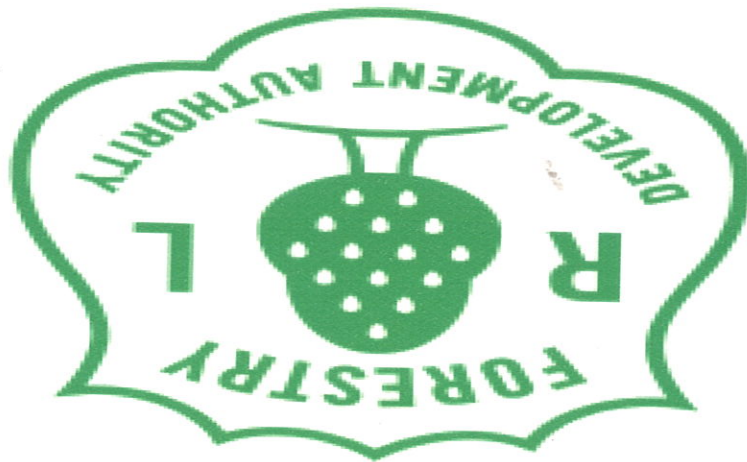


**FORESTRY DEVELOPMENT AUTHORITY
(FDA)**

for the

SERVICE DELIVERY CHARTER



THE REPUBLIC OF LIBERIA

Table of Contents

Table of Contents	1
LIST OF ACRONYMS	2
ACKNOWLEDGEMENT	4
1 INTRODUCTION	5
1.1. Background	5
1.2. Rationale	5
1.3. Objectives	6
1.4. Scope of Application	6
2 WHO ARE WE	6
2.1. Vision	6
2.2. Mission	6
3 OUR CUSTOMERS/CLIENTS	7
5.1. Service Guarantee	7
5.2. Service Standards	7
4 DEALING WITH COMPLAINTS	8
5 WHERE WE ARE FOUND	9
6. OVERVIEW OF SERVICE CHARTER	10
6.1. List of Full Services, Eligibility Conditions, and Timelines by Department	3-- 11
6.1.1. Legality Verification Department	3-- 11
1. LVD	3-- 11
6.1.2. Conservation	3-- 17
6.2. YOUR RIGHTS	3-- 41
6.3. YOUR OBLIGATIONS	3-- 41
7. ANNEXES	3-- 42

LIST OF ACRONYMS

FDA	Forestry Development Authority
AFC	Authorized Forest Community
AOP	Annual Operations Plan
CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora
DMDA/F	Deputy Managing Director for Administration and Finance
DMDCCC	Deputy Managing Director for Conservation, Community and carbon
DMDCTS	Deputy Managing Director for Commercial & Technical Services
ESIA	Environmental and Social Impact Assessment
GOL	Government of Liberia
LVD	Legality Verification Department
MD	Managing Director
PMCS	Performance Management and Compliance System
SDC	Service Delivery Charter
SPU	Strategic Planning Unit
TIN	Tax Identification Number

FORWARD

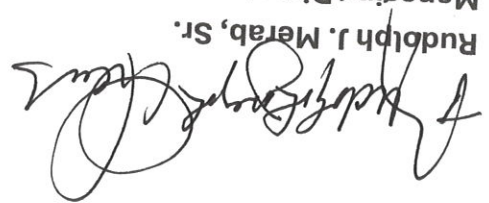
Dear Valued Customers,

We are pleased to present the Forestry Development Authority (FDA) Service Delivery Charter for the upcoming three-year period, 2025-2027. This Charter serves as a comprehensive guide, informing the public about the standards, scope, and conditions of our services. It also outlines your rights and provides clear channels for reporting grievances and seeking redress should any of your rights be violated.

This Charter reaffirmed our commitment to delivering services to the highest standards possible. We pledge to implement this Charter effectively, and we encourage feedback from the public to help us continuously enhance these standards and, consequently, the quality of our services for the benefit of all Liberians.

We recognize that delivering quality services is only achievable with a motivated and professional workforce. As such, we are committed to continuously investing in the development and retraining of our staff. By clearly outlining our commitments, the FDA aims to align our service quality with your needs. We look forward to your ongoing support as we work towards successfully implementing this Service Delivery Charter.

Signature



Rudolph J. Marab, Sr.

Managing Director
Forestry Development Authority

ACKNOWLEDGEMENT

Acknowledging the collective effort that a document of this nature requires, we extend our sincere gratitude to all stakeholders who tirelessly contributed to its initiation, information gathering, and completion, and who will play a crucial role in its effective implementation.

We are especially grateful to the President of the Republic of Liberia, His Excellency President Joseph Nyuma Boakai, Sr., for his vision in launching the Performance Management and Compliance System (PMCS), a key driver for service excellence. Our profound thanks also go to the Director General of Cabinet, Hon. Nathaniel T. Kwabo, and the dedicated staff of the Cabinet Secretariat for their unwavering guidance and support in advancing this important initiative.

This Charter would not have come to fruition without the invaluable support of Hon. Rudolph J. Merab, Sr. (MD), Hon. Victor W. Kpaiseh (DMDA/F), Hon. Gertrude Korwayan Nyanley (DMD/CTS), and Hon. Nora G. Bowler (DMDCCG). We also extend our heartfelt appreciation to the following staff members: Mr. Isaac K. Kipi, Comptroller; Joseph G. Duolpeh, Manager for Strategic Planning Unit (SPU); Mr. Wynn Bryant, Procurement Manager; and Mr. G. Emmanuel Lewis, Assistant Manager of the SPU. Your technical expertise, commitment, and valuable contributions were instrumental in shaping this Charter.

Lastly, we express our deepest appreciation to our dedicated and hardworking staff, particularly those on the frontlines, who consistently represent the Forestry Development Authority in delivering quality services to our valued customers. Your professionalism and commitment will bring the spirit of this Service Delivery Charter to life, ensuring its success in meeting the needs of the Liberian people.

1 INTRODUCTION

1.1. Background

The Forestry Development Authority is an arm of the Government of Liberia (GOL), responsible for sustainably managing and conserving the forests and related resources of the country.

This Service Delivery Charter (SDC) for the Forestry Development Authority, therefore, constitutes a social contract, commitment, and agreement between the Authority and the citizens of Liberia. It sets out our services and responsibilities to continuously improve the performance and quality of services to citizens. It enhances and fast-tracks the delivery of services to improve the lives of our people. The SDC enables service beneficiaries to understand what they can expect from us and forms the basis of engagement between the Authority and citizens.

1.2. Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what the FDA 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 Authority's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the FDA to:

- Define the services offered to the citizens of Liberia
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specific needs of the public.

1.3. Objectives

The objectives of the service charter are set to:

- 1.3.1. Improve the service delivery culture of FDA to the general public
- 1.3.2. Clarify the rights and obligations of each of the parties.
- 1.3.3. Reinforce the commitment between partners to service delivery improvement for the benefit of all citizens
- 1.3.4. Acknowledge and reward good performance
- 1.3.5. Professionalize and encourage excellence in FDA
- 1.3.6. Facilitate the process of defining service standards in various departments in FDA
- 1.3.7. Strengthen processes and initiatives that prevent and combat corruption
- 1.3.8. Strengthen the culture of transparency and equity in FDA.
- 1.3.9. Ensure an effective, efficient, and responsive FDA.

1.4. Scope of Application

This charter shall apply to the central and regional levels employees under the FDA.

2 WHO ARE WE

The Forestry Development Authority (FDA) is an autonomous agency of government created by an Act of Legislature on December 20, 1976, that is responsible for sustainably managing and conserving the forest and related resources for the benefit of current and future generations in Liberia. The FDA uses the 4C's approach: Commercial, Conservation, Community, and Carbon philosophy to achieve its goal.

2.1. Vision

The vision of the FDA is "a leading authority in West Africa in providing quality, sustainable and transformative forest and wildlife resources management for the socio-economic prosperity of Liberians while contributing to national and global benefits.

2.2. Mission

"FDA is a more credible forestry institution that promotes best forestry practices and guarantees sustainable forest management for the benefit of Liberians"

2.3 Values

Our values are transparency, teamwork, accountability, efficiency, good governance, and integrity.

3 OUR CUSTOMERS/CLIENTS

Our customers/clients are essential to our success. They include:

Government agencies, National and International Partners, Private Sectors, Local Communities, Academia and Research groups, Civil Society Organizations (CSOs), the Media, etc

4. OUR COMMITMENT TO YOU

Our commitment to respecting the rights of our customers/clients include:

- ❖ Open and transparent relationships and striving to make information accessible to everyone without compromising the truth while fulfilling our statutory responsibilities and policy mandates
- ❖ Accepting responsibility for our actions
- ❖ Adhering to the highest standards of honesty, integrity, fairness, respect, and professional ethics

5.0 Service Guarantee

The FDA will provide its customers/clients with high-quality service by:

- ❖ Promptly responding to technical and complex inquiries
- ❖ Ensuring that the management and utilization of forest resources meet international standards and best practices
- ❖ Promoting sustainable management and utilization of the forest resources
- ❖ Accelerating environmental and climate goals

5.1. Service Standards

We are undertaking to provide a service of high quality. In this regard, we aim to:

- ❖ Attend to all technical and grievances promptly
- ❖ To be professional, polite and accountable in dealing with our customers/clients
- ❖ Processing permits or applications for forest management within the defined timeline

- ❖ Ensure commercial forestry practices are consistent with all policies, regulations and Laws of the FDA.
- ❖ Enhance biodiversity conservation to derive sustainable benefits for the forest dependents

When you communicate with the FDA, we will:

- ❖ Acknowledge receipt and be courteous
- ❖ willingly assist you and be responsive to your needs in a timely manner
- ❖ Treat you fairly and professionally
- ❖ Be sensitive to diverse issues

When we perform the services for you, we will:

- ❖ Explain our services and deliverables
- ❖ Aim to meet your expectations
- ❖ Demonstrate technical and professional competence in providing the services
- ❖ Respect and maintain customer confidentiality.
- ❖ Be accountable and adhere to best practices

After we have performed our service, 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 confidentiality beyond the terms of our commitment

5. DEALING WITH COMPLAINTS

Our Customers/Clients can channel their grievances as follows:

- Your complaint must be addressed to the Managing Director of the Forestry Development Authority
- Based on the nature of the complaints, the Managing Director deals with the complaints and resolves them or he may direct said complaints to the relevant Department within a period of one (1) to seven (7)
- The relevant Department reviews and acts on the complaints accordingly.
- The Department reports back findings with recommendations

- Based on the recommendations, the FDA takes corrective actions to avoid recurrence

When you call us, we undertake to:

- Answer calls as promptly as possible
- Identify ourselves by name and department
- Assist you in a polite and helpful manner
- If you cannot be helped by the recipient of your complaint, you will be referred to the appropriate department within the institution,
- We will maintain a complaint registry or suggestion box and mechanism and work towards reducing service complaints in the future.

6. WHERE WE ARE FOUND

CENTRAL	PHYSICAL	CONTACT	PHONE	EMAIL	PHONE	DEPARTMENTS	LOCATION	PHONE	FOR	EMERGENCY

Forestry Development Authority	Region 1									
	Bomi(HQ)	0776268286	0777931528							
Whein Town, Mount Barclay	Capemount									
	Montserrado									
P.O.Box 301 Montserrado County, Liberia	Region 2									
	Lotfa(HQ), Bong	0777184142	0777931528							
	Region 3									
	Maribi									

7. OVERVIEW OF SERVICE CHARTER

Bassa (HQ), 0775804918	0777931528		
Riverness, Nimba			
Region 4			
Since(HQ), 0777312777	0777931528		
G.Gedeh			
Region 5			
Maryland	0777931528		
Grand kru			
Rivergee			

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

7.1.1 Legality Verification Department (LVD)

1. LVD

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
FDA-0001	Registration of timber exporters	All qualified timber register	N/A	First and last name of the company Full address and website Tax Identification number (TIN) Copy of ID card or passport	Registration complete within three (3) working days	LVD	Christian S. Barh Data Manager, LVD Email: Christian.barh@fda.gov.tr Cell #:0777316619 Sophia McCauley Desk officer saphiemccauley@yahoo.com Cell #: 0777376165	Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell :0886833516	Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell :0886833516 Angeline K.F.Yini Human Resource Manager angelinekyini@yahoo.com cell #: 0776429298

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
FDA-0001	Barcode delivery	All timber exporters	\$0.10 per piece	Name and contact of the requester The name of a private timber company The type of barcode needed (tree or log) with detail of resource area number (as applicable) Number of tags requested	Delivery within 7 working days after receiving payment	LVD	Edward D. Swen Help Desk Officer Swenedward1@gmail.com Cell #:0776-892-118	Hon. Rudolph J. Merab Managing Director rmerab14@gmail.com cell #: 0886511134 Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell #: 0886833516	Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell #:0886833516

FDA-0001	Invoicing fees for timber	All qualified timber register	Cost varies based on several variables	The amount to be paid is calculated libertrace. Proforma invoices are sent to the operator. Operator verifies proforma invoice details. Operators paid the fees according to the LRA procedure. Operators receive proof of payment from LRA.	All revenue on fees is invoiced within seven (7) working days of the billing date	LVD	Comfort M. Warnah Invoices Officer Comfortmurra.y75@gmail.com Cell #: 0775559842	Hon. Rudolph J. Merab Managing Director rmerab14@gmail.com cell #: 0886511134 Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell #: 0886833516	Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell #: 0886833516
----------	---------------------------	-------------------------------	--	--	---	-----	--	---	--

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
FDA-0001	Export Permit for timber and wood product	All qualified timber register	Fees varies and are paid at the point of export	Timber should be traceable All timber should meet the fiscal requirements Timber should meet the legal defamation s.	Registration, vetting, and approval are complete within ten (10) working days of receipt of all relevant documents, and if there is no discrepancy requiring further inspection	LVD	Christian S.Barh Data Manager Email: Christian.barh@fda.gov.lr Cell #:0777316619	Hon.Rudolph J. Merab merab14@gmail.com cell #: 0886511134 Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager Cell #: 0886833516	Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell #: 0886833516

CODE	FDA-0001	Services provided to the general public	Provide Certificate of Origin	Eligibility and conditions	All qualified timber register	Cost of service	N/A	Other Requirements	Log shipment requirements	The time it takes to get service	Five working days	Responsible Department	LVD	Name of staff in charge and work-email	Alex Yougbah Operation Manager, LVD ayougbah@gmail.com Cell #:0776094774	Name of supervisor and work-email	Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell #:0886833516	Feedback channels	Karmoh Yarmar Yarmarkarmoh593@gmail.com Technical Manager LVD Cell #: 0886833516
------	----------	---	-------------------------------	----------------------------	-------------------------------	-----------------	-----	--------------------	---------------------------	----------------------------------	-------------------	------------------------	-----	--	---	-----------------------------------	---	-------------------	--

7.1.2 Conservation

CODE	Services provided to the public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
------	---------------------------------	----------------------------	-----------------	--------------------	----------------------------------	------------------------	--	-----------------------------------	-------------------

FDA/00 02	Processing and issuance of research permits	All recognized research institutions and higher institutions of learning, individual researchers affiliated with recognized institutions	Application fees (Foreign Non Student Research) \$50 Foreign student \$30. Liberia post graduate LR 3,500 Non student LR 2,500 Specimens collection for research fees	Researchers and institutions with a track record	5 working days	Forest Conservation	Abednego D. Gbarway Wildlife Manager agbarway@yahoo.com Cell #:0880820808	Jerry G. Yonmah, yonmah1968@yahoo.com Technical Manager Conservation Forestry cell #: 0776462564	Nora G. Bowler Deputy Managing Director Conservation, norab22b@yahoo.com Cell #: 0886844041 Angeline K.F Yini Human Resource Manager angelinekfyini@yahoo.com cell #: 0776429298
--------------	---	--	---	--	----------------	---------------------	--	---	---

CODE		
Services provided to the public		
Eligibility and conditions		
Cost of service	varies per species	
Other Requirements		
The time it takes to get service		
Responsible Department		
Name of staff in charge and work-email		
Name of supervisor and work-email		
Feedback channels		

FDA/00 02	Park entry	Domestic and International tourists, Interested individuals for recreational purpose	US\$10 for domestic tourists and US\$20 for international tourists High school students local \$3.00 University Students, local \$5.00 US\$5 for children under 3-17yrs	Valid Identification Card or Passport	2 working days	Forest Conservation	Evangeline Swope Manager, Protected Area Management, Conservation department evglnswope@gmail.com cell #: 0778535244	Jerry G. Yonmah Technical Manager Conservation Forestry yonmah1968@yahoo.com cell #: 0776462564 Nora G. Bowler Deputy Managing Director for Conservation, Community and Carbon norab22b@yahoo.com Cell #: 0886844041	Nora G. Bowler Deputy Managing Director for Conservation, Community and Carbon norab22b@yahoo.com Cell #: 0886844041
--------------	------------	--	--	---------------------------------------	----------------	---------------------	---	---	---

CODE	Services provided to the public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
FDA/0002	Ecotourism activities	Domestic and International tourists, Interested individuals for recreation al purpose	US\$10 for Wildlife viewing, US\$10 for River tour, US\$10 for Night camping	Valid Identification Card or Passport	2 working days	Forest Conservation	Comfort Tweh Sakui Manager, Ecotourism and Awareness, Conservation Forestry ctsakui2010@gmail.com Cell #:0886563941	Jerry G. Yonmah Technical Manager Conservation Forestry yonmah1968@yahoo.com cell #: 0776462564 Nora G. Bowler norab22b@yahoo.com Cell #: 0886844041	<u>Nora G. Bowler</u> Deputy Managing Director for Conservation, Community and Carbon norab22b@yahoo.com Cell #: 0886844041

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
FDA/0002	Issuance of CITES Permits (for non-commercial purposes)	All recognized research institutions and higher institutions of learning, individual researchers affiliated to recognized institutions	US\$50 per page in addition to specimen fees	Researches and institutions with track records	5 working days	Forest Conservation	Abendego Gbaway Wildlife Manager, Conservation department agbaway@yahoo.com oo.com Cell #:0880820808	Jerry G. Yonmah Technical Manager Conservation Forestry yonmah1968@yahoo.com Cell #:0776462564 Nora G. Bowler norab22b@yahoo.com Cell #: 0886844041	Nora G. Bowler Deputy Managing Director for Conservation, Community and Carbon norab22b@yahoo.com Cell #: 0886844041

Issuance of Sectoral Clearance	All interested partners	LRD 15,000 (National) US\$250 (International)	Article of Incorporation Business registration Staff listing with Gross Salary Organogram List of capital assets Bank account Annual work plan	5 working days	Conservation/Strategic Planning Unit	Jerry G. Yonmah Technical Manager Conservation Forestry yonmah1968@yahoo.com Cell #:0776462564 Joseph G. Duolupeh Manager Strategic Planning Unit jduolupeh@gmail.com cell #: 0886664890/0770190096	Nora G. Bowler Deputy Managing Director for Conservation, Community and Carbon norab22b@yahoo.com Cell #: 0886844041	Nora G. Bowler Deputy Managing Director for Conservation, Community and Carbon norab22b@yahoo.com Cell #: 0886844041	Nora G. Bowler Deputy Managing Director for Conservation, Community and Carbon norab22b@yahoo.com Cell #: 0886844041
--------------------------------	-------------------------	--	---	----------------	--------------------------------------	--	---	---	---

7.1.3Commercial

CODE	Services provided to the public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge	Name of supervisor and work-email	Feedback channels
FDA/003	Pre-qualification certificate	All qualified persons	\$25.00	Letter of intent Business plan Article of incorporation Business registration certificate Nasscorp Employee certificate Valid tax clearance Bank financial statement	7 working days	Commercial Forestry Department	Abraham Sheriff National Authorizing Officer, Commercial Department abraham_she@yahoo.com cell #: 077702 8044	Sundeh Blanyon Technical Manager Commercial Forestry Department blanyonalways@gmail.com cell #: 0886413778	Gertrude W.K.Nyanley Deputy Managing Director for Commercial and technical Services gwkorvayan@yahoo.com cell :0886550699 Angeline K.F Yini Human Resource Manager angelinekfyini@yahoo.com cell #: 0776429298

FDA/003	Issuance of contracts and permits	All qualified persons	USD \$60,000 - \$300,000 or more	Bid documents, community recommendation, proof of ownership for private property	Nine(9) months - Two(2) years	Commercial, Administration	Sundeh A. Blanyon Technician Manager Commercial Department blanyo.nalways@gmail.com cell #:0886413778 Wynn Bryant wynnbryant12@gmail.com	Gertrude W.K.Nyanley Deputy Managing Director for Commercial and Technical Services gwkorvayan@yahoo.com cell #:0886550699	Gertrude W.K.Nyanley Deputy Managing Director for Commercial and Technical Services gwkorvayan@yahoo.com cell #:0886550699
---------	-----------------------------------	-----------------------	----------------------------------	--	-------------------------------	----------------------------	--	---	---

CODE													
Services provided to the public													
Eligibility and conditions													
Cost of service													
Other Requirements													
Time it takes to get service													
Responsible Department													
Name of staff in charge	cell	#:08865	51249/0	7760636	43								
Name of supervisor and work-email													
Feedback channels													

CODE	Services provided to the public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge	Name of supervisor and work-email	Feedback channels
FDA/003	Review of Business and Management plans (15/25 management plans)	Community Forest Management Body and Logging Company	Free	Submit 5 copies of the management plan and 1 copy of Business Plan	two (2) weeks	Department of Commercial, Community and Conservation	Abraham Sheriff National Authority zing Officer, Commercial Department abrahamsher@yahoo.com cell #: 077702 8044	Sunde Blanyon Technical Manager, Commercial Forestry blanyonalways@gmail.com cell #: 0886413778 Hon. Gertrude Nyanley gwkorvayan@yahoo.com cell #: 0886550699	Gertrude W.K.Nyanley Deputy Managing Director for Commercial and Technical Services gwkorvayan@yahoo.com cell #: 0886550699

Harvesting Certificate	Logging Company	Free	ESIA permit Social agreement Performance Bond Article of Incorporation Valid tax clearance Bank statement Block approval letter AOP Approval Pre-qualification certificate	3 working days	Commercial forestry department	Sundeh A. Blanyon blanyon@nawalway.com cell #:0886413778	Gertrude W.K.Nyanley gwkorvayan@yahoo.com cell #:0886550699	Gertrude W.K.Nyanley gwkorvayan@yahoo.com cell #:0886550699
------------------------	-----------------	------	--	----------------	--------------------------------	--	---	---

3-- 31 -

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

CODE	Services provided to the public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge	Name of supervisor and work-email	Feedback channels
FDA/003	Registration and sawmilling Permit Class A, B, & C	Class C, All Liberians Citizens above 18yrs Class A&B Liberians and Non-Liberians	Class A \$2,250.00 Class B \$1,000.00 Class C \$750.00	Pre-qualification Valid Tax Clearance Business Registration Bank Statement Article of Incorporations ESIA permit	3 working days	Commercial Forestry Department	Ruth Varney Manager Forest product Marketing Manager, Commercial Department konahvarney@gmail.com cell #: 0770436179	Sundeh Blanyon blanyonalways@gmail.com cell #:0886413778 Gertrude W.K.Nyanley gwkorvayan@yahoo.com cell #:0886550699	Gertrude W.K.Nyanley gwkorvayan@yahoo.com cell #:0886550699

3-- 32 -

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

7.1.4 Forest Research and Development (R&D)

Code	Services provided to the general public	Eligibility and conditions	Cost of service	Other requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work email	Name of supervisor and work email	Feedback channels
FDA/0004	Print harvesting certificate and pre-qualification certificate	All eligible logging companies	N/A	Company registration document Tax clearance	Two days	R&D	Mulubah D. Lamah Acting GIS manager lamahmulubah@gmail.com Cell #: 0777933875	Simulu Kamara simulakamara@gmail.com Cell #: 0775282511	Gertrude W.K.Nyanley gwkorvayyan@yahoo.com Cell #: 0886550699

FDA/0004	Forest Demarcation	All eligible partners and qualified communities	US\$10,000-\$30,000 depending on the situation	Letter of intent to FDA	14 to 21 days	R&D	Mulubah D. Lamah Acting GIS manager lamahmulubah@gmail.com Cell #: 0777933875/ All GIS/Remote Sensing Division inventory staff	Simulu Kamara Technical Manager Forest Research and Development simulukamara@yahoo.com cell #:0775282511	Gertrude W.K.Nyanley Deputy Managing for Commercial and technical Services
----------	--------------------	---	--	-------------------------	---------------	-----	--	--	--

FDA/0004	Investigative mapping	All eligible partners and qualified communities	N/A	Application Letter	15 days - 3 months	R&D	Mulubah D. Lamah Acting GIS manager lamahmulubah@gmail.com Cell #: 0777933875/ All GIS/Remote Sensing Division inventory staff	Simulu Kamara Technical Manager Forest Research and Development	Gertrude W.K.Nyanley Deputy managing Director	gwkorvayan@yahoo.com cell #:0886550699
----------	-----------------------	---	-----	--------------------	--------------------	-----	--	---	---	---

										simuka marah@yahoo.com marah@yahoo.com cell #:0775282511 Hon. Gertrude Nyanley gertrudenyanley@yahoo.com	or for Commercial Technical Services gertrudenyanley@yahoo.com cell #:0886550699
--	--	--	--	--	--	--	--	--	--	---	--

7.1.5Community

CODE	Services provided to the public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
FDA/0005	Application for Community Forest	Forest fringe communities	\$250.00	Community Submits a written application for Authorized Forest Community to the Office of the Managing Director Community representative pays the fees to LRA and take the receipt of payment to the FDA	The process of submission, review, and issue of receipt of written application and application fee should take 7 working days	Community Forestry Department	Weedor Gray Technical Manager Community Forestry Department weedorgray@yahoo.com cell #:0886519534	Nora G. Bowler Deputy Managing Director for Conservation, Community and carbon norab22b@yahoo.com Cell #: 0886844041	Nora G. Bowler Deputy Managing Director for Conservation, Community and carbon norab22b@yahoo.com Cell #: 0886844041 Angeline K.F Yini Human Resource Manager angelinekfyni@yahoo.com cell #: 0776429298

CODE	Services provided to the public	Eligibility and conditions	Cost of service	Other Requirements	The time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
FDA/005	Granting Authorized Community Forest Status (9 steps)	Forest fringe communities	N/A		Maximum 30 days per step	Department of Community Forestry & Forest Research and Development	Weedor Gray Technical Manager Community Forestry Department weedorgray@yahoo.com cell #:0886519534	Nora G. Bowler Deputy Managing Director for Conservation, Community and carbon norab22b@yahoo.com o.com Cell #: 0886844041	Nora G. Bowler Deputy Managing Director for Conservation, Community and carbon norab22b@yahoo.com m Cell #: 0886844041

The Rights of our Customers and Clients include:

a. YOUR RIGHTS

- Generous and responsive always.
- Full disclosure of information.
- Prompt and efficient service.
- You are entitled to complete, accurate, and timely nonconfidential information.
- You are entitled to make inquiries at any time within the official working hours and to raise genuine complaints.
- Effective and efficient Grievance Redress Mechanism

b. YOUR OBLIGATIONS

This Charter serves as a comprehensive guide, informing the public about the standards, scope, and conditions of our services. It also outlines your rights and provides clear channels for reporting grievances and seeking redress should any of your rights be violated. This Charter reaffirms our commitment to delivering services to the highest standards possible. We, therefore, appreciate a collaborative effort; your honesty and generosity in complementing our effort to sustainably manage the sector while improving your welfare cannot be overly emphasized.

8. ANNEXES

8.1. Feedback Form



**Forestry Development 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.

Name:	
Date of Service:	
Service Department:	
Feedback/Comments:	
Suggestions for Improvement:	
Contact Information (optional for follow-up):	

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