

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

LIBERIA WATER AND SEWER CORPORATION

www.lwsc.gov.lr

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f The Liberia Water and Sewer Corporation

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NOVEMBER 30, 2024

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LIST OF ACRONYMS

GIS	Geo Information Services
GOL	Government of Liberia
LWSC	Liberia Water and Sewer Corporation
PMCS	Performance Management and Compliance System
SDC	Service Delivery Charter
T&D	Transmission & Distribution

FOREWORD

Dear Valued Customers,

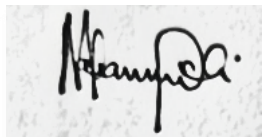
The Liberia Water and Sewer Corporation's Management is pleased to present the Service Delivery Charter (SDC) of the Corporation for the period 2024–2029. This Charter serves as a guide for the public, outlining the terms and conditions of services provided by the Corporation. It also details customers' rights and obligations as well as the channels available to the customers in reporting complaints or seeking redress to complaints filed to the Corporation.

The Charter reaffirms our commitment to delivering services to the public in line with ethical and professional standards. In this respect, we encourage feedbacks from the public regarding the services provided by the Corporation as the feedbacks will enable us to improve the quality of our service delivery system for the benefit of our valued customers and stakeholders.

We acknowledge that the delivery of quality services is largely contingent on a motivated and professional workforce. It is in this vein that at the Liberia Water and Sewer Corporation, the Management remains committed in investing in the staff by strengthening their capacities to provide effective and efficient services to the public within the confines of ethical and professional standards.

By clearly outlining our commitment to you through the SDC, we aim to align the quality of our services with the needs and aspirations of our valued customers. The Management looks forward to your continued support as we implement this Service Delivery Charter to better serve you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mohammed Ali', is placed over a light-colored, textured rectangular background.

Mohammed Ali
Managing Director
Liberia Water and Sewer Corporation

ACKNOWLEDGEMENT

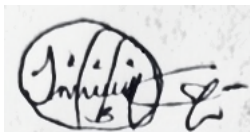
The Management of the Liberia Water and Sewer Corporation would like to register its profound gratitude and appreciation to His Excellency, President Joseph Nyuma Boakai, Sr., through whose signature initiative the Performance Management and Compliance System (PMCS) was launched by the Government of Liberia. The PMCS, a transformative initiative, reflects the Government's firm commitment to excellence, accountability, and responsiveness in governance.

The Management would also like to acknowledge the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat for their immense guidance and support provided during the preparatory stages of the Charter.

The development of this Charter would not have been possible without the technical support of Mrs. Doris Idahor, an international consultant who facilitated a day-long technical working session on the PMCS in Monrovia which resulted to the development of the Service Charter. The Management acknowledges with gratitude the contributions of Mrs. Idahor.

We would further like to acknowledge the esteemed contributions of several staff of the Corporation including the Deputy Managing Director for Sales & Marketing, Ms. Janice-Love Bropleh; Field Services Manager, Mr. Robert J. Jackson; Technical Assistant to Managing Director, Mr. Ruben B. Sausor; Assistant Manager for Customer Services, Ms. Joyce C.B Bernard; and Customer Services Officer, Ms. Onika Swen. Their contributions led to the successful completion of this Charter.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the Liberia Water and Sewer Corporations in interfacing with our valued customers by providing quality services to meet their needs. Management urges you to continue to demonstrate professionalism in the performance of your respective duties to make the Service Delivery Charter meaningful and impactful

A handwritten signature in black ink, appearing to read 'T. Wilson Gaye', enclosed within a circular stamp or seal.

T. Wilson Gaye
Deputy Managing Director for Administration
Liberia Water and Sewer Corporation

1.0 INTRODUCTION

1.1 Background

The Liberia Water and Sewer Corporation (LWSC) is a state-owned enterprise established by an Act of the Legislature in 1973, with the mandate of providing piped-borne water and sewage services to urban cities and communities in Liberia with population of 5,000 or more. Under the Act, the Corporation is responsible for constructing, installing, establishing, operating, managing, and supplying safe drinking water throughout Liberia and providing sewerage services. The LWSC is also required by the Act to collaborate with other relevant entities to regulate and manage Liberia's water resources as well as regulate water extraction and use by concession companies.

The Corporation is governed by a nine-member Board of Directors and managed by a five-member Management Team led by the Managing Director who oversees the day-to-day operations of the Corporation. Driven by population growth, urbanization, and increased migration to urban communities, the demand for the Corporation's services has experienced rapid increase since its establishment. However, amid the rapid increase in demand for the Corporation's services, effective service delivery has been challenged over the years by multiple factors that often hindered the Corporation's ability to meet customers' expectations for its services. These challenges have hindered the Corporation's ability to meet customer expectations. Paramount of the challenges is the absence of a Service Delivery Charter (SDC) that serves as a formal agreement between the LWSC and its customers, defining service terms and expectations.

Against this backdrop, the LWSC's Management deemed it necessary to develop and adopt a Service Delivery Charter to serve as a social contract between the LWSC and its customers in fulfilment of a key target of the PMCS.

1.2 Rationale and Objectives of the Charter

This SDC for the LWSC is a social contract and corporate commitment between the Corporation and its valued customers and stakeholders regarding the services provided by the Corporation. The Charter sets out the Corporation's role and responsibilities in respect of its unflinching commitment to ensuring improved performance and high-quality service delivery to the public. It is aimed at enhancing the quality and efficiency of services delivered to the public while ensuring the optimal utilization of limited resources. The Charter does not provide a clear outline of the services offered by the LWSC and the eligibility criteria and processes involved in accessing the services, it also sets out clear performance targets to meet customers' satisfaction.

The overarching objective of the SDC is to provide excellent customer service that meets customers' satisfaction and expectations.

Specific Objectives:

The Service Delivery Charter seeks to:

- Clearly define the services offered by the LWSC to the citizens of Liberia.
- Establish and maintain service standards that underpin the delivery of the services.
- Clarify the roles and responsibilities of LWSC and its customers.
- Facilitate efficient and effective delivery of services.
- Promote ethical and professional standards across the LWSC operations.
- Reaffirm corporate commitment to providing high-quality services to the public.

1.3. Scope of Application

This Charter applies to the Management and the entire workforce of the Liberia Water and Sewer Corporation and becomes binding on all in the discharge of their respective duties, irrespective of operating locations and positions.

2.0 WHO ARE WE

As earlier mentioned, the LWSC is a wholly government-owned utility established by an Act of the Legislature in 1973, which was amended in 2017 to operate as a commercial public institution to provide satisfactory water and sanitation services for urban communities.

2.1. Vision

The Corporation aspires to a vision that seeks *“To be a world class provider of quality and sustainable water and sewerage services.”*

Mission

The Corporation aims at *“Providing efficient, reliable and affordable customer-driven water and sewerage services within the Republic of Liberia.”*

2.2. Values

Our core values are:

- **Professionalism:** Producing quality services through a competent and committed workforce.
- **Integrity:** Maintaining moral conduct that respects human values and guarantees fairness.
- **Transparency:** Ensuring corporate governance processes are open and accessible to the public.
- **Accountability:** Continuously ensuring corporate decisions and actions are subject to oversight to guarantee corporate services respond to needs of the public.
- **Innovation:** Developing and applying creative ideas for improved service delivery.
- **Teamwork:** Exhibiting oneness in obtaining results from tasks.

2.2 OUR CUSTOMERS

Our customers are essential to our success. They include:

- Citizens and foreign residents in Liberia, business entities and diplomatic missions
- Government institutions

2.3 COMMITMENT TO OUR CUSTOMERS

In the discharge of our corporate duties, we are committed to ensuring but not limited to the following rights:

- The right to privacy and confidentiality.
- The right to access corporate information pursuant to the Freedom of Information Act.
- The right to access corporate services and facilities in a suitable manner that meets customer needs subject to applicable laws of Liberia.
- The right to lodge complaints.
- The right to review and seek appeal to complaints.

2.4 SERVICE GUARANTEE

We are committed to the provision of high-quality service through:

- Constant and reliable supply of clean, potable piped-borne drinking water at least 24 hours daily.
- Regular desludging and reliable sewage services.
- Timely response to customers' complaints and quarries.
- Timely repair of leaks and bursts.

2.5 SERVICE STANDARDS

In discharging our duties to customers, we will adhere to the following:

- Attend to all inquiries promptly.
- Acknowledge and seek redress to complaints within 5 days.
- Address written requests within 7 days.

When you are communicating with the LWSC, we will:

- Be courteous
- Willingly assist you and be responsive to your needs
- Treat you fairly and professionally
- Be sensitive to diversity issues
- Be accountable and adhere to sound business practices

When we are performing services for you, we will:

- Explain our services and deliverables to you
- Aim to meet your expectations
- Demonstrate technical and professional competence in providing the services
- Respect and maintain favorable customer relationship

After we have performed our services, we will:

- Use our customer survey to seek feedback on our performance
- Review the feedback you provide to measure our performance and initiate further improvements
- Maintain our customer relationship in line with the terms of our commitment

2.6 DEALING WITH COMPLAINTS

We respect and uphold the rights of customers to complain if our services are poor and/or unsatisfactory. In this regard, the following steps are followed:

- Customers should address their complaints in writing to the **CUSTOMERS SERVICES DEPARTMENT**.
- LWSC will undertake to investigate and respond to the complaints within 7 days of receipt.
- LWSC will apologize and take corrective measures if the faults derive from the Corporation.
- LWSC will conduct follow-up visits to ensure the faults are amicably addressed.
- LWSC will undertake to treat any information on fraud and corruption with timely action.
- Customers are encouraged to use official contact details on our website to report fraud, corruption and any unusual treatment by employees.

When you call us, we will undertake to:

- Answer calls as promptly as possible
- Identify ourselves by name, position and department
- Assist you in a polite and helpful manner
- If you cannot be helped, you will be referred to the appropriate department within the Corporation,
- We will maintain a complaint register and follow-up mechanisms and will work towards reducing service complaints.

2.7 SERVICE TO URBAN UNDERPRIVILEGED COMMUNITIES

As its commitment to the Government's poverty reduction and clean environment policies, the LWSC is committed to:

- Increase access to clean and reliable pipe-borne water by expanding the network infrastructure coverage through kiosks for urban underprivileged communities.
- Charge affordable rates for usage of water supplied through kiosks to enable underprivileged communities have access to clean and safe pipe-borne water.

2 WHERE WE ARE FOUND

CENTRAL OFFICE	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALLS
Cashier office Payments of bills and other fees	First floor LWSC Building, King Soa Boso Streets, Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972
Call Center Real time response to	First Floor LWSC Building. King Sao Boso Streets,	+231(886-616-767)		5972
customers complaints and inquiries	Monrovia, Liberia			
Customer Service Center Facilitates customer registration process, handles complaints	First Floor LWSC Building. King Sao Boso Streets, Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972
Customers Account/Accounts Receivable Office Handles billings complaints, and arrears	First Floor LWSC Building. King Sao Boso Streets, Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972
Marketing Section Customers recruitment and awareness	First Floor LWSC Building. King Sao Boso Streets, Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972
Sale & Marketing Office Handles the ff: Registrations, billings, complaints, recruitments and awareness	Second Floor LWSC Building. King Sao Boso Streets, Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972
Accounts/Finance Offices Conducts the ff: Collection of bills Verifications & posting to customers' accounts Preparation of financial reports	Second & Third Floors LWSC Building. King Sao Boso Streets, Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972
Field services office Connection Minor Leak Repairs Disconnection	Second Floor LWSC Building. King Sao Boso Streets, Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972

Block Mapping/ GIS Mapping of new customers	GIS Building LWSC +231(886-616- info@lwsc.gov.lr 5972 Sewer 767) Plant, Fiamah Sinkor, Monrovia, Liberi			
Customer Service & Cashier Center Connection Request processing, and Receipt of Payments	World Bank Building, LWSC Sewer Plant, Fiamah Sinkor. Monrovia, Liberia	+231(886-616-767)	info@lwsc.gov.lr	5972
Customer Service & Cashier Center Connection Request processing, and Receipt of Payments	LWSC Booster Station Caldwell Junction, Point Four Bushrod Island, Monrovia, Liberia +231(886-616-767) info@lwsc.gov.lr 5972			
	KEY CONTACT ADDRESSES AT REGIONAL LEVEL			
Kakata Regional Office	Old 14 Road, Kakata City,		info@lwsc.gov.lr	5972

Buchana Regional Office	Margibi County			
	Water & Sewer Community, Flower Mill, Buchana City, Grand Bassa County			
Zwedru Regional Office	Suah Community, Zwedru City, Grand Gedeh County		info@lwsc.gov.lr	5972
Robertsport Regional Office	Gomo's Town JR Compound, Robertsport City, Grand cape mount County			
Sanniquelle Regional Office	Air Field Zone 2 JR Compound, Sanniquellie City, Nimba County		info@lwsc.gov.lr	5972
Voinjama Regional Office	Doe Hill JR Compound, Voinjama City, Lofa County		info@lwsc.gov.lr	

3 OVERVIEW OF SERVICE DELIVERY CHARTER

This SDC shall be reviewed once a year to update list of services, staff and supervisors' information as to maintain accuracy and keep our client on loop.

7.2 RIGHTS AND RESPONSIBILITIES OF CUSTOMERS

To ensure effective and efficient provision of our services, we expect the following from our customers:

- Pay your bills promptly.
- Provide access to meters for meter readings.
- Register your complaints promptly.
- Update LWSC with any changes of the customer and property details promptly.
- Treat LWSC staff with courtesy.
- Provide all pieces of information requested by LWSC for the provision of our services.
- Abide by the legal requirements and desist from illegal usage of water and sewerage services.
- Avoid collusions and compromises that would lead to defrauding the Corporation.
- Report to LWSC all matters that may negatively affect the provision of our services.
- Customers are encouraged to make meaningful suggestions to help the Corporation understand your problems or to help the Corporation to satisfactorily meet your needs.

ANNEXES

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

8.1.1

Department 1

1. Customer Service Section

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
1	sewerage registration	Property owners and tenants	Water registration is US\$ 70, \$115 & \$215 depending on the size of the ending pipe. Sewer registration is US\$ 50.00 for Family Customers & US\$ 100.00 for business customers.	<ul style="list-style-type: none"> • One Passport size photo • Either Valid Citizen ID, Social Security ID, and Passport 	3-14 working days	Sales and Marketing. Block Mapping/GIS, and field Services/T&D	Oscar B, Otto Email: oscarotto@lwsc.gov.lr Jessica K. Mends-Cole Email: jmendscole@lwsc.gov.lr info@lwsc.gov.lr	Joyce C.B. Bernard Email joycecbbernard@gmail.com Janice-Love Bropleh jbropoleh@lwsc.gov.lr info@lwsc.gov.lr
2	Dislodge	Without connection	Is charge per	The premises or	2-3 working	Sales & marketing Dept. Customer	Oscar B. Otto Email:	Joyce C.B. Bernard Email

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
			distance (\$88-770)	area must be accessible	days	Service Section	Oscar B. Otto oscarotto@lwsc.gov.lr Jessica K. Mends-cole Email: jmendscole@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr	Joyce C.B. Bernard jbernard@lwsc.gov.lr Janice-Love Bropleh jbropleh@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr
3	Water Trucking	General Public without pipe borne water connection					Oscar B. Otto Email: oscarotto@lwsc.gov.lr Jessica K. Mends-cole Email: jmendscole@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr	Joyce C.B. Bernard jbernard@lwsc.gov.lr Janice-Love Bropleh jbropleh@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr
4	Waste dumping	Must be a registered business	US\$ 27.50 per load		Immediate depending on the number of loads paid for	Sales & Marketing Dept. Customer Service Section	Oscar B. Otto Email: oscarotto@lwsc.gov.lr Jessica K. Mends-cole Email: jmendscole@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr	Joyce C.B. Bernard Email: jbernard@lwsc.gov.lr Janice-Love Bropleh jbropleh@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr

8.1.2 Department 2

2. Field Service Department

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
1	New connect	1. Registered customers	\$ 70usd New registration	Access and validation of work	24 hours	Technical Department/Field Services Section	Edward Scott Plumber A	Alexander Barkon Supervisor	New connection work order and phone calls
2	Disconnection	High Arrears Customers		Access and Validation of work	10 minutes	Technical Department/Field Services section	Abel Martiah Plumber A	Peter S, Jallah Foreman	Disconnection work order
3	Leak repair	Repair of burst pipes		Access and Validation of work	10 – 30 minutes depending on the leak and pipe size	Technical Department/Field Services Section	Caroline Kpalleah Plumber B	Thomas Byeh Foreman	Call center work order and phone calls Detected in the community
4	Reconnection	Customers who cleared their arrears and paid reconnection fees		Access and Validation of work	30 minutes	Technical Department/Field Services Section	Jerry King Plumber B	Mohammed Kamara Supervisor	Reconnection work order

5	Line Check	Lines that are affected or lack water		Access and Validation of work	10 minutes	Technical Department/Field Services section		Alexander Barkon Supervisor	Customer service work order and call center
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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
6	Meter Installation	Installing meters to new customers and customers without meters		Access and Validation of work	10 minutes	Technical Department/Field Services section	Wilson Tiangay Plumber A	Edward Scott Plumber A	Customers calls

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
1	Customers feedback	Registered Customers Concern Citizens		Full details: Name, Location, contact and affected services(Sewer/water).	3-4 working days	Sales &Marketing Technical Service	Jessica A. Williams, Miatta N. Chenoweth, Magdelene M. Moore, Nelsona Kartee	Onikeh Love Swen oswen@lwsc.gov.lr Oscar B, Otto Email: oscarotto@lwsc.gov.lr Janice-Love Bropleh jbropleh@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr	Customer Calls Hotline: 5972 Walkin Customer Internal Customer
2	Follow-up on customers complaints	Registered Customers Concern Citizens		Full details: Names, Location, Contact and affected services (sewer / water).	3-4 working days	Sales & Marketing Technical Service	Jessica A. Williams, Miatta N. Chenoweth, Magdelene, M.Moore, Nelsona Kartee	Onikeh Love Swen oswen@lwsc.gov.lr Oscar B, Otto Email: oscarotto@lwsc.gov.lr Janice-Love Bropleh jbropleh@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr	Customer Calls Hotline: 5972 Walk-in Customer Internal Customer
3	Calls made to Customers	Registered Customers Concern Citizens		Full details: Names, Location, Contact and affected services (Sewer/ water)	3-4 working days	Sales & Marketing Technical Service	Jessica A. Williams Miatta N. Chenoweth Magdelene M. Moore Nelsona Kartee	Onikeh Love Swen oswen@lwsc.gov.lr Oscar B, Otto Email: oscarotto@lwsc.gov.lr Janice-Love Bropleh jbropleh@lwsc.gov.lr lwscsales@gmail.com info@lwsc.gov.lr	Customer calls Hotline: 5972 Walk-in Customer Internal Customer

ANNEXES

Customer complaint handling and feedback forms

**LIBERIA WATER & SEWER CORPORATION
SALES AND MARKETING DEPARTMENT
CUSTOMERS COMPLAINTS VIA PHONE CALLS AND WALK IN
FOR THE PERIOD OF JANUARY 1 -29, 2025**

NO.	DATE	TIME OF CALLS RECIEVE D.	CALLER 'S NAMES	CALLER CONTACT S	DETAIL LOCATION	ZONE S	DESCRI PTION OF COMPL AINTS	CATEG ORIES OF COMPL AINTS	DATE JOB ORDER WAS SENT TO TECHNICAL SERVICES	STATUS OF COMPL AINTS	GENERAL NOTES
1	1/2/2025	9:09am	Otello Dennis	777434699	Gardnesville Supermarket around Snow Hill	2	Major Leak	A	1/14/2025	Resolved	Leak was repaired by Network Team on the 01/15/2025
2	1/2/2025	12:09pm	Mariama Kamara	770626262	Perry Street	3	Not Recieving Water	C	1/14/2025	Resolved	Water was restored by Network Team on the 01/13/2025
3	1/2/2025	3:15pm	Arthur R. Bay	777496447	Telecom road around Omega Paynesville	10	Major Leak	A	1/14/2025	Unresolved	Team is yet to visit the location
4	1/3/2025	11:50am	Massa Sheriff	770202679	Caldwell Bridge	1	Major Leak	A	1/14/2025	Unresolved	Team is yet to visit the location
5	1/3/2025	2:42pm	Gayflor	775124684	New Kru	1	Major Leak	A	1/14/2025	Resolved	Leak was repaired by Network Team on the 01/13/2025
6	1/7/2025	12:08pm	Asatu Jalleh	886583458	Clara Town	1	Line Checking	C	1/14/2025	Unresolved	Team is yet to visit the location
7	1/8/2025	12:00pm	Kamah Sherman	774200078	Caldwell Junction Buku Gas Station	1	Major Leak	A	1/14/2025	Resolved	Leak was repaired by Network Team on the 01/13/2025
8	1/8/2025	12:11pm	Pom Harmon	770790728	New Kru Town Nyenapanton Community	1	Major Leak	A	1/14/2025	Resolved	Leak was repaired by Network Team on the 01/20/2025

