



MONROVIA CITY CORPOATION
MCC



THE SERVICE DELIVERY CHARTER OF THE CITY OF MONROVIA, LIBERIA



March 5, 2025

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LIST OF ACRONYMS

CBEs	Community Based Enterprises
GOL	Government of Liberia
MCC	Monrovia City Council
MCC	Monrovia City Court
MCC	Monrovia City Corporation
PPP	Public Private Partnership
SDC	Service Delivery Charter
SMEs	Small and Medium Enterprises
WBG	World Bank Group

FOREWORD



This Client Service Charter is a social pact between the Monrovia City Corporation [herein referred to as the City Government of Monrovia] and the residents of Monrovia for improvement of accountability and efficiency in service delivery. It spells out both the types of services and quantifiable service standards that the Monrovia City residents can reasonably expect from the City Corporation. In addition, the Charter sets out the service users' rights, obligations, feedback and complaint handling procedures.

In line with the desire of the National Government's commitment to improving autonomy and self-sufficiency statuses of local governments. The Monrovia City Corporation has thus developed the service charter to improve efficiency and accountability and achieve a positive performance transformation in the delivery of public services. It is our wish to use the service charter

as a tool to drive public service delivery towards a more responsive customer-focused approach. In this regard, the Charter expresses the Corporation's dedication to serve the public and become answerable to its service users in the event of non-compliance.

It is delightful to note that this Service Charter has been developed in consultation with both individual and institutional stakeholders of Monrovia City. This Charter will therefore serve as a vital communication tool between the city and its clients. As such, good working relations between Monrovia City Corporation and its clients remain central to the success of the Charter.

As Mayor, I assure everyone, our residents, visitors and partners that the City Government of Monrovia is committed to smart, strategic, effective and efficient service delivery. I, therefore, recommend and anticipate that you will follow the mechanisms stipulated in this Charter to get maximum benefits from the Corporation.

Hon. John-Charuk Saah Siafa
Mayor of Monrovia

ACKNOWLEDGMENT



Inspired by the dynamic leadership of the Lord Mayor and the support of the City Council, and in line with the mission, mandate, vision, and core values of the City of Monrovia, “A CLEAN, SAFE, GREEN and smart-city centered Monrovia”, the Monrovia City Corporation has developed and commissioned this resident and public–private partnership Service Delivery Charter.

The Charter covers considered requirements, provisions and clear commitments on service delivery and therefore establishes a social contract between the Monrovia City Corporation and residents of Monrovia on one hand, and between the Monrovia City Corporation and a select number of eligible public–private partnership service vendors on the other hand. The Charter outlines our commitment and dedication to deliver excellent, affordable, and quality services to our residents and visitors as well as our public – private service partners. It highlights our mission, mandate, vision, and the core values that guide in the provision of excellent and quality services.

The Charter empowers you - our residents, visitors and private partners - to hold the Monrovia City Corporation accountable for the quality of the services that we provide. The Charter delineates our commitments and responsibilities and also stipulates the obligations of our residents and visitors as well as our public–private partners. This framework will enable the Monrovia City Corporation to sustain and uphold service commitments. This Charter is a living instrument that is subject to revision when changes arise. It therefore challenges our staff and our public-private partners as well as our residents and visitors to live up to the commitments made in this Charter. It is also important to note that as a city government, the services we provide are not easily quantifiable, and not static because, majority of them are emergency in nature, have changing nature based on circumstances, fluctuate, and can be scheduled and unscheduled. Due to this complexity, our preferred mode of work is routed in weekly workplans.

Jones N. Williams
City Manager of Monrovia

1. Introduction

1.1 As a Municipality

As a Municipality, we host the capital city of Liberia, seat of national government with all three branches (the Executive, Legislature and Judiciary) and foreign embassies. We function as a local government, our city council are the highest decision-making body; the City of Monrovia runs a City Court situated at the Temple of Justice, our city ordinances are enforced and at the same time protect lives and properties within the City of Monrovia. Our City Ordinances are enforced by the Monrovia City Police.

We serve both as an employer and a provider of essential municipal services, ensuring the smooth operations and sustainable development of the city. Our responsibilities extend beyond governance; we actively engage in public-private partnerships and collaborate with donors, to enhance the quality and efficiency of our service delivery.

MCC employs public servants across multiple departments, divisions, and operational units, each contributing to the delivery of critical urban services such as waste management, sanitation, urban planning, public safety, city police, rule of law, guest service, community service, tourism, city infrastructure maintenance, etc. As an employer, we are committed to:

- a) Providing a conducive working environment that fosters professionalism, efficiency, and accountability.
- b) Equipping our employees with necessary resources, tools, and training to enhance their capacity to serve the city effectively.
- c) Ensuring compliance with labor laws and employment regulations to promote fair treatment, inclusivity, and employee welfare.
- d) Encouraging innovation and continuous improvement in service delivery through skill development and knowledge-sharing initiatives.

Through these efforts, MCC aims to build a motivated and competent workforce that upholds the values of public service excellence and dedication to city development.

Recognizing the importance of collaboration, MCC actively engages with donors, development partners, and private sector service providers to expand service reach, improve efficiency, and introduce innovative urban solutions. Our public-private partnerships are designed to:

- a) Leverage resources and expertise from private companies and donor agencies to enhance service delivery.
- b) Strengthen municipal service infrastructure, including waste management, sanitation, public safety, and environmental sustainability.
- c) Promote investment opportunities that contribute to job creation, economic growth, and urban resilience.
- d) Enhance transparency and accountability in service provision through structured agreements and performance monitoring.

These collaborations ensure that Monrovia benefits from sustainable, high-quality urban services while fostering a thriving environment for investment and economic progress.

Serving the People of Monrovia

At the core of MCC's mandate is service to the people; our residents, visitors, and the private sector community. We are dedicated to:

- a) Ensuring all residents, regardless of socio-economic status, have access to essential municipal services.
- b) Creating a welcoming and well-managed urban environment for tourists and visitors, reinforcing Monrovia's image as a dynamic and progressive city.
- c) Strengthening partnerships with businesses, investors, and development agencies to drive urban growth, innovation, and sustainability.

1.2 Preamble of the Service Delivery Charter

We, the parties in the Monrovia City Corporation's Service Delivery Charter

Represent and consist of the council members, the mayor, and the entire staff of Monrovia City Corporation, the citizens, residents and visitors of the City of Monrovia. We see ourselves in a public-private partnership relationship and strive as Service Providers to serve our customers. The following principles guide us as we serve.

Confirm our commitment to upholding the considered requirements, provisions and responsibilities enshrined in this Service Delivery Charter.

Uphold the municipal responsibility of the City of Monrovia clearly articulated in this charter to deliver services to the citizens, residents, visitors as well as public-private vendors and partners.

Note the continued efforts of the Monrovia City Corporation and its private partners in building a developmental and progressive municipality that is inclined towards addressing the needs of the city population including and particularly those that had been historically disadvantaged.

Acknowledge the service delivery challenges citywide.

Believe in the rich history of our peaceful and democratic dispensation which entrenches values and principles of social, economic and political human rights.

Are motivated by the proven value of tolerance, collaboration and service in building a new Monrovia City Corporation and encouraged by the willingness of city workforce, city residents and private service vendors in working towards a common goal of finding mutually beneficial solutions to our common challenges.

1.3 Rationale of the Service Delivery Charter

The development of this Service Delivery Charter (SDC) is driven by the need to establish clear guidelines for delivering quality municipal services to the citizens, residents and visitors of Monrovia. Given the city's growing population and increasing demand for essential services, the SDC is designed to ensure that all available resources are utilized optimally, efficiently, and effectively to provide timely and convenient services. By setting clear expectations and operational standards, this Charter aims to improve service delivery, enhance accountability, and promote excellence in governance across all departments of the Monrovia City Corporation (MCC).

This Charter serves as a foundational document that explicitly defines the role of MCC in providing municipal services and fulfilling its mandate to maintain a clean, green, safe, and smart city. It establishes a structured approach for MCC staff and leadership to deliver services aligned with best practices in urban management and sustainable city development. Furthermore, the SDC acts as a tool for performance measurement, allowing MCC to assess its service efficiency and effectiveness in relation to its mandate and the Government of Liberia's ARREST Agenda (Agriculture, Roads, Rule of Law, Education, Sanitation, and Tourism).

The Service Delivery Charter (SDC) will enable Monrovia City Corporation (MCC) to:

- Clearly define services – Identify and articulate the range of municipal services provided by MCC to citizens, residents, and visitors within the city limits of Monrovia.
- Establish service standards – Outline specific service delivery standards and expectations, ensuring consistency, reliability, and accountability in municipal operations.
- Document institutional commitments – Provide a comprehensive inventory of MCC’s commitments toward addressing both general and specific needs of Monrovia’s citizens, residents and stakeholders.

1.4 Objectives

The objectives of this Service Delivery Charter outline our commitment to delivering high-quality, transparent, and responsive municipal services. This charter serves as a framework for enhancing the relationship between Monrovia City Corporation (MCC) and the citizens, residents and visitors of Monrovia by setting clear expectations, ensuring accountability, and fostering public trust. The charter aims to:

1. Enhance Service Delivery Culture

- Foster a culture of high standards and responsiveness within MCC.
- Ensure public services are delivered efficiently, effectively, and professionally.
- Promote continuous improvement in service provision through feedback and evaluation.

2. Clarify Roles and Responsibilities

- Define the responsibilities of MCC in providing essential services, including waste management, sanitation, urban planning, and community development.
- Outline the role of citizens, residents and visitors in supporting municipal efforts, including compliance with regulations and active community participation.
- Promote mutual accountability by setting clear expectations between service providers and users.

3. Promote Accountability and Transparency

- Establish clear service standards, response timelines, and procedures to ensure efficient service delivery.
- Provide mechanisms for feedback, grievance redress, and complaints resolution to address service failures.
- Publish regular reports on service performance and commitments to enhance public confidence.

4. Strengthen Public Trust

- Build and maintain public confidence in MCC through reliable and consistent service delivery.
- Ensure that services are delivered with integrity, professionalism, and fairness.
- Engage residents in decision-making processes, fostering collaboration and community involvement.

5. Support National Development Goals

Align MCC's service delivery with Liberia's national development priorities, including:

- Sustainable urban management
- Sanitation and environmental protection
- Good governance and civic engagement
- Working in collaboration with national and international stakeholders to enhance city development initiatives.

6. Combat Corruption and Promote Ethical Standards

- Uphold within MCC the highest standards of integrity, accountability, and transparency in keeping with the Code of Conduct for Public Officials and Employees (2014).
- Implement strict anti-corruption measures, ensuring that municipal resources are used efficiently and effectively.
- Promote fair and equitable service delivery by preventing favoritism, bribery, and unethical practices.

7. Service Commitments

To achieve these objectives, MCC commits to:

- Providing timely, reliable, and accessible services to all citizens, residents and visitors of Monrovia.
- Ensuring regular waste collection by Community Based Enterprises (CBEs) and Small and Medium-size Enterprises (SMEs), sanitation services, and urban maintenance.
- Improving customer service standards, including prompt responses to inquiries and complaints.
- Engaging community stakeholders to co-create sustainable urban solutions.
- Regularly monitoring and evaluating service performance to identify areas for improvement.

1.5 Scope of Application

The Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the Monrovia City Corporation (MCC), as well its private sector PPP partners. It covers the entire jurisdiction within the city limits of the Capital City of Liberia. This charter serves as a fundamental framework to ensure that all personnel adhere to a consistent and high standard of public service delivery, reinforcing the MCC's commitment to efficiency, accountability, and professionalism in municipal governance.

The SDC is designed to guide MCC employees in their day-to-day interactions with Citizens, residents, and visitors, ensuring that city services are provided in a timely, transparent, and equitable manner. It outlines key performance indicators (KPIs), service delivery standards, and the responsibilities of each department in meeting the needs of the community. Furthermore, the charter establishes mechanisms for service monitoring, feedback collection, and continuous improvement, fostering a culture of responsiveness and excellence. The Charter shall apply to the City as employer, and employees who are permanently or temporally hired / retained by the City and fall within the registered scope of the Monrovia City Corporation.

Geographic scope of this document (townships...)

2.0 WHO WE ARE: Our Mission, Vision and Core Values

Our Mission promotes and implement transformative measures for the development of the city and its people.

Our Vision is to become a thriving, inclusive, eco-friendly, and fast-growing metropolitan city and tourist destination that upholds public safety and sustainable development, while embracing our historical heritage.

Our Core Values are

- Integrity – Championing and upholding honesty, transparency, and accountability in all actions, activities, and decisions, fostering public trust and confidence.
- Innovation – Embracing creativity and technology to deliver modern solutions that address urban challenges and enhance service delivery.
- Partnership - Building strong partnerships with citizens, residents, and organizations to foster a sense of belonging and shared responsibility.
- Sustainability - Promoting environmentally friendly practices, efficient resource management, and long-term solutions for urban development.
- Diversity - Valuing inclusivity by recognizing and celebrating the city's rich cultural, social, and economic diversity.
- Resilience - Strengthening the city's capacity to adapt to and recover from challenges, ensuring the well-being of its residents and institutions.

SERVICE DELIVERY CHARTER

Article 1 Definition of the Service Charter

1.1 This Service Delivery Charter is a social contract, commitment and agreement between the Monrovia City Corporation and the residents, citizens and visitors of Monrovia on one hand and the city government and partners of Monrovia. It is a written and signed document which sets out the partners' roles and responsibilities to improve performance, enhance and fast track the delivery of services to improve the lives of our people.

1.2 It is a document that enables service beneficiaries (our citizens, residents, and visitors to understand what they can expect from the City, and will form the basis of engagement between city government and the residents or organs of civil society, as well as between the city government and its partners.

Article 2 Purpose of the Charter

- 2.1 This Service Delivery Charter shall define the services offered by the City of Monrovia to the residents and partners;
- 2.2 Outline the service standards that underpin the services offered by the City;
- 2.3 Specify commitments by city public servants towards the citizens, residents and visitors.

Article 3 Where We Are Found

The Monrovia City Corporation (MCC) is dedicated to ensuring that all citizens, residents, and visitors have equitable access to municipal services, fostering an inclusive and responsive city government. Our commitment to accessibility extends from our headquarters to various operational sites, ensuring that public services are effectively delivered across Monrovia.

Headquarters and Administrative Centers

As the City Government of Monrovia, our central administrative office is located at:

- City Hall, situated at 1st and 2nd Streets and Tubman Boulevard, serving as the primary hub for governance, decision-making, and coordination of municipal services.

Additionally, MCC operates specialized offices across our operational facilities strategically positioned across the city to enhance service efficiency. These include:

1. **Monrovia City Court**- Located on the grounds of the Temple of Justice with city judge.
2. **Monrovia City Police** – Located at the MCC compound on UN Drive, housing key municipal policy and enforcement divisions, including compliance monitoring and regulatory units.
3. **Chevron Park office** – Situated immediately north of the Gabriel Tucker Bridge.
4. **Sanitation Directorate** – Situated on Water Street, overseeing sanitation, waste collection, and environmental health department.
5. **Stockton Creek Transfer Station** – Located at Stockton Creek, serving as a critical waste management hub where collected waste is temporarily processed before final disposal.
6. **Fiamah Transfer Station** – Based in Fiamah, playing a vital role in solid waste handling and transfer, reducing environmental hazards within urban areas.
7. **Landfill Site (Final Disposal)** – Situated at Whein Town, serving as the designated site for final waste disposal.

Enhancing Public Service Access

Through these multiple locations, MCC ensures that essential services such as sanitation, waste management, public safety, urban planning, and community development are delivered efficiently and

in a timely manner. These facilities serve as touch-points for citizens, residents and visitors, allowing them to engage with city authorities, access services, and participate in city governance initiatives. By maintaining a network of operational centers, MCC remains committed to creating a cleaner, greener, safer, and smarter Monrovia, improving urban service delivery, and enhancing the overall quality of life for all who live in, work in, and visit the city.

Article 4 The Services We Provide

Directorate	Responsibilities
Administrative Affairs Services	<ul style="list-style-type: none"> • Human Resources and Workforce Development Services • General Services • Information Technology and Digital Services – support service for MCC’s main work • Archives and Citywide Data Analytics Services – support services •
City Planning, Beautification and Engineering Services	<ul style="list-style-type: none"> • Urban and City Planning Service – neighborhoods and city planning and permit control. • City Beautification Services • Parks, Recreation and Waterfront Services general operations, management and monitoring. • Citywide Engineering Services
Environmental Health and Sanitation Services	<ul style="list-style-type: none"> • Environmental Health and Safety Services • Sanitation Services – inspections, follow-ups • Public Waste Management and Street Cleaning Services • Waste Facilities Management Services – transfer stations and landfill operations • Primary Waste Management Services – urban communities • Primary Waste Management Services – slum communities • Secondary Waste Management Services – recycling, compost and sludge • Secondary Waste Management Services – medical, hazardous and E-waste
Public Safety Services	<ul style="list-style-type: none"> • City police – ordinance enforcement, traffic conduction, community policing and safety • Fire and Rescue Services • Disaster Prevention and Response • Health and Human Services

Directorate	Responsibilities
Corporate Services	<ul style="list-style-type: none"> • Community Services • International Affairs and Migration Services • Public Affairs and Media Services
Fiscal Affairs	<ul style="list-style-type: none"> • Revenue and Commercial Services – for tax and non-tax revenue collection. • Financial management including debt and contract payments. • Procurement Services.
Economic Management	<ul style="list-style-type: none"> • Research and Statistics Services • Policy, Strategy and Planning Services • Project and Program Management Services

Article 5 Service Standards

5.1 There shall be clearly defined service standards for all city government sectors, directorates and departments;

5.2. All sectors, directorates and departments must, as a minimum, meet the following service standards:

5.2.1 Serve the citizens, residents and visitors promptly and courteously at all service delivery points;

5.2.2 Provide friendly and helpful service;

5.2.3 Help service users make the right choices in accessing services;

5.2.4 Provide appropriate signage and information desks;

5.2.5 City of Monrovia workers must wear name tags or uniforms for easy identification;

5.2.6 Answer calls promptly and minimize queue length at service delivery points;

5.2.7 Respond to queries and complaints promptly;

5.2.8 Respond to mail and email correspondence promptly;

5.2.9 Resolve customer complaints fairly, consistently and promptly; and

5.2.10 Encourage service users to make suggestions on how to better the services offered.

<i>Service Category</i>	<i>Responsible Department</i>	<i>Service Standard</i>
Emergency Services	Fire Department, Disaster Response, Police	Response time of ≤ 15 minutes (urban and slums), ≤ 30 minutes (suburban)
Waste Management	Sanitation Services	Waste collection within 24 hours (urban and slums), 48 hours (suburban)
Public Complaints	Public Affairs Dept	Acknowledgment within 24 hours, resolution within 5 working days
Environmental Health Services	Environmental Health Dept	Quarterly inspections of public facilities
Street Cleaning	Sanitation Services	Daily cleaning of main streets.
Public Parks & Recreation	Parks & Recreation Dept	Weekly maintenance of parks and recreational facilities

<i>Service Category</i>	<i>Responsible Department</i>	<i>Service Standard</i>
Service Feedback	Public Affairs Dept	Quarterly customer satisfaction surveys
Waste Recycling (Organic waste)	Environmental Health Dept	30% of total organic waste recycled by 2026
Energy Efficiency	City Planning & Engineering Dept	20% reduction in city facility energy consumption by 2027
Crime Reduction	City Police Department	Regular police patrols in all townships.
Disaster Preparedness	Disaster Response Unit	Annual disaster preparedness drills in all communities
Building Permits	City Planning & Engineering Dept	Issuance of building permits within 10 working days
Revenue Collection	Fiscal Affairs Dept	Efficient tax and non-tax revenue collection
Public Information	Public Affairs Dept	Timely dissemination of all legal documents and public updates

Article 6 Commitments by the Monrovia City Corporation

The Monrovia City Corporation commits to implementing the applicable labor laws of the Republic of Liberia, to:

- 6.1 Create an enabling environment, within the resource limits, for City of Monrovia workers to perform their duties;
- 6.2 Implement conditions of service that fairly reward city government workers;
- 6.3 Maintain a disciplined public service in city government;
- 6.4 Develop a feedback mechanism that will allow the public to compliment or raise complaints about the conduct and attitudes of city government workers and the quality; time lines and efficacy of the services they provide;
- 6.5 Facilitate a rewards and recognition system commensurate with the values and principles of the Charter that focuses on individuals and teams;
- 6.6 Introduce modern and innovative procedures and systems for the delivery of services;
- 6.7 Implement information and communication technology policies and programmes to support and improve the delivery of services;
- 6.8 Implement governance systems that optimize management of resources, risk management and audit management;
- 6.9 Simplify procedures and ease formalities related to access and delivery of services;
- 6.10 Implement service delivery improvement programmes;
- 6.11 Introduce systems and processes that facilitate access of citizens, residents and visitors to government services;
- 6.12 Institute municipal accountability and integrity systems to promote value-based societal behavior and attitudes as a means of preventing corruption in city government;
- 6.13 recognize that membership or non-membership of a political party shall not be used as criteria for appointment into the public service.
- 6.14 Acknowledge that the service provided by the city to its citizens, residents, visitors and service-delivery partners are based largely on tax and non-tax revenues, grants and subsidies from the Government of Liberia and donor partners.

Article 7 Commitment by the Monrovia City Corporation's Workforce

The Monrovia City Corporation's workforce commits to:

- 7.1 Be faithful to Monrovia City and The Republic of Liberia, honor the Constitution and abide by the laws in the execution of duties;
- 7.2 Promote the unity and wellbeing of the Monrovia City Corporation in performing official duties;
- 7.3 Loyal execute the policies of government in the performance of duties;
- 7.4 Serve the citizens, residents and visitors of the Monrovia City Corporation in an unbiased and impartial manner in order to create confidence in municipal service;
- 7.5 Be polite, helpful and reasonably accessible in dealing with the public, at all times treating the citizens, residents and visitors of the City of Monrovia as customers who are entitled to receive high standards of service.
- 7.6 Have regard for the circumstances and concerns of the citizens, residents and visitors in performing official duties and in the making of decisions affecting them;
- 7.7 Provide timely service towards the development and upliftment of all citizens, residents and visitors of the City of Monrovia;
- 7.8 Not unfairly discriminate against any citizen, resident or visitor of the City of Monrovia on account of race, gender, ethnic or social origin, color, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture or language;
- 7.9 Not abuse their position in the service of Monrovia City Corporation to promote or prejudice the interest of any political party or interest group;
- 7.10 Respect and protect every person's dignity and rights as contained in the Constitution of Liberia;
- 7.11 Recognize the citizens and residents right of access to information, excluding information that is specifically protected by law;
- 7.12 Co-operate fully with other employees to advance the interest of the public and Monrovia City Corporation;
- 7.13 Execute all reasonable and legal instructions by persons officially assigned to give them;
- 7.14 Use the appropriate, rational and reasonable channels to air grievances;
- 7.15 Commit to the optimal development, motivation and utilization of staff and the promotion of sound labor and interpersonal relations;
- 7.16 Deal fairly, professionally and equitably with superiors and other employees;
- 7.17 Be creative in thought and in the execution of duties, seek innovative ways to solve problems and enhance effectiveness and efficiency within the context of the law;
- 7.18 Not engage in any transaction or action that is in conflict with or infringes on the execution of official duties, policies, regulations and procedures;
- 7.19 Accept the responsibility to undergo ongoing and recommended training and self-development;
- 7.20 Be honest and accountable in dealing with municipal funds and use the property of the Monrovia City Corporation and other resources effectively, efficiently, and only for authorized official purposes;
- 7.21 Promote sound, efficient, effective, transparent and accountable administration;
- 7.22 Act against fraud, corruption, nepotism, maladministration and any other act which constitutes an offence, or which is prejudicial to the interest of the public and the Monrovia City Corporation;
- 7.23 Give honest and impartial advice, based on all available relevant information;
- 7.24 Honor the confidentiality of matters, documents and discussions, classified or implied as being confidential or secret;
- 7.25 Demonstrate professionalism, competency, excellence, transparency and impartiality in the performance of official duties;
- 7.26 Dress and behave in a manner that enhances the reputation of the municipal service when performing official Monrovia City Corporation's duties;

- 7.27 Be punctual at work, meetings and all events relating to the Monrovia City Corporation;
- 7.28 Under permitted circumstances be responsible with respect to the use of alcoholic beverages or any other substance with an intoxicating effect is concerned;
- 7.29 Not use official position to obtain private gifts or benefits during the performance of official municipal duties nor accept any gifts, donations, rewards in kind or cash, or benefits when offered as these may be construed as bribes;
- 7.30 Not use or disclose any official information for personal gain;
- 7.31 Not, without approval, undertake remunerative work outside official duties or use office equipment for such work;
- 7.32 Demonstrate integrity and respect all rules, values and established codes of conduct in the performance of official municipal duties;
- 7.33 Declare financial interests at specified times according to prescribed laws, ordinance and procedures; and
- 7:34 Declare and recuse themselves from any official action or decision-making process which may result in improper personal gain.

Article 8 Commitment to Our Principles

In carrying out their duties, city government workers are guided by the following Principles:

- 8.1 **Consultation:** Citizens, residents and partners should be consulted about the level and quality of the city government services they receive and, wherever possible, should be given a choice regarding the services offered;
- 8.2 **Service Standards:** The citizens, residents and visitors should be told what level and quality of city government services they will receive so that they are aware of what to expect;
- 8.3 **Access:** All citizens, residents and visitors have equal access to the services to which they are entitled;
- 8.4 **Courtesy:** Citizens, residents and visitors should be treated with courtesy and consideration;
- 8.5 **Information:** Citizens, residents and visitors should be given full, accurate information about the city government services to which they are entitled;
- 8.6 **Openness and transparency:** Citizens, residents, visitors and partners should be informed how Monrovia City Government’s directorate and departments are run;
- 8.7 **Value for money:** Monrovia City municipal services to the citizens, residents and visitors should be provided economically and efficiently in order to give the best value for money.

Article 9 Feedback and Complaints Mechanism

Monrovia City Corporation (MCC) Feedback and Complaint Mechanism at the Monrovia City Corporation (MCC), we highly value feedback and are committed to addressing any concerns promptly and effectively. We recognize that a transparent and responsive feedback mechanism is essential for improving the quality of municipal services and ensuring that the needs of residents, businesses, and visitors are met.

Our feedback and complaint mechanism is designed to give every citizen a voice in shaping the services provided by MCC. We welcome both positive feedback and constructive criticism, as they enable us to identify strengths and areas for improvement, ultimately helping us enhance the efficiency and effectiveness of our service delivery.

We encourage citizens, residents and visitors to share their feedback through any of the following channels.

- In-Person

Visit any of our offices to submit your feedback or concerns:

- MCC Headquarters: Monrovia City Hall, 1st & 2nd Streets, Sinkor, Monrovia
- Compliance Department: Chevron Park, Bushrod Island


Social media

Engage with us on our official platforms and share your thoughts:

- Monrovia City Corporation TV (MCCTV)

Email

For formal feedback, complaints, or suggestions, please contact us via email:

-  info@monrovia.gov.lr

Telephone Number: 0779180000, 0555711977

Your opinions matter, and we are dedicated to continuously improving our municipal services to make Monrovia a cleaner, greener, safer, and smarter city. We appreciate your cooperation and look forward to hearing from you!

Article 10 Obligations of citizens, residents and visitors

From the side of citizens, residents and visitors the following is expected.

- Appreciate the efforts of MCC staff to deal with them with mutual respect.
- Provide MCC with all required documents and attachments.
- Respond to the service team’s inquiries.
- Inform MCC of any change in the information or conditions related to the service.
- Comply with the provisions concerning the supply of the service and the places of submission and refrain from infringing on the rights of others.
- Comply with the means of communication prescribed in case of grievance, complaint or inquiry.

Article 11 Dispute Resolution

Any dispute about interpretation or application of this agreement shall be dealt with according to the dispute resolution procedure of the Monrovia City Corporation / Republic of Liberia

Article 12 Implementation of the Charter

This charter shall come into effect on the date it enjoys majority support and is signed and will remain in force unless terminated or amended by another charter.

**THIS WAS DONE AND SIGNED AT _____ ON THE _____
OF _____ 2025.**

ON BEHALF OF THE CITY GOVERNMENT OF MONROVIA