, the misuse of prescription drugs, drug use trends, and the health consequences of drug use.	All Liberian Citizens and non-citizens within the borders of Liberia	Free	Be a resident of Liberia, a registered or organized group or institution (youth group, religious organization, school, etc), a written communication from the public to the agency or the agency to the public as mentioned above	One week after approval of a written communication	Prevention & Community Outreach Services	Grace G. Mulbah, Head of Prevention & Community Outreach Services gsuah80@gmail.com preventioncommunityoutreach@gmail.com	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.gov.lr
LDEA U-712 0002	Develop and disseminate drug information brochures, drug fact sheets, pamphlets, flyer, sticker, banners, billboards and conduct	All Liberian Citizens non-citizens within the borders of Liberia	Free	Be a citizen, resident or visitor of Liberia, a registered or organized group or institution (youth group, religious	Minimum Three (3) weeks	Prevention & Community Outreach Services	Grace G. Mulbah, Head of Prevention & Community Outreach Services	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.gov.lr

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

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	parent/teacher drug education to assist the public in identifying drug use and finding help.			organization, school, etc), a written communication from the public to the agency or the agency to the public as mentioned above			gsuah80@gmail.com preventioncommunityoutreach@gmail.com		

7.2.3 Department 3-Women and Children

4. Women and Children Section Service Deliverable to the Public and employees relating to their scope of operations at LDEA.

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
LDEA 0001	counsel women and children who are drug victims	All affected women and children	Free	N/A	Immediately upon notification of an affected case regarding (women/children)	Women and children	Botoe Oscar Wallace botoeoscarwallace@gmail.com	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.gov.lr
LDEA 0002	Do referral of vulnerable children to safe home in consultation with other relevant stakeholders (LNP, Gender Children and Social protection, MOH, etc).	All affected children	Free	Must be a child below 18	Immediately upon notification of an affected case and recommendation of referral (women/children)	Women and children	Botoe Oscar Wallace botoeoscarwallace@gmail.com	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.gov.lr

7.2.4 Department 4-Rehabilitation

- The Rehabilitation Section monitor all arrested person both male and female by engaging them with rehabilitation and referral purposed

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
0001	Provide psychosocial Counselling to victims upon departure to rehabilitation	All drug affected persons	Free	Parental/Family request	1 week	Rehabilitation.	SAGT. Anthony G.Q. Clarke. Chief of Rehabilitation Anthonygqclarke2agmail .com.	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.gov.lr
	Do referral of all affected persons to available rehabilitation homes in consultation with all relevant stakeholders (Ministry of Health and partners)	All affected persons	Free	Parental/Family request	1 week	Rehabilitation.	SAGT. Anthony G.Q. Clarke. Chief of Rehabilitation Anthonygqclarke2agmail .com.	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.gov.lr

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6. The Public Relation Section Service Deliverable to the Public and the Agency relating to its scope of operations at LDEA.

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
U-722 0001	Media Relations: Publishing press releases, announce Operations, milestones, feedbacks and press conferences to inform the public via the press, social media platforms and the Agency's Official website	All Citizens and non-citizens in and out of Liberia	Free	N/A	Immediate upon notification	Public Relations Section	SAGT. G. Olando Demey Chief of Public Relations ldeamojpro.gov.lr@gmail.com gonkerwondemey1986@gmail.com	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.gov.lr

7.2.6 Planning and Research

7. The Public Relation Section Service Deliverable to the Public and the Agency relating to its scope of operations at LDEA.

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
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U-715 0001	Data sharing and reporting: Providing access to data on a need-to-know basis of drug related cases and reports to stakeholders, including government agencies, NGOs, and community-based organizations and academic institutions	All registered organizations, institutions and government agencies and individual s/researchers concerned	Free	Organization /Institution/ Government Agencies An official letter from the requesting Organization /Institution, presentation of Organization /Institution ID card Individuals/ Researchers A valid national ID card A letter of intent requesting the information	1 week	Planning Research and Statistics	SAGT. Ardelius W. Grice ardelius.grice@gmail.com	The Deputy Director for Administration	Comments on the Agency website, Social Media platform, email and hotline www.ldea.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
				Evidence of research work Letter requesting service must be in consonant with the Freedom of Information Act of Liberia (FOI)					

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8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

8.1 Your Rights as a Service User

As a service user, you have the following rights:

- **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.
- **Right to Information:** Access clear information regarding services, requirements, and timelines.
- **Right to Privacy:** Have your personal data handled with confidentiality and in accordance with data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

8.2 Your Obligations as a Service User

To help us serve you better, we ask that you:

- **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.

9 ANNEXES

9.1 Sample Feedback Form:



Liberia Drug Enforcement Agency (LDEA)
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):	