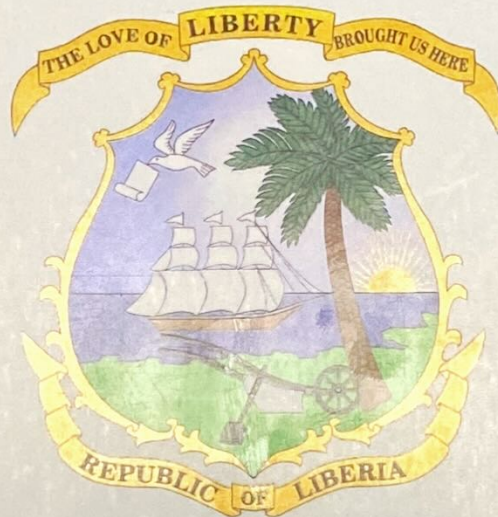




# REPUBLIC OF LIBERIA



*Service Delivery Charter*

for the

**Liberia Maritime Authority**

Date: November 21, 2024

## Table of Contents

LIST OF ACRONYMS .....	1
FOREWORD.....	2
ACKNOWLEDGEMENT.....	3
<b>1 INTRODUCTION .....</b>	<b>4</b>
1.1 Background.....	4
1.2 Rationale.....	4
1.3 Objectives.....	5
1.4 Scope of Application .....	5
<b>2. WHO WE ARE? .....</b>	<b>7</b>
2.1 Mandate .....	7
2.2 Vision.....	7
2.3 Mission .....	7
2.4 Values .....	7
<b>3. OUR CUSTOMERS .....</b>	<b>9</b>
3.1 Our Commitment to You.....	9
3.2 Service Guarantee.....	9
3.3 Service Standards .....	10
<b>4. FEEDBACK AND COMPLAINTS MECHANISM.....</b>	<b>11</b>
4.1 Providing Feedback .....	11
4.2 Submitting a Complaint.....	11
4.3 How to File a Complaint: .....	11
4.4 Complaint Handling Process: .....	11
4.5 Escalation Process .....	12
4.6 Procedures in addressing Escalated Complaints.....	12
4.7 Confidentiality and Anti-Retaliation .....	12
<b>5 WHERE ARE WE LOCATED .....</b>	<b>13</b>
<b>6 OVERVIEW OF SERVICE CHARTER .....</b>	<b>14</b>
6.1 Regional Maritime Rescue Coordination Centre-Monrovia.....	15
6.2 Safety Inspection Survey and Audit .....	17
6.3 Department of Maritime Security .....	18
6.4 Department of Domestic Vessel Registration.....	19
<b>7 YOUR RIGHTS &amp; OBLIGATIONS AS A SERVICE USER.....</b>	<b>21</b>
7.1 Your Rights as a Service User.....	21
7.2 Your Obligations as a Service User.....	21
ANNEXES.....	22
Liberia Maritime Authority Feedback Form: .....	22

## LIST OF ACRONYMS

DDVR.....	Department of Domestic Vessel Registration
EPIRB.....	Emergency Positioning Indicator Radio Beacon
GOL.....	Government of Liberia
IMO.....	International Maritime Organization
ISM.....	International Safety Management Code
ISPS.....	International Ship and Port Security
MARPOL.....	Marine pollutions
MIIIP.....	Marine Investigation and International Participation
MODU.....	Mobile Offshore Drilling Unit
NAVTEX.....	Navigational Telex
PFSO.....	Port Facility Security Officer
RSOs.....	Recognized Security Organizations
SDC.....	Service Delivery Charter
SISA.....	Safety Inspection Survey and Audit
SOLAS.....	Safety of Life at Sea



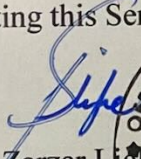
## FOREWORD

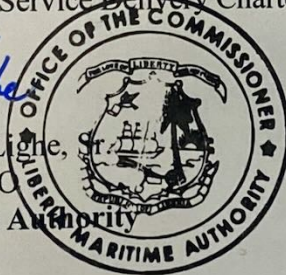
Dear Customers,

We are pleased to present to you the Service Delivery Charter of the Liberia Maritime Authority for the forthcoming five years 2025-2030. This Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services the Liberia Maritime Authority provides. This Charter also provides information about your rights and the channels for which you can seek redress when your rights are violated.

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

The Liberia Maritime Authority 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 our commitment to you, the organization is seeking to match its quality of service to customers' needs. The Liberia Maritime Authority, therefore, looks forward to the continuous support of the public, as it embarks on implementing this Service Delivery Charter.

  
Cllr. Neto Zarzar Ligne,  
Commissioner/CEO  
Liberia Maritime Authority



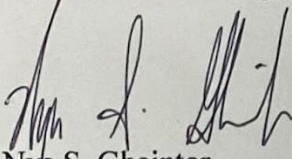
## ACKNOWLEDGEMENT

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.

Our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph Nyumah Boakai, Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS) was instituted. Our profound appreciation also goes to the Director General of Cabinet, Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their arduous contribution to this initiative.

The development of this Charter would not have been possible without the vital technical assistance from the international consultant, Mrs. Doris Idahor and at the National level. Mr. Desire S. Satia, the Deputy Chief Financial Officer at the Liberia Maritime Authority. Our profound appreciation also goes to the Messers. Frederick Jonah Varnie, Michael Quayee Cooper and Mandela Porson for their invaluable contribution to the development of this Charter. Your consistent efforts have brought remarkable progress with the successful completion of this project.

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



Cllr. Nya S. Gbaintor  
Principal Director for Administration & Legal Services  
**Liberia Maritime Authority**



## **1. INTRODUCTION**

### **1.1 Background**

The Liberia Maritime Authority is a specialized arm of the Government of Liberia (GOL) responsible for regulating, monitoring and coordinating the maritime industry of Liberia.

This Service Delivery Charter (SDC) for the Liberia Maritime Authority, therefore, constitutes a social contract, commitment and agreement between the Liberia Maritime Authority 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 of us and forms the basis of engagement between Liberia Maritime Authority and the citizens. The SDC is expected to greatly contribute to the overall performance and compliance of the Liberia Maritime Authority in meeting its stator obligations under the Liberia Maritime Authority Act. Because this Service Delivery Charter is a statement of commitment that the Liberia Maritime Authority will provide the best quality services to the Liberian people, it obligates the institution to perform well, be accountable and comply with existing laws, regulations and policies. The

Liberia Maritime Authority actively engages and participates in the activities of various international organizations including the International Maritime Organization (IMO). Liberia, through the Liberia Maritime Authority is currently a member of the IMO Council and is involved in the formulation and development of shipping regulations and key decision making. To evaluate the implementation of this SDC, key performance indicators such as the number complaints successfully addressed, the number of people referencing and using the charter, quarterly performance reviews or tracking tools for monitoring response times will be used.

### **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 Liberia Maritime Authority 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 Liberia Maritime Authority's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Liberia Maritime Authority 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 Liberia Maritime Authority 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:

**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.

**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.

**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.

**Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance

**Strengthen Public Trust:** Build and maintain public confidence in the Liberia Maritime Authority by demonstrating commitment to service excellence and addressing public needs with integrity and fairness.

**Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and citizen engagement.

**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 Liberia Maritime Authority 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 Liberia Maritime Authority, 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:

**All Service Locations:**

This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the Liberia Maritime Authority.

**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.

**All Public Services Provided by the Institution:**

Each service offered by the Liberia Maritime Authority 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.

**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 Liberia Maritime Authority.

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

## 2. WHO WE ARE?

### 2.1 Mandate

The Liberia Maritime Authority under the LiMA Act of 2010 is mandated to carry out the following functions for and on behalf of the government of the Republic of Liberia:

- Administer, secure, promote, regulate, enforce, design, and execute policies, strategies, laws and regulations, plans and programs relating directly and indirectly to the functioning, growth and development of the maritime sector, and national maritime awareness.
- Collaborate, coordinate, and consult with the Ministry of National Defense (specifically the Coast Guard), the Ministry of Justice (police, immigration and other relevant law enforcement agencies), the Ministry of Finance, the Liberia Revenue Authority, the National Port Authority, the Ministry of Agriculture, the National Fisheries and Aquaculture Authority, the National Oil Company of Liberia (NOCL), the Ministry of Transport, and other government institutions engaged in marine related activities.

### 2.2 Vision

The vision of the Liberia Maritime Authority is to **“To be the Best-in-Class leader in the Global Maritime operations.”** This vision reflects our commitment to long-term improvements in public service and to promoting an inclusive, responsive government.

### 2.3 Mission

The mission of the Liberia Maritime Authority to **“To build a vibrant domestic maritime program that is financially self-sustaining, internationally compliant, and effective in protecting our maritime domain”** Through this mission, we aim to address public needs with professionalism and dedication.

### 2.4 Values

Our core values are:

- ❖ 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 Liberia Maritime Authority is committed to serving a wide range of customers who rely on our services for various needs. Our customers include:

#### **Citizens of Liberia**

- All natural Liberian citizens, regardless of background, who seek services provided by the Liberia Maritime Authority

#### **Residents and non-Citizens**

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

#### **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.

#### **Businesses and Private Sector Organizations (Liberian and non-Liberian legal persons)**

- Companies, non-profits, and other private sector entities that engage with the Liberia Maritime Authority for permits, licenses, compliance, or other regulatory services.

#### **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.

#### **Civil Society Organizations (CSOs)**

- Advocacy groups, community organizations, and other CSOs that partner with or engage with the Liberia Maritime Authority to support transparency, accountability, and citizen rights.

### **3.1 Our Commitment to You**

The Liberia Maritime Authority provides 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.

### **3.2 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.

### 3.3 Service Standards

The Liberia Maritime Authority 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.

## 4. FEEDBACK AND COMPLAINTS MECHANISM

The Liberia Maritime Authority values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism are designed to ensure that every citizen has a voice in improving our services. We welcome both positive feedback and constructive criticism to help us continuously enhance the quality of our service.

### 4.1 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 Liberia Maritime Authority's office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website [www.lima.gov.lr](http://www.lima.gov.lr) to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at [desire.satia@lima.gov.lr](mailto:desire.satia@lima.gov.lr), [anthony.twe@lima.gov.lr](mailto:anthony.twe@lima.gov.lr) and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all our service locations to submit anonymous feedback.

### 4.2 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.

### 4.3 How to File a Complaint:

- **By Phone:** Call us at +231770653643/+231777223335 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 Liberia Maritime Authority at 1948 Maritime Drive, Congo Town, Sub Office at the National Port Authority, Buchanan, Grand Bassa County and at our Regional Office at the Coast Guard Base.
- **Complaint Form:** Access and fill out our online complaint form on our website at [www.lima.gov.lr](http://www.lima.gov.lr)

### 4.4 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.

#### **4.5 Escalation Process**

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

#### **4.6 Procedures in addressing Escalated Complaints**

1. The claimant should file his/her complaint addressing same to the Management of the Liberia Maritime Authority.
2. The complaint is received and forwarded to the claims Department to have the complaint probe.
3. The Claims Department will invite the Claimant or dissatisfied customer to come at the Liberia Maritime Authority's offices to listen to the complaint and decide.
4. Appeals for the decision of the Claims Department is forwarded to the offices of the Deputy Commissioner for Vessels Registration for redress.
5. If dissatisfaction exist after the redress, the claimant can forward their complaint to the Office of the Chief Executive Officer/Commissioner.

#### **4.7 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 provide the best possible service to the public.

Main Depts.	Physical Location	Contact Phone	Contact Email	Emergency Number
Office of the Commissioner	Monrovia Office	+231-776761778	<a href="mailto:Darlington.cheeks@lima.gov.lr">Darlington.cheeks@lima.gov.lr</a>	Director for Vessel Registration, +231770-653-643
Administration	Monrovia Office	+231-777-290-377	<a href="mailto:nyagbaintor@lima.gov.lr">nyagbaintor@lima.gov.lr</a>	Director for Administration +231777-290-039
Finance	Monrovia Office	+231-777-223-335 +231-777428187	<a href="mailto:desire.satia@lima.gov.lr">desire.satia@lima.gov.lr</a> <a href="mailto:michael.cooper@lima.gov.lr">michael.cooper@lima.gov.lr</a>	Account Manager +231775-797-667
Training and Manpower Development	Monrovia Office	+231-770-207-285 +231-886-619-463	<a href="mailto:james.morris@lima.gov.lr">james.morris@lima.gov.lr</a>	Associate Director for Training +231777-330-000
MRCC	Coast Guard Base	+231-777633144	<a href="mailto:Willie.dweh@lima.gov.lr">Willie.dweh@lima.gov.lr</a>	Director of Administrative Services +231886-112-380
Port State Control	Freeport of Monrovia	+231-777194556 +231881037773	<a href="mailto:Emmanuel.dolakeh@lima.gov.lr">Emmanuel.dolakeh@lima.gov.lr</a>	Associate Director for Safety & Navigation +231770-323-474
Maritime Security	Monrovia Office	+231-777-289-907 + 231-886-554-446	<a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>	Associate Director for ISPS +231886-510-427
Domestic Vessel Registration	Monrovia Office	+231-888-086-484/+231770653643 +231-770-653-643	<a href="mailto:Anthony.twe@lima.gov.lr">Anthony.twe@lima.gov.lr</a>	Director for Vessel Registration +231770-022-789
Marine Monitor	Monrovia Office	+231-770-022-789	<a href="mailto:Frederick.varnie@lima.gov.lr">Frederick.varnie@lima.gov.lr</a>	+231-770-022-789

## 5. WHERE ARE WE LOCATED

The Liberia Maritime Authority 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.

### Key Contact Addresses for Regional Offices

Regional Office	Physical Location	Contact Number	Contact Email
Buchanan	Buchanan	+231-777-290-169 +231-886-590-889	<a href="mailto:arthur.scell@lima.gov.lr">arthur.scell@lima.gov.lr</a>
Sinoe	Greenville	+231-770-640-284 +231-886-968-323	<a href="mailto:saylee.dennis@lima.gov.lr">saylee.dennis@lima.gov.lr</a>
Maryland	Harper	+231-776-537-125 +231-886-399-029	<a href="mailto:mack.massaquoi@lima.gov.lr">mack.massaquoi@lima.gov.lr</a>

## **6. OVERVIEW OF SERVICE CHARTER**

The Liberia Maritime Authority provides 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.

- 6.1 Department of Regional Maritime Rescue Coordination Centre- Monrovia
- 6.2 Department of Safety Inspection, Survey and Audit
- 6.3 Department of Maritime Security
- 6.4 Department of Domestic Vessel Registration

## 6.1 Regional Maritime Rescue Coordination Centre-Monrovia

Code	Services provided to the general public	Eligibility and conditions	Cost of service	Other requirements	Time it takes to get service	Responsible department	Names of staff in charge Email address	Name of Supervisor Email address	Feedback channels
LiMA 001.	Distress alert detection, relay and facilitation of the provision of medical advice and evacuations	All Mariners	N/A	VHF, MF/HF EPIRB Inm-c GSM Phone E-mail	24/7 Daily	RMRCC	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	John B. Harvey <a href="mailto:john.harvey@lima.gov.lr">john.harvey@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r
LiMA 002.	Coordination of maritime search and rescue operations	All Mariners	N/A	VHF, MF/HF EPIRB Inm-c GSM Phone E-mail	24/7 Daily	RMRCC	Zinnah P. Blamakai <a href="mailto:zinnah.blamakai@lima.gov.lr">zinnah.blamakai@lima.gov.lr</a>	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r
LiMA 003	Dissemination of daily weather forecasts and meteorological information to mariners	Marine VHF receiver	N/A	Marine VHF receiver	3 times Daily	SAFETY OF NAVIGATIONS	Christopher Mylemon <a href="mailto:christopher.mylemon@lima.gov.lr">christopher.mylemon@lima.gov.lr</a>	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r
LiMA 004.	Promulgations of Coastal/Navigational Warnings for the safety of vessels routing Liberia's EEZ	All Mariners	N/A	Navtex receiver	As need arises	SAFETY OF NAVIGATIONS	Darpuju Colliyea Gayan <a href="mailto:Darpuju.gayan@lima.gov.lr">Darpuju.gayan@lima.gov.lr</a>	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r
LiMA 005.	Updating Nautical Publications with the International Hydrographic Organization (IHO)	ALL MARINER	N/A	Email	Weekly updates	SAFETY OF NAVIGATIONS	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r
LiMA 006.	Protection of Liberia's Maritime domain via coastal surveillance	ALL MARINER	N/A	VHF, MF/HF EPIRB Inm-c	24/7 Daily.	RMRCC	Zinnah P. Blamakai	Darpuju Colliyea Gayan	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r

	and monitoring services	and LOCALS		GSM Phone E-mail			<a href="mailto:zinnah.blamakai@lima.gov.lr">zinnah.blamakai@lima.gov.lr</a>	<a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r
LiMA 007.	Regional hub Maritime Domain Awareness (MDA) Center for maritime information Sharing	Sea and shore-based Centers	N/A	Ch. 16 vhf MF/HF GSM Inm-c Bgan 700/710 E-mails	24/7 Daily	RMCC	Zinnah P. Blamakai <a href="mailto:zinnah.blamakai@lima.gov.lr">zinnah.blamakai@lima.gov.lr</a>	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r
LiMA 008	Site awareness to Recreational Beaches & Artisan landing sites ( <b>Pending</b> )	Owners of canoes/pleasure boats and beaches	N/A	GSM phones	Quarterly	RMCC	Zinnah P. Blamakai <a href="mailto:zinnah.blamakai@lima.gov.lr">zinnah.blamakai@lima.gov.lr</a>	Darpuju Colliyea Gayan <a href="mailto:darpuju.gayan@lima.gov.lr">darpuju.gayan@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a> r

## 6.2 Safety Inspection Survey and Audit

Code	Services provided to the general public	Eligibility and conditions	Cost of service	Other requirements	Time it takes to get service	Responsible department	Names of staff in charge Email address	Names of Supervisor Email address	Feedback channels
Lima 002.	Inspection of vessels	Ships Owner, Management, operators of any GRT	As per the LiMA's fee structure	Pre-registration process for vessel below 500GT	Between 1-8hrs	<b>Department of Safety Inspection Survey and Audits</b>	Smith C. Jallah (smithcormahjallah@gmail.com) Anthony Sayon (Anthony.sayon@yahoo.com) Henry Foster Jr. (princessonlyson1990@gmail.com) Robert Fela Sahr (sahrrobertfela@gmail.com) Antonio N. Ndawolo (antonionndorbor@gmail.com) Joseph Weah doh Jr (waesao@gmail.com) Steve S. Kowo (stekowo2004@yahoo.com) Mack M. massaquoi (mazoe2007@yahoo.com) Saylee A. Dennis (sayleedennis5@gmail.com) Christopher P. Johnson (johnsonchristopher95@gmail.com) James K. Gaye (gayekjames@gmail.com) Theophilus Y. Yanford (theophilusry@gmail.com) Jonathan D. Cooper (dakaicooper@gmail.com)	Emmanuel Dolakeh <a href="mailto:Emmanuel.dolakeh@lima.gov.lr">Emmanuel.dolakeh@lima.gov.lr</a>	<b>Suggestion Box</b> <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>

### 6.3 Department of Maritime Security

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 email	Name of Supervisor	Feedback channel
Lima 001	General ISPS program	All port facilities	-N/A	-N/A	Continuously	Maritime Security	Edward K. Thomas <a href="mailto:edward.thomas@lima.gov.lr">edward.thomas@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 002	RSO Accreditation	Liberia own business	Initial Registration : <b>3,150 USD</b>  Renewal: <b>1,650 USD</b>	N/A	Three (3) weeks	Maritime Security	Ernest S. Doles <a href="mailto:ernest.doles@lima.gov.lr">ernest.doles@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Edward K. Thomas <a href="mailto:edward.thomas@lima.gov.lr">edward.thomas@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 003	Port Facility Security Officer (PFSO) Assessment	Liberia Citizen	N/A	Must be an employee of the port facility	Three (3) weeks	Maritime Security	Ernest S. Doles <a href="mailto:ernest.doles@lima.gov.lr">ernest.doles@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Edward K. Thomas <a href="mailto:edward.thomas@lima.gov.lr">edward.thomas@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 004	Maritime Incident and Accident Investigation	N/A	N/A	N/A	N/A	Maritime Security	Fatu M. Shaw <a href="mailto:Fatu.shaw@">Fatu.shaw@</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Fatu M. Shaw <a href="mailto:fatu.shaw@lima.gov.lr">fatu.shaw@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 005	Combat Illegal dredging/Sand Mining Operation	N/A	N/A	N/A	N/A	Maritime Security	Gregory S. Tugbe Jr <a href="mailto:gregory.tugbe@lima.gov.lr">gregory.tugbe@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Fatu M. Shaw <a href="mailto:fatu.shaw@lima.gov.lr">fatu.shaw@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>

### 6.3 Department of Maritime Security

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 email	Name of Supervisor	Feedback channel
Lima 001	General ISPS program	All port facilities	-N/A	-N/A	Continuously	Maritime Security	Edward K. Thomas <a href="mailto:edward.thomas@lima.gov.lr">edward.thomas@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 002	RSO Accreditation	Liberia own business	Initial Registration : 3,150 USD  Renewal: 1,650 USD	N/A	Three (3) weeks	Maritime Security	Ernest S. Doles <a href="mailto:ernest.doles@lima.gov.lr">ernest.doles@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Edward K. Thomas <a href="mailto:edward.thomas@lima.gov.lr">edward.thomas@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 003	Port Facility Security Officer (PFSO) Assessment	Liberia Citizen	N/A	Must be an employee of the port facility	Three (3) weeks	Maritime Security	Ernest S. Doles <a href="mailto:ernest.doles@lima.gov.lr">ernest.doles@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Edward K. Thomas <a href="mailto:edward.thomas@lima.gov.lr">edward.thomas@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 004	Maritime Incident and Accident Investigation	N/A	N/A	N/A	N/A	Maritime Security	Fatu M. Shaw <a href="mailto:Fatu.shaw@">Fatu.shaw@</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Fatu M. Shaw <a href="mailto:fatu.shaw@lima.gov.lr">fatu.shaw@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>
Lima 005	Combat Illegal dredging/Sand Mining Operation	N/A	N/A	N/A	N/A	Maritime Security	Gregory S. Tugbe Jr <a href="mailto:gregory.tugbe@lima.gov.lr">gregory.tugbe@lima.gov.lr</a>	Simeon T. Cheah <a href="mailto:simeon.cheah@lima.gov.lr">simeon.cheah@lima.gov.lr</a>  Fatu M. Shaw <a href="mailto:fatu.shaw@lima.gov.lr">fatu.shaw@lima.gov.lr</a>	Suggestion Box <a href="http://www.lima.gov.lr">www.lima.gov.lr</a>

## 6.4 Department of Domestic Vessel Registration

Service	Eligibility	Cost (per annum or any per thereof)	Timeline	Contact Point
General Cargo vessel	General Public	USD2.5/GRT	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
Research Vessel	General Public	USD2,500 flat	5 Days	
Seismic survey & cable laying vessel	General Public	USD5.0/GRT	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
MODU, MOPU, FSO, FPSO(less than 10,000GRT)	General Public	USD15,600	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
MODU, MOPU, FSO, FPSO(greater than 10,000GRT)	General public	USD25,000	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
Tankers, bunkering vessels and barges	General Public	USD10,000	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
Fishing vessels and Trawlers (1—200GRT)	General Public	USD5,000	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
Fishing vessels and Trawlers (201--500GRT)	General Public	USD10,000	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
Fishing vessels and Trawlers (501--1000GRT)	General Public	USD15,0003	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
Fishing vessels and Trawlers (1001& above GRT)	General Public	USD20,000	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484
Tuna Fishing vessel	General Public	USD10,000	5 Days	<b>Director of Vessels Registration</b> +231770653643/+231888086484

Casualty/ investigation fees	General Public	USD1,000	5 days	<b>Director of Port State Control</b> <b>+231881-037-773/+231777-194-556</b>
Annual Inspection	General Public	USD150	5 Days	<b>Director of Monitoring, Survey &amp; Audit</b> <b>+231881-037-773/+231777-194-556</b>
Maritime Incident Investigation	General Public	USD1,000	5 days	<b>Director of Monitoring, Survey &amp; Audit</b> <b>+231881-037-773/+231777-194-556</b>
Search and Rescue Activity	General Public	Free	Immediate (24/7 services)	
Port State Control Inspection	General Public	USD1,000	Immediate (24/7 services)	<b>Director of Monitoring, Survey &amp; Audit</b> <b>+231881-037-773/+231777-194-556</b>
Flag State inspection	General Public	USD1,000	Immediate (24/7 services)	<b>Director of Monitoring, Survey &amp; Audit</b> <b>+231881-037-773/+231777-194-556</b>
Registration of Maritime Related Companies	General Public		10 working days	<b>Director of Monitoring, Survey &amp; Audit</b> <b>+231881-037-773/+231777-194-556</b>

## **7. YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER**

### **7.1 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.

### **7.2 Your Obligations as a Service User**

To help the Liberia Maritime Authority 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.

## 8. ANNEXES

### Liberia Maritime Authority Feedback Form:



**Liberia Maritime Authority  
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.

**(This feedback form is to be submitted to the Office of the Commissioner)**

<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>	

